

# Housing and Council Tax Benefit Starting Work Form



Waveney District Council  
Serving the Community


For office use only	
Date of customer contact:	/ /
Date issued:	/ /
Issued by:	
Case Ref. No:	
Date received:	
LA office date stamp	

Please read the help notes at the back of this form **BEFORE** you complete it.

Are you (please tick one box):

- a council tenant?       an owner-occupier?   
 a private tenant?       a housing association or social landlord tenant?   
 a hostel tenant?

- In addition are you a student?   
 self-employed?

## Part 1 About you and your partner

On this form, by partner we mean someone of the opposite sex or same sex who is either –

- a person you are married to or a person you live with as if you are married to them or
- a civil partner or a person you live with as if you are civil partners

Do you have a partner who normally lives with you?      No       Yes

If you have a partner, you must answer all the questions about them, as well as yourself.

	You	Your partner
Surname or family name	<input type="text"/>	<input type="text"/>
Other names	<input type="text"/>	<input type="text"/>
Any other names you have used	<input type="text"/>	<input type="text"/>
Title (Mr, Mrs, Ms, other)	<input type="text"/>	<input type="text"/>
Address, including room number if you have one. Do not tell us your partner's address if it is the same as yours.	<input type="text"/> <input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/> <input type="text"/>
	Postcode <input type="text"/>	Postcode <input type="text"/>
What date did you move to this address?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Your daytime phone number	<input type="text"/>	<input type="text"/>
What is this number? Please tick.	Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>	Home <input type="checkbox"/> Work <input type="checkbox"/> Mobile <input type="checkbox"/> Textphone <input type="checkbox"/>
e-mail address	<input type="text"/>	<input type="text"/>
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
National Insurance (NI) number	Letters <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> Letter <input type="text"/>	Letters <input type="text"/> <input type="text"/> Numbers <input type="text"/> <input type="text"/> Letter <input type="text"/>
You can find this on payslips or letters from Department for Work and Pensions or the tax office. We cannot normally decide your claim if we do not have your NI number.	If you do not have an NI number, or cannot find it, tick this box. <input type="checkbox"/>	If you do not have an NI number, or cannot find it, tick this box. <input type="checkbox"/>

We need to see proof of this.

We need to see proof of your identity and NI number. See the checklist at Part 11, (page 9)

Are you or your partner self-employed?  
This includes being a director or company secretary of any business.

No  Go to Part 3.

Yes  Answer the questions on this page.  
You must send us your trading accounts for the last financial year.  
If you have only recently set up the business and do not have a full year's accounts, we will need to see some other evidence of your income.  
We will write to you about this.

## You

## Your partner

What kind of work do you do?



When did the business start?

 /  / 
 /  / 

What is the business address?

  
  
 Postcode

  
  
 Postcode

Are there any other partners in the business?

No   
 Yes  Tell us their name and address.

No   
 Yes  Tell us their name and address.

  
  
 Postcode

  
  
 Postcode

How many hours a week do you usually work?



Do you get a Business Start-up Allowance?

No   
 Yes  How much?

No   
 Yes  How much?

£

£

How often?

How often?

Every

Every

Do you pay into a private pension scheme?

No   
 Yes  How much?

No   
 Yes  How much?

£

£

How often?

How often?

Every

Every

We must see evidence of your earnings before we can decide how much benefit you can get. Read the checklist at Part 11 to see what you can use as evidence.

Do you or your partner work for an employer?

No  Go to Part 4.

Yes  Answer the questions in this part.

Do you work for more than one employer?

No

Yes  Tell us about all the employers on a separate sheet of paper and send it with this form. Include all the information asked below.

If you are sending a separate sheet of paper, tick this box.

**You**

**Your partner**

What kind of work do you do?



What is your employer's name and address?

  
  
 Postcode

  
  
 Postcode

When did you start this job?

 /  / 
 /  / 

What is your payroll, employee or staff number?



Are you employed for a fixed period?

No

Yes  When will you finish?

 /  / 

No

Yes  When will they finish?

 /  / 

How often do you get paid?

 Every

 Every

How much do you get paid before tax and National Insurance are taken off?

 £

 £

How are you paid?

For example, in cash, by cheque or straight into a bank or building society account.



When was your last pay rise?

 /  / 
 /  / 

When will your next pay rise be?

 /  / 
 /  / 

How many hours a week do you usually work?



Give details of any regular overtime, bonuses or commission.



Are you getting Statutory Sick Pay (SSP) or Statutory Maternity Pay (SMP) from your employer at the moment?

No

Yes

No

Yes

When did it start?

 /  / 
 /  /

Are you getting any other sick pay or maternity pay from your employer at the moment?

No

Yes

No

Yes

When did it start?

 /  / 
 /  / 

Do you pay into a private or company pension scheme?

No

Yes  How much?

£

How often?

Every

No

Yes  How much?

£

How often?

Every

We must see 5 weekly, 3 fortnightly or 2 monthly consecutive pay slips before we can decide how much benefit you can get. If you get tips or bonuses, tell us about these in Part 10.

## Part 4 About any other work

Do you or your partner do any other work at all? This could be voluntary work or any other work, even if it is not paid work.

No  Go to Part 5.

Yes  Answer the questions on this page.

**You**

**Your partner**

What other work do you do?



What is the name and address of the person you do this work for?

  
  
  
 Postcode

  
  
  
 Postcode

When did you start this work?

 /  / 
 /  / 

How many hours a week do you usually work?



Do you get paid?

If you only get expenses or tips, still tick 'Yes' and give details.

No

Yes  How much do you get before any deductions?

£

How often?

Every

No

Yes  How much do they get before any deductions?

£

How often?

Every

We must see evidence of any earnings before we can decide how much benefit you can get. Read the checklist at Part 11 to see what you can use as evidence.

Are you or your partner getting any benefits or waiting to hear about benefits you have claimed? No  Go to Part 6  
Yes

Read the list of benefits below and tell us about any you or your partner are getting now or have claimed.

- Adoption Pay
- Armed Forces Compensation Scheme (AFCS)
- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Jobseeker's Allowance
- Contribution-based Employment and Support Allowance
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Industrial Death Benefit
- Industrial Injuries Disablement Benefits
- Maternity Allowance
- Pension Credit, including Savings Credit
- Statutory Sick Pay
- War Disablement Benefit
- War Pension or War Widow's Pension
- Widow's or Widower's Benefit
- Working Tax Credit
- Any other state benefit
- Severe Disablement Allowance
- State Retirement Pension
- Statutory Maternity Pay
- Statutory Paternity Pay

If you are getting or have claimed any benefit that is not listed, tell us about it on a separate sheet of paper and send it with the form. If you are sending a separate sheet of paper, tick this box

### You

### Your partner

<p>The name of the benefit or pension</p> <p>Waiting to hear</p> <p>Getting now</p>	<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <input type="checkbox"/> <input type="checkbox"/> How much, how often, by what means? <div style="border: 1px solid black; padding: 2px; margin-top: 5px; display: flex; justify-content: space-between; width: 100%;"> <span>£</span> <span>every</span> <span>by</span> </div>	<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <input type="checkbox"/> <input type="checkbox"/> How much, how often, by what means? <div style="border: 1px solid black; padding: 2px; margin-top: 5px; display: flex; justify-content: space-between; width: 100%;"> <span>£</span> <span>every</span> <span>by</span> </div>
<p>The name of the benefit or pension</p> <p>Waiting to hear</p> <p>Getting now</p>	<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <input type="checkbox"/> <input type="checkbox"/> How much, how often, by what means? <div style="border: 1px solid black; padding: 2px; margin-top: 5px; display: flex; justify-content: space-between; width: 100%;"> <span>£</span> <span>every</span> <span>by</span> </div>	<div style="border: 1px solid black; height: 25px; margin-bottom: 5px;"></div> <input type="checkbox"/> <input type="checkbox"/> How much, how often, by what means? <div style="border: 1px solid black; padding: 2px; margin-top: 5px; display: flex; justify-content: space-between; width: 100%;"> <span>£</span> <span>every</span> <span>by</span> </div>
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Do you or your partner:

- have any money coming in that you have not already told us about? No  Go to Part 7
- expect to have any other money coming in? Yes  Answer the questions on this page.

You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust, the MacFarlane Trust or the Skipton Fund.

Have you or your partner delayed receiving any other money?

This includes occupational pensions, work pensions and private pensions, pension protection fund payments, any payment from the financial assistance scheme, maintenance or child support for you or your partner, or money from a trust fund, training allowances, a student grant or loan, and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants.

	Other money 1	Other money 2	Other money 3
What is the money for?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who gets it?	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much do they get?	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
How often?	Every <input type="text"/>	Every <input type="text"/>	Every <input type="text"/>
How is this paid?	<input type="text"/>	<input type="text"/>	<input type="text"/>
When did they start getting this income?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
When is the income likely to go up?	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Does anyone owe money to you or your partner?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below
What for?	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much?	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
Who is it owed to?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Are you or your partner expecting to get any money in the next 12 months?	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below	No <input type="checkbox"/> Yes <input type="checkbox"/> Tell us about it below
For example, a redundancy payment or a payment instead of notice or holiday?			
What for?	<input type="text"/>	<input type="text"/>	<input type="text"/>
How much?	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>

We need to know if you or your partner have any bank accounts, savings, investments or property in the UK or abroad. This includes cash, current accounts and savings accounts with a bank or building society, Post Office® accounts, Premium Bonds, National Savings Certificates, and stocks and shares.

Do you or your partner have any of the following?

Bank accounts	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many accounts? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Building society accounts	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many accounts? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Post Office® accounts	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many accounts? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Premium Bonds	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many bonds? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Unit trusts, ISAs, PEPs, TESSAs TOISA's or other investments	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Income bonds or capital bonds	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many bonds? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Money or property held in trust	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many? <input type="checkbox"/>	Total amount	£ <input type="text"/>
Any other savings or investments	No <input type="checkbox"/>	Yes <input type="checkbox"/>	How many accounts? <input type="checkbox"/>	Total amount	£ <input type="text"/>

Type of other savings or investment

Shares - approximate value

Name of the company the shares are held in	Number of shares held
<input type="text"/>	<input type="text"/>

Shares - approximate value

Name of the company the shares are held in	Number of shares held
<input type="text"/>	<input type="text"/>

Have you or your partner received any backdated benefit or deferred payments, for example, State Pension, which you have added to your savings?

No

Yes  If 'Yes', please give details

What for?  How much was this before tax was deducted? £

**We must see proof of any savings, investments or property before we can decide how much benefit you can get. Read the checklist at Part 11 to see what you can use as proof.**

Do you or your partner have any National Savings Certificates?	No <input type="checkbox"/>	Yes <input type="checkbox"/> Please send us the original certificates as proof. We will return the certificates to you.
Do any of your or your partners savings or investments include:	No <input type="checkbox"/>	Yes <input type="checkbox"/> We will write to you about it.
• money from the sale of a house, or		
• money from a charity?		
Apart from your home, do you or your partner own any other property or land in this country or abroad?	No <input type="checkbox"/>	Yes <input type="checkbox"/> We will write to you about it.
If it is on a mortgage or a loan, still tick Yes.		
Do any children you are claiming for:	No <input type="checkbox"/>	Yes <input type="checkbox"/> We will write to you about it.
• own property or land in this country; or		
• have any money or property held in trust?		
Have you or your partner received:	No <input type="checkbox"/>	Yes <input type="checkbox"/> What payment did you receive? Who received the payment?
• a Far Eastern Prisoner of War Compensation payment, or		A Far Eastern Prisoner of War Compensation payment <input type="checkbox"/>
• a compensation payment made to victims of atrocities that happened during the Second World War?		You <input type="checkbox"/> Your partner <input type="checkbox"/>
We need to know this to make sure we do not count it as part of your savings.		A compensation payment made to victims of atrocities that happened during the Second World War <input type="checkbox"/>
		You <input type="checkbox"/> Your partner <input type="checkbox"/>
Have you or your partner received a payment from the vCJD (Creutzfeldt-Jakob Disease) Trust?	No <input type="checkbox"/>	Yes <input type="checkbox"/> We will write to you about it.

The Local Housing Allowance scheme started on 2 April 2008. People who are part of this scheme (private tenants renting a room or property from a private landlord) will receive the Local Housing Allowance direct to themselves. In some cases, we may be able to pay your Local Housing Allowance directly to your landlord.

Please tick here if you would like us to consider paying your landlord.

You must give reasons on a separate sheet why you feel you cannot receive this money. Please provide evidence where necessary, for example, a letter from your GP, a care worker, social services, welfare rights, probation officers and so on or you can complete our Application for direct payments of Local Housing Allowance to your Landlord form.

## Paying your Housing Benefit and Council Tax Benefit

- If you are awarded Housing Benefit or Local Housing Allowance, in most cases you can choose where to have your money paid. We can arrange to pay your money:
  - straight into a bank or building society account (Please note we are unable to pay into Savings Accounts); or
  - by cheque.
- If you are awarded Council Tax Benefit, we will pay this into your Council Tax account.

## Payment direct into an account

We recommend that you get your money in this way because:

- it is safe and secure;
- it is convenient - you decide when and how much you want to withdraw;
- using an account may help you to save;
- you could have regular bills paid from some accounts (this could save you money but you will need to make sure that there is enough money in your account to pay the bills - if not, you may be charged a fee); and
- you can get your money from many different places.

The account can be:

- in your name;
- in the name of your partner (we use partner to mean a person you are married to or a person you live with as if you are married to them);
- in your name and your partner's name;
- in the name of the person acting on your behalf; or
- in your name and the name of the person acting on your behalf.

You must tell us how you want us to pay your Housing Benefit/Local Housing Allowance.

If we cannot pay you direct, we will pay you by cheque.

Would you like your Housing Benefit/Local Housing Allowance paid straight into an account or by cheque?

Tick the appropriate box

Straight into an account

By cheque

If you want benefit to be paid straight into a bank account by BACS, please provide the following information.

Name of Bank or Building Society	<input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>
	Postcode <input type="text"/>
Account name	<input type="text"/>
Account Number	<input type="text"/>
Sort code	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

## Part 9 About child care costs

Do you pay a registered childminder, nursery or after-school club any childminding costs for your child(ren)?

- No  Go to Part 10
- Yes  Please complete details for the child(ren) you pay childcare costs for

Surname or family name

First child	Second child	Third child	Fourth child
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Other names

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date of birth

<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
--	--	--	--

Tell us the name and registration number of the childcare provider.

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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How much do you pay a week?

£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>	£ <input type="text"/>
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We need to see evidence of this.

We need to see evidence of this.

We need to see evidence of this.

We need to see evidence of this.

## Part 10 Anything else you need to tell us

Use a separate sheet of paper to tell us anything else you think we should know about and attach it to this form.

If you are sending separate sheets of paper with this form, tell us how many.

## Part 11 Checklist

- Proof of other income**  
We also need this for any other adults living in your home.  
Such as pension slips from a former employer or a letter from the court showing how much maintenance you are getting. We need to see proof of any money people pay you for board and lodgings.
- Proof of benefits, allowances or pensions**  
We also need this for any other adults living in your home.  
Such as current award notices or letters from JobcentrePlus Office, Jobcentre, Department of Work and Pensions office or Pension Centre confirming how much you get. If you do not have proof, let us know straight away. Please do not send order books through the post.
- Proof of private rent and tenancy**  
Such as a rent book, rent receipts, a tenancy agreement or a letter from your landlord.
- Proof of other money paid out**  
Such as letters about student grants, maintenance agreements or receipts from registered child carers.
- Proof of Identity**  
Such as a current valid passport, full driving licence, birth certificate or European Union Identity Card.

Make sure you read and sign the declaration.

Even if someone else has filled in this form for you, you must sign this declaration if you can.

If you have a partner, getting them to sign this form should allow us to process your claim more quickly, but they do not have to sign.

Please read this declaration carefully before you sign and date it.

- **I declare** that the information I have given on this form is correct and complete.
- **I understand** that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- **I agree** that you will use the information I have provided to process my claim for Housing Benefit or Council Tax Benefit, or both. You may check some of the information with other sources as allowed by the law.
- **I understand** that you 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. You may give some information to other organisations, such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- **I know** that I must let you know immediately in writing about any change in my circumstances which might affect my claim. (Please see the notes sheet on changes in circumstances.)

Signature of person claiming

Date

Partner's signature

Date

If this form has been filled in by someone other than the person claiming  
Please tell us why you are filling in this form for the person claiming.

**I declare** that as far as possible, I have confirmed with the person claiming that the answers I have written on this form are correct.

Name of the person who filled in the form

Signature

Relationship to the person claiming

Date

## About this form

The starting-work form has been specially designed to be easy to fill in. It is long, but we have to ask a lot of questions to make sure that everyone who claims gets the right amount of benefit.

You may not have to fill in all parts of the form, but you must fill in any part that is relevant to you. Every part starts with a question to help you decide if you need to fill in that part.

## Evidence

We need to see evidence of some of the things you tell us about. If you are not sure if we need to see evidence of something, get in touch with us. We will tell you what we need to see. We cannot pay you benefit until we have seen the evidence we have asked for.

## When starting a job will affect your claim

Normally, any change of circumstances will affect your claim from the Monday after the change - so if you start work on a Monday, your claim will change from the next Monday. However, if you have been getting Jobseeker's Allowance for 26 weeks or more before starting work, your earnings may not affect your benefits for a further 4 weeks. Please ask for details.

## How we collect and use information

We will use the information you give in this form, and in any supporting evidence you send us, to process your claim for Housing Benefit, Council Tax Benefit and other Welfare Benefits. We may pass the information to other agencies or organisations such as the Department for Work and Pensions and the Inland Revenue, as allowed by law. We may check information you have provided, or information about you that someone else has provided, with other information we hold. We may also get information about you from certain third parties, or give them information, to:

- make sure the information is accurate; and
- prevent or detect crime; and
- protect public funds.

These third parties include government departments, local authorities and private-sector companies such as banks and organisations that may lend you money.

We will not give information about you to anyone else, or use information about you for other purposes, unless the law allows us to. The Council is the data controller for the purposes of the Data Protection Act. If you want to know more about what information we have about you, or the way we use it, please ask us.

## About Local Housing Allowance

In April 2008 we introduced a new way of working out Housing Benefit for private tenants, called the Local Housing Allowance (LHA).

Under this new system, you will receive a standard allowance based on the size of your household. We will publish these allowances in advance so that you can find out how much rent Housing Benefit could pay before you rent a property.

As well as changing the way we work out Housing Benefit, this new system changes the way we pay it to private tenants. You will no longer be able to choose to have payments made to your landlord. However, if you feel there is a reason why you could not manage your own rent payments, you should contact us to explain why. If you do not have a bank account and would like help to open one, please contact us.

**Local Housing Allowance will not apply to you if:**

- you are a local authority tenant;
- your landlord is a housing association;
- your rent has been registered as a fair rent;
- your tenancy started before 1989; or
- you live in supported accommodation provided by a social landlord, charity or voluntary organisation.

## About Employment and Support Allowance

From 27 October 2008 Employment and Support Allowance replaces Incapacity Benefit, Severe Disablement Allowance and Income Support (paid because of Incapacity) for new customers only.

Any customer already receiving Incapacity Benefit, Severe Disablement Allowance or income Support (due to incapacity) will continue to receive these benefits, as long as they meet the conditions of those benefits, until 2010.

There are two parts to Employment Support Allowance, an income related part which depends on your personal circumstances and a contribution part which is not affected by the other income but will only be awarded to customers who have enough National Insurance contributions.

Customers can claim ESA from the age of 16 up to pensionable age and may be awarded Income Related ESA and Contributory based ESA or both.

## Changes you must tell us about

Tell us straightaway if:

- any of your children leaves school or leaves home;
- 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;
- your capital, savings or investments change;
- you or anyone living with you becomes a student; goes on a Youth Training Scheme; goes into hospital or a nursing home; goes into prison; or gets, changes or leaves a job;
- your rent changes;
- you move house;
- you or your partner are going to be away from home for more than a month;
- you receive any decision from the Home Office;
- anything you have told us about changes.

You must tell us about these changes in writing – a phone call is not enough. If you don't tell us about these changes, you may lose money you are entitled to or you may get too much benefit. You must make sure that you tell us about these changes. Don't rely on someone else to pass on the message. It is an offence not to tell us about any change of circumstance that affects your benefit. We may take court action against you. If we pay you too much benefit, you will probably have to pay it back.

### **Please return this form either by post to:**

- Benefits & Revenues Section, PO Box 97, Lowestoft, NR32 1HD.

### **Or in person to any of these Waveney District Council Offices:**

- Marina Customer Services Centre, Adjacent to The Marina Theatre, Lowestoft
- 6 Market Street, Beccles NR34 9QD (01502) 713113
- Broad Street, Bungay NR35 1EB (01986) 892176
- London Road, Halesworth IP9 8LW (01986) 873162
- 69 High Street, Southwold (01502) 724729

**If you have not heard from us within 21 days or would like further advice / help please contact the Benefits Customer Services Team on (01502) 523535 or email [benefits@waveney.gov.uk](mailto:benefits@waveney.gov.uk)**