

# User guide – make a new claim for 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 make a new claim please select the correct button.

The screenshot shows the homepage of the portal with the title "Housing Benefit and Council Tax Reduction". It is divided into 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 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-note: "If you have a claim for either Housing Benefit or Council Tax Reduction and now want to claim both of these".

Now please select the correct option if you are making the claim for yourself or on someones else's behalf.

The screenshot shows a step titled "About who is making this claim". It includes a "Previous" link at the top left. The text explains that the application can be completed by the person who needs help with paying rent or council tax, or by someone who can complete the application on behalf of that person. Below this, there is a question "Are you the claimant?" with two radio button options: "Yes" and "No". At the bottom left, there is a green button labeled "I agree" which is circled in blue. At the bottom right, there is a "Cancel" link.

Please select which benefit you wish to claim. Please note, you cannot claim both Council Tax reduction and Second adult rebate.

## About the claim you want to make

You can make a claim for Housing Benefit or Council Tax Reduction or both. Alternatively you can make a claim for Second Adult Rebate. Choose the types of claim you wish to make.

Would you like to claim Housing Benefit to help with paying your rent?

Yes  No

Would you like to claim Council Tax Reduction to help with paying your Council Tax?

Yes  No

Would you like to claim Second Adult Rebate to help with paying your Council Tax?

▶ [What is Second Adult Rebate?](#)

Yes  No

Next

Cancel

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

## 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

The next section asks you about your nationality and the length of time you have lived in the U.K. then select Next

## Nationality and residency

Give details of your nationality and how long you have lived in the UK.

**What is your nationality?**  
[▶ More information](#)

British  EEA  Other

**Have you entered the United Kingdom in the last 2 years?**  
 Yes  No

**What date did you enter the United Kingdom?**

DD MM YYYY 

**Next**

[Cancel](#)

This section asks you to detail if you are living with a partner. If you answer yes, then you will need to provide their contact details.

## Your partner's details

**Do you have a partner living with you?**

Partner means the other member of a couple. This may be a husband or wife living with you, a civil partner or a person living with you as husband or wife.

Yes  No

The next section covers details about you or your partners circumstances, which may affect your benefit award. After completing this section please click Save

## Other details about you and your partner

The following questions relate to you and your partner if you have one.

Are you or your partner a student?

[▶ More information](#)

Yes

No

Are you or your partner incapable of work or treated as incapable of work?

Yes

No

Are you or your partner registered blind?

Yes

No

Does somebody receive a Carer Allowance for you or your partner?

Yes

No

Do you or your partner require overnight care?

Yes

No

Do you or your partner receive Invalid carriage or grant payments for a vehicle?

Yes

No

Are you or your partner a foster carer?

Yes

No

Are you or your partner currently absent from home?

Yes

No

Have you or your partner claimed Housing Benefit or Council Tax Reduction before?

Yes

No

Save

After completing this section, you will see a summary screen, showing all the sections that you will need to complete. To open one of these sections please click on Update these details.

We have made the applications really easy so each section has simple yes and no answers, however where you have said yes to a question a further screen may open to request more information.

The first section asks you to provide information about other people who live in the property and their relationship to you. When you update these details, if you have said Yes to any of the questions an additional screen will open to request more details.

The screenshot shows a form section titled "Other people who live with you" with a purple header bar. In the top right corner of the header, there is a red button labeled "Not done ✕". Below the header, the form lists three categories: "Children", "Non-dependants", and "Boarders and subtenants". At the bottom right of the form, there is a blue button labeled "Update these details" which is circled in blue.

The section asks you to provide information about you and your partner's income and any other income or savings you may have. We have tried to make the form as uncomplicated as possible, and you will only have to provide information based on the initial answers you provide. After you completed this section please remember to click, Save. You will know when a section has been completed as it will say Done, in the top right hand corner of each section.

The screenshot shows a form section titled "Your income, capital and expenses" with a purple header bar. In the top right corner of the header, there is a green button labeled "Done ✓" which is circled in blue. Below the header, the form lists three categories: "Income" (with the text "You have said that neither you or your partner have any income."), "Capital and savings" (with the text "You have said that neither you or your partner have any capital or savings."), and "Expenses" (with the text "You have said that neither you or your partner have any expenses."). At the bottom right of the form, there is a blue button labeled "Update these details".

The next section looks at how much you pay for your rent and the type and size of property you live in. Again after completing this section please don't forget to save.

The screenshot shows a form section titled "About your rent" with a purple header bar. In the top right corner of the header, there is a green button labeled "Done ✓". Below the header, the form displays "Gross rent" with the value "£175.00 weekly". At the bottom right of the form, there is a blue button labeled "Update these details".

This section asks for details about your landlord or Housing Association.

Landlord		Done ✓
Landlord	Burnley Housing	
Address	Muir Group Housing Association Ltd, 80 Lightfoot Street, Hoole, CHESTER, CH2 3AL	
		<a href="#">Update these details</a>

The next section asks you how you would want any monies paid. You can choose to have your award paid into a bank or Building society account; you can also request to have your award paid to yourself, an agent who manages the property or directly to a landlord.

Paying Housing Benefit		Done ✓
Pay to	Shannon Worth	
Pay by	Direct to a bank	
Account name	LLoyds	
Sort code	xx xx xx	
Account number	12345678	
		<a href="#">Update these details</a>

If you pay council tax, or have a joint liability with someone else living in the property, you can add your details in this section

Council tax		Done ✓
Account number	0876754689	
		<a href="#">Update these details</a>

The final section asks you for any other information that may be relevant to your claim. Once you have completed this, please Submit your claim.

Other details		Done ✓
Backdating requested?	No	
		<a href="#">Update these details</a>

[Go to submit my claim](#)

After completing your application, 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 final section provides information about your claim and what evidence you may need to provide. The system will try to list only the actual evidence you need to supply, rather than a generic list, which should make it easier.

If you are able to, we prefer to receive this evidence online, as it enables us to process and provide your award faster.

In some cases you may have to hand in the information to Customer Services who will take a copy.

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

## Confirmation

Thank you for using this online application process.

Tracking reference: 10290021sppVbG

Your claim has been submitted and you will receive a letter from the authority once a full decision has been made

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

Finish