

What should I do if my circumstances change?

You should contact us straight away and tell us what has changed. You can do this by phoning our Customer Services Team on **01303 853555** or visiting us at the Civic Centre or at any of our One Stop Services in Hythe, New Romney or Lydd.

It is important that you keep us informed. Do not assume that other agencies such as the Department for Work and Pensions will tell us that your circumstances have changed. We will need you to confirm your change of circumstances in writing. If you visit us, one of our Customer Services Advisors can help you to do this. If you would like to visit us but are unable to, because of a disability or mobility problem, we can send a visiting officer to your home. Please phone our Customer Service Team on **01303 853555** to arrange an appointment.

What sort of changes do I need to tell you about?

You should tell us about any change in your household, income or capital that could make a difference to the amount of benefit we are

able to pay you. Examples of changes you need to tell us about are:-

- Any of your children leave school or leave home
- A new baby is born
- Anyone moves in or out of your home (including lodgers and subtenants)
- Your income or the income of anyone living with you (including benefits) changes
- You or anyone living with you start to get or no longer get any type of state benefit
- Your capital or savings change
- Your rent changes (unless you pay rent to Shepway District Council)
- You move
- You are going to be away from the home for a month or more
- Anyone living with you goes into hospital as an in-patient
- Anything else you have told us about changes

If in doubt phone our Customer Services Team on **01303 853555** for advice.

Do I need to provide proof of the change in my circumstances

Usually we need to see something that confirms the details of your new circumstances. Examples of the proof we need are:-

- A new tenancy agreement or letter from your landlord confirming the date and amount of a rent increase
- Wage slips or a completed Certificate of Earnings confirming date and amount of a wage increase
- The forwarding address of someone who has left your home

Our Customer Services Advisors will be happy to advise you on the proof that you will need to provide for your change of circumstances.

If I do not have proof of my change in circumstances should I still tell you about it?

Yes. It is important that you tell us straight away. If you delay you could lose benefit or be overpaid and have to pay money back later.

Once you have told us about the change, we will give you one month to provide the proof we need. If you cannot provide the proof within one month talk to one of our Customer Services Advisors as we may be able to extend the time limit.

Further information

We hope that this leaflet has provided some useful information about changes in circumstances. If you have any questions about this leaflet or would like any more information, please contact our Customer Services Team on **01303 853555**.

You can also get this information in other formats, including braille, large print and audio tape. Please phone Customer Services on **01303 853555** or email Revenues.Benefits@shepway.gov.uk

Where to find us

Revenues and Benefits Services
Civic Centre
Castle Hill Avenue
Folkestone
Kent CT20 2QY
Monday to Friday 8.30 am to 4.30 pm
Appointments available on request -
two working days notice required.

One Stop Service
158a High Street
Hythe
Kent CT21 5JR

Tuesday to Friday
Saturday

One Stop Service
Guildhall
Lydd
Kent TN29 9AJ

Wednesday and Thursday only
9am to 12.30 pm &
1.30 pm to 4.30 pm

Phone: 01303 853555
Fax: 01303 853510
Email: Revenues.Benefits@shepway.gov.uk

One Stop Service
Church Approach
New Romney
Kent TN28 8AS

9am to 12.30 pm &
1.30 pm to 4.45 pm
9am to 12.30 pm &
1.30 pm to 4.30 pm

Folkestone
Hythe & Romney Marsh
Shepway District Council



**HOUSING AND
COUNCIL TAX BENEFIT**

**TELLING US ABOUT A
CHANGE IN YOUR
CIRCUMSTANCES**

Revised Jan 2006