

Apply for a discretionary housing payment or Council Tax hardship fund payment

Who can apply

To apply for this help, you must:

- be responsible for paying rent or Council Tax for your home
- have already applied for [Council Tax Support](#)
- have received your first payment if you get Universal Credit

You can only apply for a discretionary housing payment if you get:

- Housing Benefit
- Universal Credit that includes money for housing costs

Before you start

Get all the information and documents you need ready before you start.

Information you'll need:

- Your National Insurance number ([Find your National Insurance number - GOV.UK](#))
- Your Council Tax account number, if you're responsible for paying Council Tax
- Your benefits claim number, if you get Housing Benefit or Universal Credit
- You and your partner's income and where it comes from, like wages or benefits

- Any savings or investments you have and where you keep them, like in a bank account
- Your outgoings and how much you spend on them, like childcare or food shopping
- Any debts you have and how much you pay for them each month
- The names, ages and incomes of everyone who lives in your household
- Any health issues you, your partner, or your children have
- Your carer's full name and address, if you have one

If you need help to pay your rent, we'll also need:

- the rent balance on your most recent rent statement
- your landlord's name and address, unless you live in council housing

Documents we'll need from you

- Your award letter and latest monthly statement if you get Universal Credit
- A doctor's letter or other evidence for any health issues you tell us about

If you need help to pay your rent, we'll also need:

- proof of your rent payments, such as up to date rent statements or a letter from your landlord
- the most recent letter you've received about your rent
- A recent bank statement

The form continues on the next page.

Section 1: Your details

All applicants should fill in this section.

Forename

Surname

Address

Daytime contact number

Mobile number (optional)

Email (optional)

Date of birth

DD/MM/YYYY

National Insurance number

You can find this on your National Insurance card, benefit letter, payslip or P60 – for example, QQ 12 34 56 C

Have you lived in another country in the last 2 years?

- ☐ Yes
☐ No

Are you responsible for paying Council Tax for your home?

- ☐ Yes
☐ No

If yes, give your Council Tax account number
You can find your 8-digit account number at the top of your Council Tax bill. It begins with a 7 or 8.

Do you own your home?

- ☐ Yes
☐ No

Do you get Housing Benefit?

- ☐ Yes
☐ No

Do you get Universal Credit that includes money for housing costs?

- ☐ Yes
☐ No

If you've answered **yes** to Housing Benefit or Universal Credit, give your benefits claim reference number.

This is 9 characters and starts with a 5. You can find it on any benefits letter from us.

Send a copy of your Universal Credit award letter or monthly statement from your journal, showing the housing costs element of your Universal Credit with this form.

Section 2: **Income**

All applicants should fill in this section.

Are your income figures weekly, monthly or 4-weekly? Tick one

<input type="checkbox"/> Weekly
<input type="checkbox"/> Monthly
<input type="checkbox"/> 4-weekly

	You (£)	Your partner (£)
How much Universal Credit do you receive?		
How much is the Housing Costs element in your maximum UC amount?		
Wages/Salary		
Self-Employment		
Jobseekers Allowance		
Employment Support Allowance		
Child Benefit		
Pension Credit		
State Retirement Pension		
Occupational Pension		
Money received from adults in your household		
Maintenance		
Carers Allowance		
Fostering Allowance or Private Fostering Payment		
Personal Independence Payment (PIP) / Disability Living Allowance (DLA)		
Other – please specify		

Please provide details of any student loans, grants or bursaries, including the amount and period paid for.

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Has the [benefit cap](#) reduced your Housing Benefit or Universal Credit payments?

<input type="checkbox"/> Yes
<input type="checkbox"/> No

The form continues on the next page.

Section 3: Savings

All applicants should fill in this section.

Do you or your partner have any bank and building society accounts, including any savings accounts? Also include any assets, investments, shares, ISAs, bonds, or similar.

Bank, building society or company name	Amount (£)

Do you or your partner have any property or land in the UK or abroad?

- ☐ Yes
- ☐ No

The form continues on the next page.

Section 4: Outgoings

All applicants should fill in this section.

Are your outgoing figures weekly, monthly or 4-weekly? Tick one

<input type="checkbox"/>	Weekly
<input type="checkbox"/>	Monthly
<input type="checkbox"/>	4-weekly

Provide detail on any outgoings below:

Essential spending	Amount (£)
Rental costs	
Service charges	
Mobile/phones	
Internet/broadband	
Food, housekeeping	
Council Tax	
Gas	
Electric	
Water	
Public transport	
Petrol	
Car insurance/Breakdown recovery	
Road tax, Parking	
MOT, maintenance	
TV license	
Childcare costs	
Child maintenance	
Household insurance	

Pension/life insurance	
Court fines	
Adult care costs	
Total essential spend	

Other spending	Amount (£)
TV subscriptions	
Cigarettes	
Alcohol	
Pocket money	
Pet insurance	
Clothing	
Hairdressing	
Gifts	
Holidays	
Hobbies/sport	
Total other spend	

The form continues on the next page.

Section 5: Debts

All applicants should fill in this section.

Please list any outstanding debts and the amount you are currently paying towards the debts.

Company name	Amount owed (£)	Monthly repayment amount (£)

Have you sought advice from any of these agencies about managing your finances or debts?

Tick all that apply

<input type="checkbox"/> Royal Greenwich Money Advice Team <input type="checkbox"/> Greenwich Citizens Advice <input type="checkbox"/> Debt Free Advice <input type="checkbox"/> National Debt Line <input type="checkbox"/> Step Change <input type="checkbox"/> Pay Plan <input type="checkbox"/> Someone else – state below
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Would you like advice about your debts from the Royal Greenwich Money Advice Team?

<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 6: About your circumstances

All applicants should fill in this section.

Please tell us any relevant information which will support your application. For example, health issues, current accommodation is suitable for your special needs, schooling etc.

Does anyone receive Carer's Allowance for you or your partner?

☐ Yes
☐ No

If yes, provide the following:

Their name

Their address

If you or any members of your household have any physical or mental health problems or disabilities that mean that you need to remain in your current home, briefly outline them below.

Do you care for someone else?

- ☐ Yes
- ☐ No


If yes, provide the following:

Their name

Their relationship to you

Their address

How many hours do you care for them each week?

 Send a doctor's letter or any other evidence you have regarding what you have told us about

Children who live in your home (aged under 18)

Adults who live in your home (**aged over 18**)

[illegible]

Section 8: Rent details

Only fill in this section if you rent your home and get either:

- Housing Benefit
- Universal Credit that includes money for housing costs

Type of tenancy

- ☐ Private accommodation
- ☐ Council
- ☐ Housing association
- ☐ Temporary council accommodation
- ☐ Family or friends
- ☐ Other

Start date of tenancy

DD/MM/YYYY

How often is your rent due?

- ☐ Weekly
- ☐ Monthly
- ☐ 4-weekly

How much is your rent?

£

Are you related to your landlord?

- ☐ Yes
- ☐ No

If yes, tell us how you are related

How many bedrooms are in your home?

Do you share any part of your home with anyone who is not part of your family or household?

- ☐ Yes
☐ No

What is the rent balance on your most recent statement?

£

Are you in rent arrears, meaning you owe money for your rent?

- ☐ Yes
☐ No

If yes, has your landlord taken any action because you owe rent?

- ☐ Yes
☐ No

If yes, what was your landlord's last action?

- ☐ Sent a letter threatening legal action
☐ Sent a letter threatening legal proceedings
☐ Sent a notice seeking possession
☐ Set a date for a possession hearing
☐ Sent a letter threatening eviction proceedings
☐ Agreed a time and date for the eviction with the court
☐ Other action – state below

When you send us this form, include:

- a copy of your most recent rent statement or other proof that you have recently paid your rent
- a copy of the latest letter you have had about your rent

Has your Housing Benefit or Universal Credit reduced for either of these reasons:

- ☐ Your landlord is the council or a housing association and you have been told you are over-accommodated (often called bedroom tax).
- ☐ You rent from a private landlord and your rent charged is higher than the [Local Housing Allowance \(LHA\)](#)

Does your home have any adaptations?

These are changes to your home to make it safer and easier for you to move around and do everyday tasks.

- ☐ Yes
- ☐ No

If yes, tell us what adaptations your home has

Do you have a carer who stays overnight or lives with you?

- ☐ Yes
- ☐ No

If yes, provide the following:

Carer's name

Carer's address

Are you trying to move to a new home?

- ☐ Yes
☐ No

If no, tell us why you need to stay in your current home

If yes, tick all that apply:

- ☐ You are [bidding for social housing](#)
☐ You are trying to [swap your home with another tenant \(mutual exchange\)](#)
☐ You have talked about options with your Housing Officer
☐ You have contacted the Welfare Reform Team

If you have contacted the Welfare Reform Team, who did you speak to in this team?

Have you had a discretionary housing payment (DHP) before?

- ☐ Yes
☐ No

If yes, tell us how you have tried to improve your money situation since your last DHP. For example, by reducing your debts, bidding to move, looking for work or asking to work more hours.

Section 9: Payment details

Only fill in this section if you rent your home and get either:

- Housing Benefit
- Universal Credit that includes money for housing costs

Who should we send a discretionary housing payment to?

- ☐ Me
- ☐ My landlord

If you wish the payment to be made to **your account**, fill in the following:

Your bank or building society name

Your bank or building society address

Full name on this account

Account number

Must be an 8 digit number

Account sort code

Must be a 6 digit number

If you wish the payment to be made to **your landlord**,
fill in the following:

Landlord's name

Landlord's address and postcode

Landlord's telephone number

The form continues on the next page.

Section 9: Declaration

I All applicants should read the following and sign below.

- I/we declare that the information given in respect of this application is correct and complete.
- I/we will provide any further evidence/information that the council may need to finalise my claim.
- I understand that the council may check any of the details I have provided.
- I understand that I may be prosecuted if I give incorrect information or fail to report any changes of circumstances.
- Any overpayment of discretionary housing payment may be recovered from me or my partner.
- I agree to let the council share my information with other councils or organisations that could offer me support.

Signed by person claiming

Date DD/MM/YYYY

Signed by partner

Date DD/MM/YYYY

Has someone other than the person claiming completed this form?

- ☐ Yes
☐ No

If yes, tell us why someone else has completed the form

Full name of person filling in the form

Relationship to person claiming

Tick to acknowledge the following

- ☐ I have confirmed with the person claiming that the information given is correct
☐ I have explained the declaration above to the person who is claiming

Signature of the person filling out the form

Date

DD/MM/YYYY



Next steps

Return the completed form and any evidence to:

**Royal Borough of Greenwich
Advice & Benefits Service
2nd Floor, The Woolwich Centre
35 Wellington Street
Woolwich
London
SE18 6HQ**