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Office time
Monday - Friday
8.30am to 5pm



C
Borough Council
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Council

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 of an change if it happens, or will happen, on or after the 14th day of the month following 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 Change

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's income or capital

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.

Change 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