

How to access the Benefits Service

Online: The service is available 24/7 and you can use this anytime from the comfort of your home. For information about what help you can get from the Benefits Service and to manage your application visit:

www.walthamforest.gov.uk/content/housing-benefit where you can:

- ✗ find out more about applying for help
- ✗ use the Benefits calculator to get an estimate of how much help you can get
- ✗ apply for Housing Benefit and Council Tax Support using our online form
- ✗ report a change in your circumstances if you are receiving Housing Benefit / Council Tax Support, using our online form
- ✗ upload evidence for Housing Benefit / Council Tax Support, using our online form
- ✗ claim Free School Meals
- ✗ apply for assistance from the Waltham Forest Social Fund scheme
- ✗ claim Discretionary Housing Payment for extra help with your housing costs
- ✗ apply for assistance from the exceptional hardship Council Tax relief scheme
- ✗ check the current Local Housing Allowance rates
- ✗ get information about recent and future changes affecting Housing Benefit and Council Tax Support and other Welfare Reforms

Accessing information online:

✗ you can use the self-service facility to see how much we are paying you, when your next payment is due, and what information was used to calculate your entitlement. Register at ecitizen.walthamforest.gov.uk/publicaccesslive/selfservice/citizenportal/login.htm

Telephone: You can call us on 020 8496 3000 and select option 3 between 9am-5pm, Monday-Friday.

Visit us at one of the libraries to:

- ✗ make general enquiries,
 - ✗ apply for Housing Benefit, Council Tax Support or Free School Meals.
 - ✗ report a change in your circumstances if you are already receiving help
 - ✗ drop off evidence and information to support your application
- Leyton Library (273 High Road Leyton, E10 5QH) is open Monday to Friday from 9am to 5pm.
- Leytonstone Library (6 Church Lane, Leytonstone. E11 1HG) is open Monday to Friday from 9am to 5pm.
- North Chingford Library (The Green, Chingford, E4 7EN) is open Monday to Friday from 9am to 5pm.
- Walthamstow Library (High Street, Walthamstow, E17 7JN) is open Monday to Friday from 9am to 5pm.

Home visit: If you are housebound or elderly, call the Benefits Team on 020 8496 8550, give a brief reason for your request and they will arrange a visiting officer to contact you if needed.

Email: revenue.services@walthamforest.gov.uk

Write to: Revenues and Benefits Service, London Borough of Waltham Forest, PO Box 856, London, E17 9PN

Comments and Complaints

If you are unhappy with the service you have received from us, please let us know. We will listen to your views and take action to put things right. For more information, visit the complaints section on our website at www.walthamforest.gov.uk/complaints

Changes to Benefits and Welfare Reform

The government has made several important changes to the Benefit scheme. Some of these changes will reduce or limit the amount of help you can receive. To find out more about the changes and what help is available to you visit the council website at www.walthamforest.gov.uk/content/welfare-reforms-changes-benefits-system

Help and advice

If you need help and advice, you can contact the Walthamstow Citizens Advice Bureau. Please telephone 0300 330 1175 for advice or an appointment.

If you have a sight disability, you can phone us on 020 8496 3000 for an explanation of what this letter means, or to ask for a copy in large print or on audio-tape.

Important information about your claim

It is very important that you read the letter enclosed with this leaflet carefully. You must tell us straight away if anything is wrong. If you do not, and you are paid less than you are entitled to, we may not be able to change it later. If anything is wrong and you are paid too much, you will have to pay it back. If you do not understand the letter, please contact us.

What if my situation changes?

If there is a change in your circumstances, or the circumstances of anybody in your household, you must tell us about the change as soon as it happens, even if it is only for a short time. If you do not tell us straight away you may receive less help than you should, or be paid too much which you will have to pay back.

If your Housing Benefit is paid to you and not to your landlord, you must return any un-cashed cheques or payments paid directly into your bank account by BACS when you report a change in your circumstances.

These are some examples of the changes you must tell us about. Please note this is not a full list:

- ⌚ you or your partner start or stop getting Income Support, Jobseekers' Allowance, Employment and Support Allowance, Disability Living Allowance, Attendance Allowance, Pension Credit or Universal Credit.
- ⌚ your or your partner's income changes
- ⌚ your or your partner's savings or capital change
- ⌚ you or your partner are moving, or have moved
- ⌚ you or anyone in your household, including non dependants, are or are due to be temporarily absent from the home for a period of more than two weeks.
- ⌚ anyone moves into or out of your home, including lodgers, subtenants or children
- ⌚ you or anyone living with you becomes a student, goes on a Youth Training Scheme, changes or leaves a job or their income changes
- ⌚ any of your children leave school or leave home
- ⌚ there is any change in your or your partner's immigration status
- ⌚ someone in your household is born or dies
- ⌚ your rent changes

It is an offence not to tell us about any changes of circumstances that affect your entitlement. We may take court action against you. If you are not sure about a change, contact us immediately.

You can report a change in your circumstances in several different ways. Please go to **'How to access the Benefits Service'** for more information.

Request for translated information

This letter has important information about your Council Tax and Housing Benefit. If you need to discuss it with someone who speaks your language please ring us telling us your name, address, telephone number and which language you speak. Our telephone number is 020 8496 3000.

Kjo letër përmban informata të rëndësishme për Council Tax dhe Housing Benefit. Nëse ju duhet që të bisedoni me dikend lidhur me këtë në gjuhën tuaj, ju lusim që të na telefononi duke na dhënë emrin, adresën dhe numrin e telefonit tuaj, si dhe gjuhën që flisni. Numri ynë i telefonit është 020 8496 3000.

Albania

Cette lettre contient des informations importantes en relation avec vos impôts locaux et vos allocations de logement. Si vous désirez en discuter avec quelqu'un qui parle votre langue, contactez-nous en précisant votre nom, votre adresse, votre numéro de téléphone ainsi que la langue que vous parlez. Notre numéro de téléphone est le suivant : 020 8496 3000.

French

Waraaqdani waxay xambaarsan tahay xog aad u muhiim ah, oo ku saabsan Canshuurta Kownsilka iyo Kaalmada Guryaha. Haddii aad jeclaan lahayd inaad arrintaas kala hadashid qof kugula hadli kara afka aad ku hadashid, fadlan na soo wac, adigoo noo sheegaya magacaaga, cinwaankaaga, lambarka teleefoonkaaga iyo waliba afka aad ku hadashid. Lambarka teleefoonkayaguna waa sidan: 020 8496 3000.

Somali

Bu mektupta Belediye Vergisi ve Konut Kirası Yardımı konusunda önemli bilgiler yer almaktadır. Mektubun içeriği konusunda Türkçe bilen birisine danışma gereğini duyuyorsanız, lütfen bize telefon edip adınızı, soyadınızı, adresinizi, telefon numaranızı ve hangi dili konuştuğunuzu bildirin. Telefon numaramız: 020 8496 3000.

Turkish

ان خط میں آپ کے کونسل ٹیکس اور ہاؤسنگ بیٹیفٹ کے بارے میں اہم معلومات دی گئی ہیں۔ اگر آپ ان کے بارے میں کسی ایسے شخص کے ساتھ بات چیت کرنا چاہتے ہیں تو آپ کی زبان بولنا ہوتی ہے اور کرم میں فون کیئے اور اپنا نام پوچھو اور ٹیپٹے ان ٹیپٹے اور یہ کہ آپ کوئی زبان بولتے ہیں۔ ہمارا آئیڈی ان نمبر یہ ہے

...020 8496 3000

Urdu