

When should I claim?

You should claim as soon as possible. If you delay claiming, you may lose benefit. If you don't have all the proof, don't delay returning your claim to us. You can send proof later.

If you know your circumstances are going to change, you can send a claim form up to 13 weeks before the change is due to happen

If you bring your form to the Customer First Centre with all information including original documents and proof of identity, a decision will be made on your claim within 5 working days.

When will your benefit start?

Your benefit will normally start from either the date you moved in to your property or the Monday after we get your completed claim form.

Sometimes, different rules apply. Please see our separate leaflet - When will your Benefit Start.

We will tell you in writing if you qualify or not. If you do qualify we will tell you how much you will receive, how you will get it and the date your benefit will start.

Blackpool Council believes in Access for All

To ensure services provided by Blackpool Council are accessible information is available upon request in a variety of accessible formats including large print, Braille, on audio cassette or computer disk.

We can also provide help for British Sign Language users and provide information in languages other than English.

Please ask for details.

For more information or advice

Customer First Centre

Visit the Customer First Centre:

Town Hall PO Box 50
Corporation Street
Blackpool FY1 1NF

Customer First Centre opening times:

8am to 5.30pm Monday to Friday
9am to 2pm Saturday

Call Centre

For Revenues and Benefits enquiries phone us on 01253 478847

For all other enquiries phone us on 01253 477477

Telephone lines are open:

8am to 6pm Monday to Friday
9am to 2pm Saturday

Fax

You can fax us on 01253 478808

Email

You can email us: benefits@blackpool.gov.uk

Website

You can also get information from our website www.blackpool.gov.uk

This information is for guidance only. Please contact us to talk about your individual circumstances and we will be able to give you more information.

How to claim



How to claim

Introduction

This guide is one of a number produced with the aim of helping customers understand Housing and Council Tax Benefit.

It is intended as a general guide. People have different circumstances so for more detailed individual advice please contact us.

Who can claim ?

Claim if

- You have to pay rent to a private landlord, housing-association or for a Council property.
- You have to pay Council Tax on your home.
- Your savings are less than £16,000 (Different capital rules apply to people over 60, please see our separate leaflet, Will you qualify).
- You are on a low income for example
 - You work full or part time and receive a low wage.
 - You receive Incapacity Benefit, Employment Support Allowance, Jobseeker's Allowance (contributions based) or any other state benefits.
 - You receive Income Support or Jobseeker's Allowance (income based).

How to claim ?

How to claim will depend on your circumstances, as follows:

- If you are also making a new claim for Job Seekers Allowance, Income Support, Employment Support Allowance or Incapacity Benefit, your claim will be made through JobCentre Plus. Contact them on freephone 0800 055 6688.
- If you, or your partner, are over 60 years old you may contact the Pension Service by calling them on freephone 0800 99 1234. If you apply for Pension Credit you can claim Housing Benefit and Council Tax Benefit at the same time.
- If you are moving address, within Blackpool, and are already on benefit, you will need to complete a shortened "Change of Address" application form, as we only need certain information.
- If you are receiving Job Seekers Allowance, Employment Support Allowance or Income Support and are starting work, there is also a different shortened form to complete, a "Change of Circumstances: Moving Into Work" application form.
- In any other circumstance you will complete a full benefit application form.
- The above three application forms can be requested by telephone, or at the Customer First enquiry counter. Stocks are also held at the Housing Estate Offices, and the full application form can be downloaded from the Council's website.

- It is important that when you have filled in your application you send, or bring, it in with full supporting ORIGINAL documents. For full details see the claim forms.

