

# Housing Benefit and Council Tax Reduction Scheme

## Change of circumstances

It is a legal requirement that you tell the council about any changes in your circumstances. This leaflet gives some examples of changes that you need to tell us about.

This document is available in other formats on request. Please telephone: 01293 438000 if you would like a translation or copies in Braille, large print, audio tape or computer disk.

Visit the council's web site for more information on this and other council services at [www.crawley.gov.uk](http://www.crawley.gov.uk) or email [benefits@crawley.gov.uk](mailto:benefits@crawley.gov.uk)

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[www.crawley.gov.uk/benefits](http://www.crawley.gov.uk/benefits)



The amount of benefit or reduction you qualify for may be affected if your circumstances change.

If you don't tell us about the changes:

- You could lose money you are entitled to; or
- We could pay you too much money which you may have to pay back; and
- you could be charged an administrative penalty

**You must tell us of any change either before it happens, or within one calendar month for Housing Benefit and within 14 days for Council Tax Reduction, of it happening. You may be asked to confirm this in writing and supply documents as proof of the change.**

The council may consider prosecution for fraud if you knowingly continue to receive Housing Benefit or Council Tax Reduction to which you are not entitled to.

## Common Changes

### Change of address

You must tell us straight away if you move accommodation, even if this is only to a different room or flat within the same property.

Whenever you change address you need to tell us and provide evidence of your new tenancy agreement and any changes to your income or household.

### Your partner moves in

Your partner's income or capital needs to be considered if they move into your home and you are living together as a couple (same or opposite sex). You will need to report this change and provide evidence of your joint income.

If you are both receiving Income Support or Jobseeker's Allowance, you also need to make a joint claim with Jobcentre Plus.

### Your partner moves out

If your partner moves out, you need to tell us the date they left and a forwarding address. If you are jointly receiving Income Support or Jobseeker's Allowance, you also need to tell Jobcentre Plus.

### Changes in income

You need to tell us about all changes to your income. If you are getting Income Support, Jobseeker's Allowance, or Employment Support Allowance and there is a break in your entitlement, you need to tell us to avoid having your Housing Benefit or Council Tax Reduction stopped.

## You must also tell us if:

- There are changes in any other benefits you receive
- There are changes to your Working Tax Credit or Child Tax Credit
- You stop receiving Income Support, Jobseeker's Allowance,
- Pension Credit, or Employment Support Allowance
- The income of anyone living with you changes
- The amount of rent you pay changes (unless you are a council tenant)
- A child leaves school or leaves home
- You or anyone living with you becomes a student or starts a
- Government Training Scheme
- You or anyone living with you gets a job, changes jobs or becomes unemployed
- You or anyone living with you gets a second job
- You have a baby
- A registered childminder starts caring for your child
- Your child starts going to a nursery or playgroup
- Your child stops going to nursery or playgroup
- Someone moves into or out of your home, including boarders and sub-tenants
- You or anyone living with you goes into prison, hospital or nursing home
- You or anyone living with you goes back to work after a period of illness
- Your capital or savings increase

**This list is not exhaustive. If you are unsure whether you need to report a change, contact us for advice.**

## You can contact us by:

The Benefits Team is available to answer queries and process claims, between 8.30am and 4.30pm, Monday to Friday.

- Telephoning us on 01293 438611
- Emailing us on [benefits.crawley.gov.uk](mailto:benefits.crawley.gov.uk)
- You can report your change online at [www.crawley.gov.uk/benefits](http://www.crawley.gov.uk/benefits)

We also have staff that can help if English is not your first language.