

Help and advice

You can get help and advice at our offices or by phoning us. If you want independent help or advice, we can give you a list of local organisations that can help.

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

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

જો તમને મદદ અથવા વધુ માહિતી જોઈતી હોય તો, મહેરબાની કરી હાઉન્સલો રેવન્યુ સર્વિસીઝને નીચે આપેલાં ટેલિફોન નંબર પર સંપર્ક કરો અથવા નીચે જણાવેલી અમારી કોઇપણ એક ઓફિસમાં રૂબરૂ આવીને મળો. અમારી ઓફિસના ખુલ્લાવાના 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 रैवेन्यू सर्विसिज़ को नीचे दिए फोन नंबर पर फोन करें या नीचे लिखे हमारे किसे 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 ਹੇਠਲੇ ਰੈਵੇਨਿਊ ਸਰਵਿਸਿਜ਼ ਨੂੰ ਹੇਠ ਦਿੱਤੇ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਦਫ਼ਤਰਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ 'ਚ ਆਪ ਆ ਕੇ ਮਿਲੋ। ਦਫ਼ਤਰਾਂ ਦੇ ਖੁੱਲ੍ਹਣ ਦਾ ਸਮਾਂ ਵੀ ਦੱਸਿਆ ਗਿਆ ਹੈ। ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲੇ ਦਾ ਪ੍ਰਬੰਧ ਵੀ ਹੋ ਸਕਦਾ ਹੈ ਪਰ ਇਸ ਲਈ ਤੁਹਾਨੂੰ ਪਹਿਲਾਂ ਸਾਨੂੰ ਦੱਸਣਾ ਪਵੇਗਾ।

آر آپ کو مدد یا مزید معلومات درکار ہیں تو براہ کرم ہائسلو ریویو سروسز سے یا تو ٹیپ کیجیے۔ ہمارے ہونے پر رابطہ کریں، یا ہمارے دفاتر کی رہنمائی فرماتے ہیں۔ ہمارے ایک دفتر میں ذاتی طور پر جا کر ملیں، ہمارے دفتر کی اوقات بھی بیان کیے گئے ہیں۔ اردو ترجمہ بھی کیا جاسکتا ہے، لیکن اس کیلئے آپ کو ہمیں اتنا وقت دینا ہوگا کہ ہم آپ کیلئے ترجمان زبان کا انتظام کر سکیں۔

Revenues Services offices

Hounslow

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

Feltham

St Catherine's House, 2 Hanworth Road,
Feltham TW13 5AB
Opening hours: 9am to 4.30pm Monday to Friday

Brentford

58/59 Brentford High Street, Brentford TW8 0AH
Opening hours: 9am to 4.30pm Thursday and Friday

Langdale Centre

240 Summerwood Road, Isleworth TW7 7QN
Opening hours: 9am to 4.30 pm
Monday, Wednesday and Friday
Lunch 1pm to 2pm

Call Centre – open from 9am to 5pm Monday to Thursday, 9am to 4.45pm Friday
Phone: **020 8583 4242**



Accessible formats and translations:

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020 8583 2299

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Telephone: 020 8583 4242

www.hounslow.gov.uk

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Housing Benefit & Council Tax Benefit

Help with paying your rent and council tax



London Borough
of Hounslow

What are Housing Benefit and Council Tax Benefit?

Housing Benefit and Council Tax Benefit are paid to people who pay rent, council tax or both, who are on a low income and who do not have more than £16,000 in savings.

Housing Benefit and Council Tax Benefit are paid by local authorities. Other benefits are paid through the Department for Work and Pensions (DWP).

How can I claim Housing Benefit or Council Tax Benefit (or both?)

If you get Employment and Support Allowance, Income Support or Jobseeker's Allowance, the DWP will give you a Housing Benefit and Council Tax Benefit claim form (HCTB1). You need to fill in this form and send it back to the DWP, who will pass it on to us.

If you have not claimed through the DWP, you will need to fill in an application form and return it to us as soon as possible. If you take too long sending the form to us you may lose benefit. You can download a form from our website at www.hounslow.gov.uk/housing_ctax_benefit_form.pdf.

What information do you need to work out my benefits?

When you claim Council Tax Benefit we need to know:

- your and your partner's income and savings, unless you receive income-related Employment and Support Allowance, Income Support or income-based Jobseeker's Allowance;
- your family circumstances, including details about who lives with you; and
- details of how much rent you pay.

Unless you are on Income Support, Jobseeker's Allowance, Incapacity Benefit or Employment and Support Allowance, you will need to provide proof of your and your partner's National Insurance number and identity (for example, with a passport, birth certificate or driving licence).

What counts as income?

If you get Income Support, Jobseeker's Allowance, Incapacity Benefit or Employment and Support Allowance, we don't need to know about your income. For anything else we need to know about any income you or your partner get. When you claim you will need to provide proof of all your income.

Types of income

- Earnings, wages or salary from your job. We will need to see your last five payslips (if you are paid every week) or your last two payslips (if you are paid every month). If you don't have payslips we can give you a form which your employer can fill in.
- Any pension from your or your partner's previous employer.

- Annuities (an income that you receive from an amount you have invested with an insurance company).
- Any rent you receive from lodgers or subtenants. You will also need to provide proof of all savings. This list does not cover everything.

Types of savings

- Bank accounts
- Building society accounts
- Post Office savings account
- PEPs, TESSAs and ISAs
- Stocks, shares and unit trusts
- Cash
- Property or land you own, but not the home you live in.

Normally, if you have savings over £16,000 you are not entitled to claim Housing Benefit or Council Tax Benefit.

If you or your partner are under 60, we will not count the first £6,000 of your savings or investments (or both). If you have more than £6,000, we will add £1 a week to your income for every £250 or part of £250 you have over £6000. So, if you have £6,600, we will count that as an extra income of £3 a week.

What about other people living with me?

If you have anyone living with you (other than your partner) over the age of 18 who you do not get Child Benefit for, you may get less Housing Benefit or Council Tax Benefit. We will assume they pay towards your rent and council tax, even if they don't. We will treat them as non-dependants.

How much rent will my Housing Benefit cover?

If your rent includes charges for services, we may need to take this amount from your rent before we work out your Housing Benefit.

If you are a private tenant, we will check that your rent is not too high. If it is, we will work out your benefit on a lower rent amount. In some cases, we must lower the rent amount if the home you live in is too large for you and your family. The Rent Service decide on the amount of rent, and this amount is called the Local Housing Allowance. To find out more, go to www.hounslow.gov.uk/index/advice_and_benefits/benefits/lha.htm.

We have an online calculator you can use to see how much benefit you will receive. For more information, visit

www.hounslow.entitledto.co.uk/default.aspx?AspxAutoDetectCookieSupport=1.

How much Housing Benefit and Council Tax Benefit will I get?

If you get Income Support, Jobseeker's Allowance, Incapacity Benefit or Employment and Support Allowance, you will normally get the maximum amount of benefit, with any non-dependant charges taken off.

If you are working, we will look at your and your partner's income, your savings, any non-dependants living with you and your weekly rent before we work out what you're entitled to.