

Completing your claim

Do I need to print the evidence checklist?

No. You only need to download the list, but you can print it if you need to. If you can't download the list, make sure you select the option to ask us to send this to you through the post.

Can you contact DWP/my landlord/employer for information?

Yes, if you tell us that is ok with you.

How do I know you have received the form?

Once you press to submit your form, this is sent straight to us. If you need to speak to us about your claim, call us on 0845 8 504 504 quoting your name and address.

How long will it take to process once I have submitted the claim?

We aim to deal with your new claim within 3 weeks

I would like a home visit, is this ok?

Yes, of course. Call us on 0845 8 504 504 to arrange a visit at a time convenient to you. A Benefit Advisor will visit you to collect & copy any information we have asked you to supply.

When do you need my information by?

Please supply any evidence we have asked for as quickly as possible, ensuring this gets to us within 1 month of you applying.

How will I know when you've made a decision about my claim?

Our Processing Officers aim to call everyone where possible to let them know. A letter will also be sent to tell you our decision.

Further advice & information

How do I get in touch with you?

You can contact us by:

Telephone Call us on 0845 8 504 504
(Typetalk calls welcome)

Visit Civic Centre, Castleford
(Open 08:30am - 5:00pm Mon -
Thurs, 08:30 - 4:30pm Fri)
or visit your local
Service Access Point



In writing Housing & Council Tax Benefits
Service,
Civic Centre,
Ferrybridge Road,
Castleford
WF10 4JH

Email benefitsservice@wakefield.gov.uk,
or go to our website:
[www.wakefield.gov.uk/Housing/
Benefits](http://www.wakefield.gov.uk/Housing/Benefits)

Housing & Council Tax Benefit



Making a claim online

**It's quick, easy & could save you
money. So don't delay—claim today!**

You can use our online form to make a claim for:

- **Housing Benefit:** Help to pay your rent
- **Council Tax Benefit:** Help to pay your Council Tax bill
- **Second Adult Rebate:** Help to pay up to 25% of your Council Tax bill

Our secure online claim form is designed to make claiming for help with your Council Tax and Rent quicker and easier. The form will guide you through it, ensuring you only fill in the parts you need to. It also checks for errors and highlights anything you've missed.

This guide will help you complete your claim.

Before you begin....

- Make a note of your unique reference number. It will look something like this:
4vDCV425
You will need this if you need to return to your partly completed form at a later date.
- Have your National Insurance Number to hand. If you have a partner, have theirs too
- If you have a bank account(s), you will need your account numbers and sort codes. The form is secure, so don't worry your details will be safe with us.
- Do you/your partner work? It will help if you know how much you/they earn before Tax and Insurance. This will be shown on a payslip.

Claiming

How long will it take to fill in the form?

Depending on your circumstances, the form can take anything between 5 - 35 minutes to complete. The form only asks questions that apply to you, so it is quicker to use than a paper form.

How far in advance can I claim?

You can claim up to 13 weeks in advance

Will you tell my landlord I'm claiming?

No, not unless you ask us to or you have asked for payments to be made to them

Using the form

Can I make the form bigger?

Yes, you can zoom in by clicking the arrow here, usually found at the bottom corner of your screen



Is the form available in another language?

If you require the form in another language or format (such as Braille), please contact us on 0845 8 504 504

Do I need to keep a record of the reference number?

Yes, in case you want to save it and come back to it later. Once your form has been submitted to us your form is input straight onto our system & is given another reference number. If you have any queries about your claim, please contact us quoting your name and address.

My form has crashed & I can't retrieve it. What now?

If you can't find your form using your unique reference number, let us know.

The form is not accepting my date of birth/sort code, why is this?

You need to ensure you enter it in the correct format i.e. DD/MM/YYYY or 00-00-00

I cannot remember the exact date I bought my home, what shall I put?

Don't worry - if it was a while ago if you know roughly the month and year, put the 1st of the month. If you have bought it recently, we may need to see some evidence from you.

Does it matter if the figures I give on the form are not exact?

No. We will verify the figures you give us using the evidence you provide or by checking with the DWP. If you use estimates please tell us at the end of the form in section M.

I only know my net income, is that acceptable?

It can be. It would help if you could tell us your gross pay, but if you don't know it we will verify your earnings using any payslips / earnings certificate you provide.

I don't know my landlords/employers address - what should I put?

If you type 'unknown' this will allow you to continue. We can find this from your tenancy agreement/payslip if needed.

I've got a joint bank account but it won't let me put both names. What should I do?

Put your name, but tell us about it in Section M

Where can I put additional information to support my claim?

If you need to tell us anything else that the form doesn't allow, please complete Section M of the claim form.