

User guide – Registering a change of circumstances for your Housing Benefit or Council Tax Reduction.

This user guide provides information about how to use the Self-serve portal for your Benefit or Council Tax reduction award.

The homepage of the portal will look like the image below.

To report a change of circumstances please select the correct button.

The screenshot shows the homepage of the 'Housing Benefit and Council Tax Reduction' portal. The title is in purple. There are two main sections: 'Make a claim' on the left and 'Report a change of circumstances' on the right. Under 'Make a claim', there are three green buttons: 'Make a new claim', 'Retrieve a claim I have started', and 'Apply for an additional type of benefit'. The 'Apply for an additional type of benefit' button has a sub-text: 'If you have a claim for either Housing Benefit or Council Tax Reduction and now want to claim both of these'. Under 'Report a change of circumstances', there is one green button: 'Report a change of circumstances'.

Confirm the details below, so we know who is completing the form and what device you are using and then select Next.

The screenshot shows the 'Reporting a change' form. The title is in purple. Below the title is a paragraph: 'The application can be completed by the person who is receiving help with paying rent of council tax, or by someone who can complete the application on behalf of that person.' There are three questions with input fields: 'Are you the claimant?' with radio buttons for 'Yes' and 'No'; 'Where have you completed this application?' with a dropdown menu showing 'Please select'; and 'What type of device have you used to complete this application?' with a dropdown menu showing 'Please select'. At the bottom left, there is a green 'Next' button circled in red. At the bottom right, there is a 'Cancel' link.

Confirm your details

Enter all the details requested

Last name

Coulson

National insurance number

WE700510D

Date of birth

27

03

1959

Postcode

BB12 0NN

Current benefit claim reference

122522

Next

Cancel

To access your information, you will need to confirm your details.

Don't forget you will need your Benefit reference number.

Once you have completed this section, select Next

You will now see a screen with several headings. Each heading covers different aspects of your claim. To change any of these details please select the 'Change these details' in the bottom right hand corner of each area.

Your Housing Benefit & Council Tax Reduction claim

This is a summary of the information we have about your current circumstances. Please carefully check the details in each section and make changes where required by using Change these details .

Your claim

Dean Coulson (date of birth 17/03/1987)
21 Elgin Crescent, Burnley, Lancs, BB11 4DY

Preferred contact 704665
Claiming housing benefit and council tax support

Check and update information about you, and your contact details as well as special circumstances such as fostering, caring for others, being cared for, disability, blindness, being a student or being absent from home.

[Change these details](#)

This section concerns the people who live at the property. Change this section if someone has moved in or out, there is a new addition such as a new baby, children who may have reached the age of 18, or any people who board or pay a contribution towards the overall rent.

Other people who live with you	
Your partner	
Children	
Non-dependants	
Boarders and subtenants	

This section covers your finances and any changes you may have had.

Your income, capital and expenses	
Earned Income	
Unearned Income	
Capital and savings	
Expenses	

This section deals with your rent and other services you have to pay for.

Rent	
Rent	
Services	
Meals	

Finally, the section below allows to you to register any changes to your landlords details, how you receive your rent and any additional details that might be important to your circumstances.

Landlord
Paying Housing Benefit
Other details
Report other changes
Go to submit my claim

Please read the declaration and agree.

Declaration

This authority may make enquiries about the information needed to support the application and to prevent fraud. If you receive Housing Benefit or Council Tax Reduction by providing incorrect details or not giving us full details or providing false information you could be prosecuted.

This declaration is legally binding. Please read all the points carefully and make sure you understand them before submitting this claim checker.

- I declare that the information I have given on this form is correct and complete.
- I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.
- I understand that I must promptly tell the authority of any further information which may affect the outcome of my application which I become aware of after it has been made.
- I understand that authority may check the information I have given with other sources.
- I understand the authority may use any information I have provided in connection with this and any other claim for Social Security benefits that I have made or may make.
- I understand the authority may share information with other government organisations, if the law allows this.
- I understand that I must tell the authority straightaway if I have a change of circumstances which may affect my application.

Agree

The following section lets you know what information/evidence might be required to support the changes you have notified us about. It will also give details about how to submit this evidence.

If you are able to, we prefer to receive this information online, as it enables us to process your claim faster.

In some cases you may have to hand in the information to Customer Services who will take a copy. Once you have completed this section, you can Submit your claim'.

Evidences

The following evidence is required

Thank you for your benefit application.

If we need any further information we will ask for this when we look at your claim details.

Submit my claim

After submitting your claim you will see the following screen. From here you can print or save your claim document.

Finish

Thank you for using this online process. Your change has been submitted and you will receive a letter from the authority once a full determination has been made.

Claim reference: 122522

[View, print or save claim form document](#)

Finish