

Change of circumstances

Have you had a change
that may affect the amount
of Housing or Council Tax
Benefit you receive?

Keep us informed



Change of circumstances

Any change in circumstances for you or anyone in your household may affect the amount Housing or Council Tax Benefit you receive.

Telling us about a change

If you need to tell us about a change in your circumstances you can:

- ❖ Give us an explanation of the change in writing as soon as it happens and send it to us; or
- ❖ Visit one of our Customer Services Centres and report the change as soon as it happens; or
- ❖ Phone us on 020 8489 2800 and report the change as soon as it happens; or
- ❖ Email us at benefits@haringey.gov.uk and report your change as soon as it happens.

You may lose money if you do not contact us within one month of the change.

In all of the circumstances above you will need to provide supporting evidence that confirms all the details of the change. We will need to see original documents, we will not accept photocopies.

Why do we need this information?

We have to ensure that the benefit you receive is correct.

If we find out we have paid you too much benefit, you will have to pay it back.

What evidence do you need to provide?

We have rules which say what evidence and proof we need to see before we can make a change to your benefit. Please remember that these must be original documents.

The table overleaf gives you a guide to which types of documents we will need to see for each type of change that may occur.

Please keep this leaflet as you may need it when you tell us about a change in your circumstances in the future.

What documents will we accept?

Type of change in circumstances	Original document (photocopies will not be accepted)
People moving in and out of your home (proof of identity)	<ul style="list-style-type: none"> ❖ Birth certificate ❖ Valid passport ❖ National Insurance card ❖ Proof of Child Benefit (for any children you haven't told us about before)
If your rent has gone up or down	<ul style="list-style-type: none"> ❖ Tenancy agreement (with new rent figure including service charges) ❖ Letter from your landlord (confirming increase or decrease) ❖ Letter from your letting agent (confirming increase or decrease)
If your income has gone up or down	<ul style="list-style-type: none"> ❖ Wage slips (either five weekly, two monthly or three fortnightly payslips) ❖ Signed letter from your employer (confirming increase or decrease) ❖ Haringey payform
If your self-employed income has gone up or down	<ul style="list-style-type: none"> ❖ Most recent profit and loss accounts ❖ Most recent bank statements ❖ Latest tax assessment ❖ Invoices and receipts
If your benefit starts, stops, increases or decreases	<ul style="list-style-type: none"> ❖ Notification letter from the Department for Work and Pensions ❖ Notification letter from Her Majesty's Revenue and Customs ❖ Most recent bank statements
If your other income starts, stops, increases or decreases	<ul style="list-style-type: none"> ❖ Payment slips (showing change in income and the date of change) ❖ Most recent bank statements ❖ Award notifications (e.g. from Child Support Agency) ❖ Most recent private pensions payslips

<p>If there has been a change in your savings or investments</p>	<ul style="list-style-type: none"> ❖ Most recent bank or building society statements ❖ Letter from your bank or building society ❖ Share certificates
<p>If anyone in your home starts or stops being a student or there is a change in the hours they study</p>	<ul style="list-style-type: none"> ❖ Letter from college or university confirming hours, course start and end date

How to provide us with your information?

- ❖ We strongly advise that if you can, bring your original documents to be photocopied at one of our Customer Services Centres (For a full list, see page four). Our Customer Services Officers will be happy to help you.
- ❖ If you are unable to visit one of our Customer Services Centres, all valuable documents received by post will be sent back to you using recorded delivery. If you are sending your documents to us, send them to:
Benefits Service
London Borough of Haringey
P.O.BOX 10505
Wood Green
N22 7WJ

- ❖ If you are housebound or unable to visit one of our Customer Services Centres, please contact our Customer Services Call Centre on **020 8489 2800**

Any questions?

- If you have any questions regarding this leaflet, or you would like to talk to someone about your Housing or Council Tax Benefit claim, you can:
- ❖ Visit one of our Customer Services Centres; or
 - ❖ Contact our Customer Services Call Centre on **020 8489 2800**; or
 - ❖ Contact us by email at **benefits@haringey.gov.uk**; or
 - ❖ Write to us.

Haringey Council Customer Services Centres

Visit in person

Hornsey Customer Services Centre

Broadway Annex
Hornsey Town Hall
Crouch End
N8 9JJ

*Opening times: Monday to Friday
8.45am to 5.00pm*

North Tottenham Customer Services Centre

639 High Road
Tottenham
N17 8BD

*Opening times: Monday to Friday
8.45am to 5.00pm*

South Tottenham Customer Services Centre

Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ

*Opening times: Monday to
Friday 8.45am to 5.00pm*

Wood Green Customer Services Centre

Ground Floor
48 Station Road
Wood Green
N22 7TY

*Opening times: Monday to Friday
8.45am to 5.00pm*

Broadwater Farm Surgeries

Broadwater Farm
Neighbourhood Office
108c Gloucester Road
Tottenham
N17 6GZ

*Opening times:
Tuesdays and Thursdays
2.00pm to 4.45pm (by appointment
only – call 020 8489 8650)*

Haringey Council Customer Services Call Centre

Opening times are Monday to Friday
8.00am to 6.00pm.

To contact Customer Services call

020 8489 2800

Shqip

Kjo fletushkë përmban informata mbi ndryshimet në rrethana që mund të ndikojnë në Ndihamat tuaja të Strehimit apo Ndihamave të Taksave të Këshillit . Nëse doni një kopje të kësaj në gjuhën tuaj, ju lutem shënjoni ✓ kutinë, plotësoni emrin dhe adresën tuaj dhe dërgojeni tek adresa e mëposhtme me postim falas.

Polski

Ta broszurka zawiera informacje w sprawie zmian, które mogą wpłynąć na twój zasiłek mieszkaniowy (Housing Benefit) lub zasiłek na lokalny podatek samorządowy (Council Tax Benefit). Jeśli chciałbyś uzyskać jej kopię w języku polskim zaznacz tę opcję, wpisz swoje nazwisko i adres i prześlij formularz na bezpłatny adres poniżej.

Français

Ce feuillet fournit des informations sur les changements de situation qui peuvent toucher vos allocations logement ou allocations aux impôts locaux. Si vous souhaitez en recevoir un exemplaire dans votre langue, veuillez cocher la case, compléter votre nom et adresse et le renvoyer à l'adresse au port payé ci-dessous.

Soomaali

Warqaddani waxay ku siiyaysaa macluumaad ku saabsan isbeddellada dhinaca duruufaha ee laga yaabo inay saamayn ku yeeshaan dheeftaada guryaha ama cashuurta degmada. Haddii aad rabto koobbi ku qoran luqaddaada, fadlan calaamadi sanduuqa, buuxi foomka oo ku soo ocli cinwaanka kharashkiisii boosta la bixiyay ee hoose.

Kurdî Kurmancî

Di vê belavokê de li ser guherthinên rewşa we yê n ku dikanin bandorê li Alîkariya Kirêya Xanî yan Baca Şaredariya we bike agahî heye. Heke hun kopiyêke bi zimanê xwe dixwazin, ji kerema xwe qutikê îşaret bikin, nav û navnîşana xwe binivîsin û ji navnîşana posta bêpere ya jêrîn re bişînin.

Türkçe

Bu broşür durumunuzdaki Konut Kira Yardımı ve Belediye Vergisi yardımınızı etkileyebilecek değişiklikler hakkında bilgi sunmaktadır. Eğer broşürü Türkçe olarak edinmek isterseniz, lütfen kutucuğu işaretleyin, adınızı ve adresinizi yazıp aşağıdaki ücretsiz posta adresine geri gönderin.

Please tell us if you would like a copy of this leaflet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print
- On audio tape
- In Braille
- In another language, please state:



Name: Tel:

Address:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

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published by Haringey Council's Communications Unit 20263 • 06/2008

