



London Borough
of Hounslow

Discretionary Housing Payments

Useful contact details

Hounslow

Civic Centre, Lampton Road, Hounslow TW3 4DN
Opening hours 9am to 4.15pm (Monday to Friday)

Feltham

St Catherine House, 2 Hanworth Road, Feltham TW13 5AB
Opening hours 9am to 4.45pm (Monday to Thursday)
9am to 4.30pm (Friday)

Brentford

58/59 Brentford High Street, Brentford TW8 0AH
Opening hours 9am to 4.45pm (Thursday and Friday)
Closed for lunch 1pm to 2pm

Langdale Centre

240 Summerwood Road, Isleworth TW7 7QN
Opening hours 9am to 4.45pm (Monday)
9am to 4.30pm (Friday)
Closed for lunch 1pm to 2pm

Hounslow Revenue Services – Call Centre

020 8583 4242

Opening hours 9am to 5pm (Monday to Thursday)
9am to 4.45pm (Friday)

Application for a Discretionary Housing Payment

You should only fill in this application form if you feel that you need financial help with your rent or Council Tax or both. We have limited funds, and we generally make awards where there are **exceptional or unusual circumstances**. Any award will be for a **limited period only and we will review it regularly**.

Please answer the questions below and **provide supporting documents** where necessary, so we can consider you for these extra payments. Examples of supporting documents are a notice seeking possession, a doctor's letter and a police incident report.

Please also note that you can only receive a payment towards your rent if you receive Housing Benefit and you can only receive a payment towards your Council Tax if you are receiving Council Tax Benefit. If you qualify for both benefits, we can award a Discretionary Housing Payment that covers both your rent and Council Tax.

Your details

Your name

Your surname

Your address

.....

.....

Reasons for your claim

I, or a member of my family, will suffer severe financial difficulties if I do not receive extra financial help. This is because:

.....

.....

.....

.....

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.....

(Continue on a separate sheet if necessary, making sure your name and address are clearly shown.)

Details about your address

1 When did you move to this address?

2 If you moved in the last 12 months, please tell us your previous address.

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.....
.....

3 Did you claim Housing Benefit or Council Tax Benefit at this address? Yes No

4 If **Yes**, why did you leave?.....

5 Do you have any connection with this area? Yes No

6 If **Yes**, please give details.....

.....
.....

7 If **No**, why did you choose our area rather than another?

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.....
.....

Only answer questions 8 to 20 if you are renting from a private landlord.

8 If your tenancy started after 2 January 1996, did you ask for a pre-tenancy determination before you moved in?

Yes No

9 If **No**, please explain why.

.....
.....

10 Have you appealed against the rent officer's decision for your accommodation? Yes No

11 Have you asked the landlord to reduce the rent? Yes No

12 If **Yes**, what was the outcome?.....

.....

- 13 Did you pay a deposit for your accommodation? Yes No
- 14 If **Yes**, how much did you pay?.....
- 15 Will you get the deposit back?
.....
- 16 Did you have the money to pay the deposit yourself? Yes No
- 17 If **No**, where did you get the money for the deposit?.....
- 18 Are you on any local-authority or housing-association housing waiting lists? Yes No
- 19 If **Yes**, please provide details and supply a copy of your correspondence with the relevant organisation.
.....
- 20 If **No**, please give reasons for not applying.
.....

Please answer all of the following questions.

- 21 Have you received a notice seeking possession? Yes No
- 22 Have you received a Council Tax summons? Yes No
- 23 Have you tried to find cheaper accommodation? Yes No
- 24 What was the outcome?
.....
.....
- 25 Is there any reason why you could not move if you found cheaper accommodation? Yes No
- 26 If **Yes**, please give details.
.....
- 27 When does your tenancy end?.....
- 28 How much notice would you have to give to end your tenancy early?.....
- 29 Do you have any relatives or friends who could help you? Yes No
- 30 Could they provide you with accommodation, even if it is only temporarily? Yes No
- 31 Could they, or anyone who lives with you, help you with your rent or Council Tax (or both)? Yes No
- 32 Do you, or a member of your family, have any disabilities or health problems? Yes No

33 If **Yes**, please give full details.
.....
.....

34 As your Housing Benefit or Council Tax Benefit is less than your rent or Council Tax, does this have any particular effect on your family or any individual within your family? Yes No

35 If **Yes**, please give details.
.....
.....

36 If you were able to meet your housing costs before you claimed Housing Benefit or Council Tax Benefit, please explain the change in your circumstances that means you can no longer afford to do so.

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.....
.....

37 Has someone you lived with recently died? Yes No

38 If **Yes**, please tell us your relationship to the person who died and the date they died.

Relationship:

Date of death:

39 Do you have any rent arrears? Yes No

40 If **Yes**, please tell us the amount and provide evidence (for example, a rent statement or a letter from your landlord).

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41 Do you have any other debts, such as hire purchase, loans, fines and so on? Yes No

42 If **Yes**, please give full details.
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.....

43 Please give details of your weekly expenses on the enclosed sheet. If any of your expenses are unusually high, please tell us why here.

.....
.....

44 Do you or your partner have any savings, investments or property? Yes No

45 If **Yes**, please give full details.

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.....

46 Do you have any savings or property (including holiday homes or timeshares) abroad? Yes No

47 If **Yes**, please give details.

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.....

48 Is there anything else you think we should know?.....

.....
.....

49 From what date do you want us to consider you for an award? We can backdate awards, but because funds are limited, it is unlikely we would consider backdating for longer than four weeks. If you want us to backdate your DHP, you should also give your reasons for not claiming earlier.

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Declaration

I confirm that the information I have given is correct and complete.

I understand that I may be prosecuted if I have given false information.

I agree that you can make enquiries to check the information I have given and that you may use this information to collect Council Tax and council rent if necessary.

Your signature.....

Date

Your partner's signature.....

Date

Extra declaration if someone else is filling in this form

I have filled in this form for:

I have read each question to this person and written down their answers.

Signature.....

Date...../...../.....

Application for Discretionary Housing Payment

Income and spending details

Income	You	Your partner	Please tell us whether it is weekly or monthly
Wages or salary			
Child Benefit			
Income Support			
Jobseeker's Allowance			
Pension			
Incapacity Benefit			
Other state benefits			
Contribution from lodgers and grown-up children			
Maintenance or Child Support			
Other (please give details)			
Spending	You	Your partner	Please tell us whether it is weekly or monthly
Grocery shopping			
Clothes			
Gas and electricity			
Water rates			
Total mortgage or rent (before benefits)			
Second mortgage or secured loan			
Mortgage endowment			
Insurance			
Ground rent or service charge			
Total Council Tax (before benefits)			
Phone			
TV and video rental			
TV licence			
Public transport			
Car costs			
Pocket money			
Entertainment and hobbies			
Maintenance (we need to see evidence)			
Magistrates' and court fines			
Loans (we need to see evidence)			
Credit card payments (we need to see evidence)			
Other (please give details)			

Guidance for filling in the form

1 You must answer all questions (except 2 to 6 if you are not renting privately).

2 You must provide relevant proof (for example, a statement of rent arrears or evidence of loans). If you delay sending us this information, it will take us longer to deal with, as we will have to write to you for this information. (If you are not able to get relevant proof at the time of your claim, please do not delay sending us your application as the start date of your award will depend on the date we receive your application. You should tell us that you will send us proof later, and send it to us as soon as possible.)

3 Please make sure that you provide full details of any exceptional circumstances, or reasons why you are having difficulties meeting your housing costs.

If you need help or more information, please contact Hounslow Revenue Services either by phone on 020 8583 4242 or use our e-forms on [www.hounslow.gov.uk/index/online forms.htm](http://www.hounslow.gov.uk/index/online%20forms.htm)

Our opening times are also provided. Translation can be provided, but you may need to give us time to arrange a translator.

چنانچہ شما احتیاج بہ کمک و یا اطلاعات بیشتر دارید، لطفاً با خدمات درآمد ہانسلو بوسیله تلفن با شمارہ زیر، و یا بطور شخصی با مراجعہ بہ ہر یک از دفاتر نوشتہ شدہ در لیست زیر، تماس بگیریڈ۔ ساعات کاری ما نیز در اختیار شما گذاشتہ شدہ است۔ خدمات ترجمہ می تواند ترتیب دادہ شود، ولی شما باید بہ ما وقت دہید کہ مترجمی را فراہم نمائیم۔

જો તમને મદદ અથવા વધુ માહિતી જોઈતી હોય તો, મહેરબાની કરી હાઉસલો રેવન્યુ સર્વિસીઝને નીચે આપેલાં ટેલિફોન નંબર પર સંપર્ક કરો અથવા નીચે જણાવેલી અમારી કોઈપણ એક ઓફિસમાં રૂબરૂ આવીને મળો. અમારી ઓફિસના ખુલ્લવાના સમયો પણ તેમાં આપેલાં છે. ગુજરાતી દુભાષિયા પણ હાજર થઈ શકે છે પણ ઇન્ટરપ્રિટરની ગોઠવણ કરવા માટે તમારે અમને થોડો સમય દેવો પડશે.

यदि आपको सहायता या अधिक जानकारी चाहिए तो कृपया हाउज़लो रैवैन्यू सर्विसिज़ को नीचे दिए फोन नंबर पर फोन करें या नीचे लिखे हमारे किसी भी ऑफिस में जाएं। हमारी ऑफिस के खुलने के समय भी दिए गए हैं। हम अनुवाद भी कर सकते हैं परन्तु हमें अनुवादक का प्रबंध करने के लिए आपको हमें कुछ समय देना पड़ सकता है।

ਜੇਕਰ ਤੁਹਾਨੂੰ ਮਦਦ ਜਾਂ ਹੋਰ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੰਸਲੋ ਰੈਵੈਨਿਊ ਸਰਵਿਸਿਜ਼ ਨੂੰ ਹੇਠ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਦਫਤਰਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ 'ਚ ਆਪ ਆ ਕੇ ਮਿਲੋ। ਦਫਤਰਾਂ ਦੇ ਖੁਲ੍ਹਣ ਦਾ ਸਮਾਂ ਵੀ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਦਾ ਪ੍ਰਬੰਧ ਵੀ ਹੋ ਸਕਦਾ ਹੈ ਪਰ ਇਸ ਲਈ ਤੁਹਾਨੂੰ ਪਹਿਲਾਂ ਸਾਨੂੰ ਦੱਸਣਾ ਪਵੇਗਾ।

Haddii aad u baahantahay macluumaad ama macluumaad dheeraad ah, telefoon kagala soo xidhiidh lambarka hoose, ama shakhsi ahaan u kaalay mid ka mida xafiisyada hoos ku sjilan. Waxa kale oo lagu siiyay saacadaha aannu furannahay. Waa lagu tarjumi karaa, hase yeeshee waa inaad na siisaa wakhti aannu kuugu qabanqaabinno.

اگر آپ کو مدد یا مزید معلومات درکار ہیں، تو براہ کرم ہاؤسولور یوینوسرومز سے یا تو نیچے دیئے ہوئے فون نمبر پر رابطہ کریں، یا ہمارے دفاتر کی دی ہوئی فہرست میں سے کسی ایک دفتر میں ذاتی طور پر جا کر ملیں، ہمارے دفتری اوقات بھی بیان کئے گئے ہیں۔ اُردو ترجمہ بھی مہیا کیا جاسکتا ہے، لیکن اُس کیلئے آپ کو ہمیں اتنا وقت دینا ہوگا کہ ہم آپ کیلئے ترجمان زبان کا انتظام کر سکیں۔



Revenue & Benefits Client Unit

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Hounslow TW3 4DN

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Fax: 020 8583 4755

Email: curevenues@hounslow.gov.uk

www.hounslow.gov.uk

Translations and accessible formats:

ترجمے کی مفت سہولت
भाषांतरनी भईत सेवा
अनुवाद की मुफ्त सेवा
उरजमे दी भुडत मेवा



020 8583 2299