

What happens after I apply?

- We will consider your application and write to tell you whether we can give you a Discretionary Housing Payment.
- If we make a Discretionary Housing Payment, we will write and tell you how much you will get and how long the payments will last for. We normally make the payments for a limited time, often six months or less. Once your current award has ended we cannot guarantee that you will receive any further awards, although you can claim again if you want to. You should use the time that you are receiving DHP to consider whether you can reduce your housing costs in other ways, such as by moving to cheaper accommodation.
- If we decide that you do not qualify for a Discretionary Housing Payment and you

do not agree with our decision, you can ask us to look at your application again. If you want us to look at it again, you must write to us within one month of the date of our decision letter, telling us why you think our decision was wrong.

- If we don't make a Discretionary Housing Payment, you should try to agree a lower rent with your landlord or look for somewhere cheaper to live.

If you are worried about losing your home, please contact:

Housing Options and Advice Team
Hackney Service Centre
1 Hillman Street, London, E8 1DY

Phone: 020 8356 2929

Email: housingadvice@hackney.gov.uk

How do you make the payments?

We will make Discretionary Housing Payments by paying them with your Housing Benefit or Council Tax Benefit.

Telling us about a change in your circumstances

You must tell us about any changes in your circumstance (for example, if you get a pay rise or start working full-time when you previously worked part-time) straight away, as you may have to pay back any money you receive that you are not entitled to. You need to tell us about any change within one month of the change happening.

If you need more information or help



Contact our Revenues and Benefits Service for help and information.

Phone: 020 8356 3399

Email: benefits@hackney.gov.uk

Textphone: 020 8356 3725

In person or by post: Hackney Service Centre, 1 Hillman Street, London, E8 1DY.

Visit us from Monday to Friday from 9am to 5pm.

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাঞ্ছা টিক দিন, এই পাতার নিচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নিচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please fill in this form and send it to the address below.

In large print **In Braille**

On disk On audio tape

In another language (please state which):

Name:

Address:

Phone:

Return to: Room 8, Stoke Newington Municipal Offices, Stoke Newington, Church Street, London N16 0JR

Are you struggling to pay your rent or council tax?



If you already claim Housing Benefit or Council Tax Benefit, you could get a little extra help.

See inside to find out more...



Get a little extra help with a Discretionary Housing Payment

What is a Discretionary Housing Payment?

If you receive Housing Benefit or Council Tax Benefit (or both) we can give you money to help if you have difficulty paying your rent or council tax. The payment is called a Discretionary Housing Payment and is meant to prevent hardship if you are in financial difficulties.

How does it work?

The payments are temporary and we can only pay them for a short time (how long will depend on your circumstances). The amount of money we can pay out is limited, so we will ask you to fill in a form so we can assess your circumstances. We will ask questions about your financial details, including how much rent you pay and what your outgoings are (such as paying mobile phone bills, medical bills, travel expenses, and gas, electricity and water bills). We will also ask you about the people who live with you.



We can **usually consider** making Discretionary Housing Payments in the following circumstances.

- Your income and savings are too high for you to get full Housing Benefit or Council Tax Benefit (or both).
- Your Local Housing Allowance is lower than your actual rent.
- The Rent Service has restricted your rent.
- Another adult other than your partner lives with you.
- You have had to rent somewhere with more bedrooms for your children who do not live with you for most of the time but visit you (at the weekend, for example).
- You have particular reasons for staying in your current home, for example because you need to be near hospitals, schools or relatives or because you are more likely to find work in the area you live in.
- You are young, single and pregnant. We may be able to pay towards some of your rent until the baby is born and your benefit automatically increases.
- You have a mental-health condition and have not previously had any help dealing with this (for example, from a social worker).
- If you have fallen behind with your rent or council tax payments and this means you cannot pay other important bills.

We **cannot usually pay** Discretionary Housing Payments in the following circumstances.

- To pay for service charges for services your landlord provides, such as water, heating and meals.
- To cover rent payments if you are not entitled to Housing Benefit.
- To cover council tax payments if you are not entitled to Council Tax Benefit.
- If you are repaying Housing Benefit or Council Tax Benefit that we overpaid you.
- If the amount of rent you are paying has increased because you owe us rent, Discretionary Housing Payments cannot cover this difference.



How do I claim for a Discretionary Housing Payment?

You should make a claim as soon as possible. There are two ways to claim.

1. Fill in a claim form. You can download one from our website (www.hackney.gov.uk).
2. Write to or visit the address below explaining your personal circumstances
Revenues and Benefits Service, Hackney Service Centre, 1 Hillman Street, London, E8 1DY.

If we need more information we will write to tell you what we need. You must send us the information we ask for within one month of us asking for it. If you do not, we will tell you we cannot give you a Discretionary Housing Payment.

