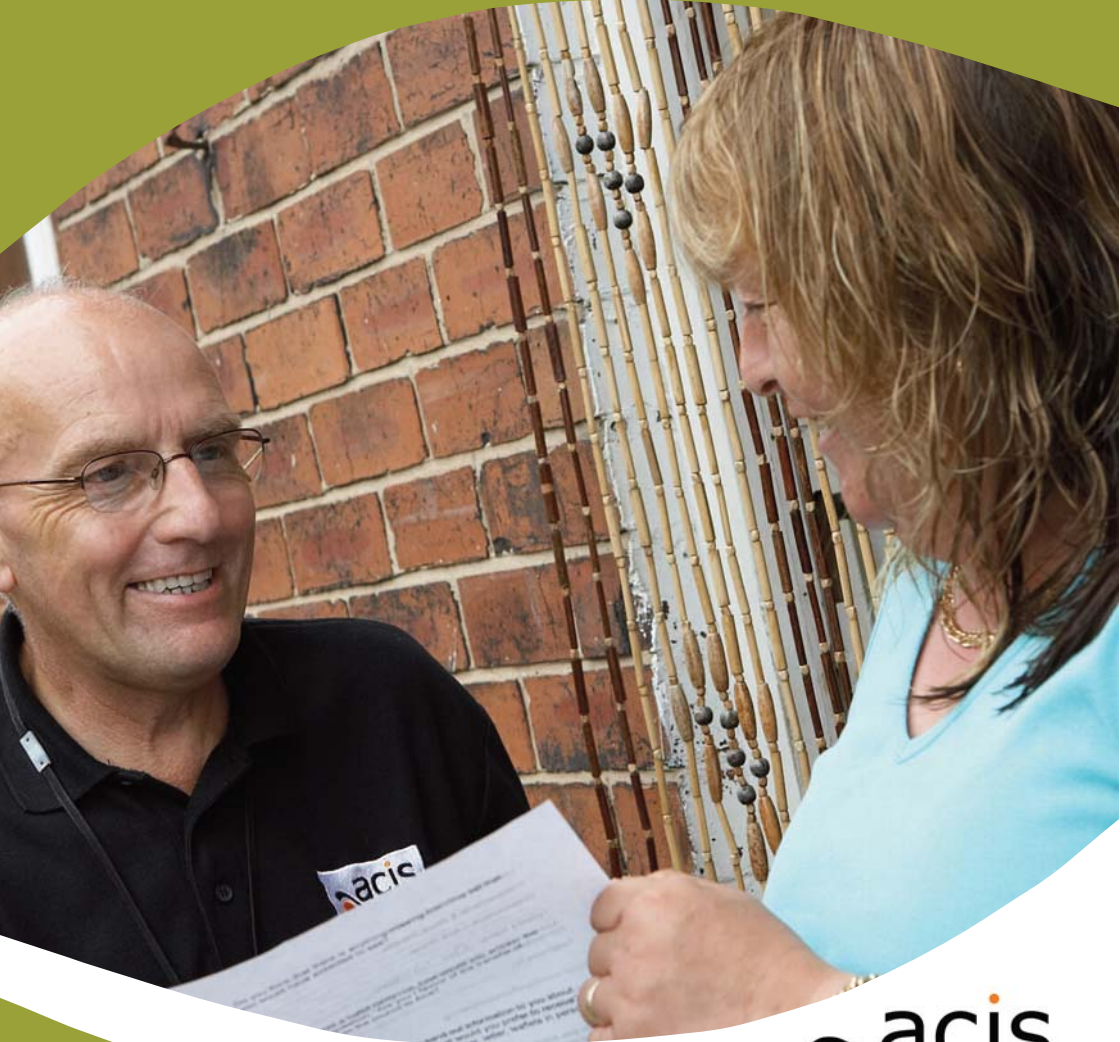




Claiming Housing Benefit



"Better homes and better services for better lives".



Claiming Housing Benefit

Help with your rent – claim now!

If you are unemployed or on a low income, then you may be entitled to Housing Benefit to cover or pay towards your rent.

You can claim Housing Benefit by completing an application form which is available from Acis Group on FREEPHONE 0800 027 2057 or at www.acisgroup.co.uk.

If you want more advice on Housing Benefit or require help in completing the application form, please contact your Area Housing Manager, or the Housing Benefit Liaison Manager at Acis Group on **FREEPHONE 0800 027 2057**.



A Housing Benefit calculator is available at any of our Acis offices and is also available at all of our housing surgeries. You can also check your entitlement online by logging on to **www.entitledto.co.uk**.

When to claim if moving into a new home? Straight away!

If you delay, you may lose benefit. You can complete a Housing Benefit application form up to 13 weeks before you move in.



So if you are entitled to any housing benefit, this can be arranged ready for when you move into your new home. Complete an application form today!

When you make a claim you will have to prove your identity and your income

Documents which prove your identity:

- Birth Certificate
- Marriage certificate
- National insurance number
- Utility bill (Gas or Electric)
- Passport
- Driving licence.



Documents which prove your income:

- Benefit books
- Wage slips
- Bank statements.

Please note - Only original documents can be accepted.

How quickly will I get benefit?

The sooner you complete the form, the sooner you could get help with your rent being paid. Return your completed form with all the required information now and you could benefit in a matter of weeks!



When a claim is slow to process, it is often because the claimant has not supplied all the information required in time.

Please ensure that all the information is correct and given to the Local Authority as soon as possible.

Can I get help if I have savings?

If you have LESS than £16,000 in savings, you may still be entitled to Housing Benefit. Savings over £6,000 affect how much Housing Benefit you will receive.

Can I get extended payments of Housing Benefit?

If you have been on Income Support, Job Seeker's Allowance, Incapacity Benefit, or Severe Disablement Allowance continuously for 26 weeks or more and then become employed, please notify the local authority as soon as possible.

If your employment will last for 5 weeks or more, you can apply for up to 4 weeks extended Housing Benefit payments, but you have to notify the local authority in the first 7 days of your employment.

Where can I get help and assistance?

Acis Group – Housing Benefit Liaison Manager

Freephone: 0800 027 2057

West Lindsey District Council – Benefits Section

Tel: 01427 676676

Liberata (Sheffield)

Tel: 0114 2736777

Rotherham Borough Council

Tel: 01709 336006

North Lincolnshire Council

Tel: 01724 296131

This leaflet can be made available in a number of formats including **Braille, audio tape, large print, or other languages.** Please contact our **Customer Services team** using the details below for more information.

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Waxaad Helayaa Adeeg Turjumaad

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ترجمہ کرنے کی سروس دستیاب ہے

Compliments and Complaints ... Please help us to help you!

Acis Group want customers to share their views on how we are performing. This can be done by registering a complaint or acknowledging when you are pleased with the service you have received. You can contact us in a number of ways:

Acis Group Limited

Acis House
Bridge Street
Gainsborough
Lincolnshire
DN21 1GG

email: info@acisgroup.co.uk

web: www.acisgroup.co.uk

FREEPHONE: 0800 027 2057

text: 07800 002270



business for neighbourhoods