

Benefit Services

Housing Benefit and Council Tax Benefit

Do you want your Housing Benefit/Council Tax Benefit awarded as soon as possible?

What can you do to help?

You must complete and hand in your application form for Benefits immediately. We will also require that you provide all of the supporting information that we need to assess any Benefit entitlement.

We need proof of:-

- Your National Insurance Number and Identity**
- Your last 5 weekly or 2 monthly payslips**
- All state benefits you receive**
- All non dependants' incomes**
- Your last two months' bank statements**
- Any capital you may receive**
- Any tax credits you receive**
- Maintenance received**
- Rent paid if you are a tenant of a private landlord**
- Any other income you receive**
- Child care costs that you pay out**

Unsure of what information you need to give us?

Please contact Benefit Services staff at your local area office.

Remember – we cannot pay you any Housing Benefit and/or Council Tax Benefit until you make your claim and send **ALL** of the information that we need.



YOU MUST INFORM US OF ANY OF THE FOLLOWING CHANGES IN YOUR CIRCUMSTANCES.

1. Changes in income of yourself and/or partner separately or jointly.
2. Anyone living with you not receiving full time education reaching 18 years of age.
3. A change in the number of people living in your household.
4. Any person living in your household who starts to receive or stops receiving Income Support or Job Seekers Allowance (Income Based).
5. Any child who ceases to be in full time education.
6. If a child takes up full time work.
7. If you change your address.
8. If you and/or your partner go into hospital.
9. If your rent changes.

IF YOUR BENEFIT IS PAID BY CHEQUE AND EITHER:-

- A) You are in receipt of Income Support or Job Seekers Allowance (Income Based) and you stop receiving it
- or
- B) You move from your present address.

YOU MUST RETURN ALL CHEQUES TO YOUR LOCAL OFFICE WHICH DATE FROM THIS CHANGE OF CIRCUMSTANCES.

IF YOU ARE A LANDLORD YOU MUST ADVISE US IF YOU KNOW THAT YOUR TENANT'S CIRCUMSTANCES HAVE CHANGED AT ALL.

ANY OVERPAYMENT OF HOUSING BENEFIT OR EXCESS PAYMENT OF COUNCIL TAX BENEFIT MADE AS A RESULT OF FAILURE TO DISCLOSE OR LATE DISCLOSURE OF INFORMATION WILL BE RECOVERED.

CHANGES CAN BE REPORTED TO THE FOLLOWING OFFICES: - SEE OVERLEAF FOR DETAILS.

OPENING HOURS

THE REVENUES AND BENEFITS SERVICE IS CLOSED TO THE PUBLIC EACH WEDNESDAY.



ENQUIRIES IN PERSON OR BY PHONE CAN BE MADE TO YOUR LOCAL OFFICE FROM 10:00AM TO 4:45PM MONDAY, TUESDAY AND THURSDAY AND 10:00AM TO 4:00PM ON FRIDAY.

Benefit Services Contact Points

County Buildings
Wellington Square
Ayr
KA7 1DR

Ayr North Area Office
Riverside House
21 River Terrace
Ayr
KA8 0AU

Girvan Area Office
19 Knockcushan Street
Girvan
KA26 9AQ

Troon Area Office
Municipal Buildings
South Beach
Troon
KA10 6EF

Telephone Number: 0300 123 0900

Email Address: benefit.services@south-ayrshire.gov.uk

Alternatively a member of staff from Benefit Services will be present at the Prestwick and Maybole area offices each Tuesday. You must make an appointment by telephoning 0300 123 0900 when you will be allocated a specified time. Please be aware that limited availability of appointments at these locations may delay your claim.

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Please note – If you are an Ayrshire Housing tenant you can contact Ayrshire Housing at the following address:-

Ayrshire Housing
119 Main Street
Ayr
KA8 8BX

Tel: 01292 880120
Fax: 01292 880121



The information provided is subject to the Data Protection Act (1998). Information may be shared with other Council Departments and External Agencies for stated purposes only.

SOUTH AYRSHIRE COUNCIL

REVENUES AND BENEFITS

OPENING HOURS

Please note that the Revenues and Benefits Service will be closed to the public each Wednesday.

Anyone who requires information on Council Tax, Council Tax Benefit/Housing Benefit, Non Domestic Rates, Sundry Income and Housing Benefit Overpayments can gain access during the following hours:

Monday and Tuesday – 10.00am to 4.45pm

Wednesday Closed

Thursday – 10.00am to 4.45pm

Friday – 10.00am to 4.00pm

Staff can also be contacted by letter at the address detailed on individual bills or notifications or by e-mail at:

Council.tax@south-ayrshire.gov.uk

Benefit.services@south-ayrshire.gov.uk

Business.rates@south-ayrshire.gov.uk

Sundry.income@south-ayrshire.gov.uk

HB-Overpayments@south-ayrshire.gov.uk



IF YOU ARE A COUNCIL TENANT OR A HOME OWNER, YOU DO NOT NEED TO COMPLETE THIS PAGE

SOUTH AYRSHIRE COUNCIL

BENEFIT SERVICES

Housing Benefit/Council Tax Benefit Claim

Name: _____

Address: _____

I authorise South Ayrshire Council, Benefit Services, to contact my Landlord

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- to obtain information relating to the residency and rent details of my claim, e.g. date I moved in, rental payments etc.
 - to advise about delays in processing my claim, e.g. if I have not provided sufficient documentary evidence or information
 - to advise about gaps in my entitlement e.g. if I fail to return claim forms for benefit

I am aware that it is my responsibility to notify South Ayrshire Council, Benefit Services about any change to my circumstances which may affect my entitlement to either Housing Benefit or Council Tax Benefit.

Examples of the types of changes which should be reported are given below. However you must report any other changes which take place:-

- Changes in income of either you or your partner separately or jointly
- Anyone living with you who is in full time education and reaches 18 years of age
- A change in the number of people living in the household
- Any person living in the household who starts to receive or stops receiving Income Support or Job Seekers Allowance (Income Based)
- Any child who ceases to be in full time education
- If a child takes up full time work
- Change of address
- If you and/or your partner go into hospital
- If the rent changes

Claimant Signature: _____ Date: _____



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Benefit Services – Customer Questionnaire

Name: _____ (optional)

Address: _____ (optional)

Tel. No. _____ (optional)

Q1 When you initially applied for housing benefit and/or council tax benefit were you satisfied with the information provided, and your responsibilities for claiming benefits?

Yes No

Q2 Did you access the Council's website for information about housing benefit or council tax benefit before you applied?

Yes No

If yes, did you find this useful?

Yes No

If no, please let us know what information you think would be useful. (Please complete at question 5)

Q3 During the claim process were you given sufficient advice/information on how to apply?

Yes No Not requested

Q4 Were the staff who dealt with you during the claim process helpful and courteous?

Yes No

Q5 If you have any further comments, please add these below.

Thank you for taking the time to complete this questionnaire.



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