Crystal Mark
Clarity approved by Plain English Campaign

Birmingham City Council

Application for

Housing Benefit and Council Tax Benefit

This form may help you to claim extra money if you are on a low income and have less than £16,000 in savings.

We are sorry that there are so many questions, but it is important that you answer all of them. If you don't, it may delay any benefit you are entitled to.

Please send this form back to us as soon as you can. If you don't, you may lose benefit. You can send this form back to us even if you are waiting for proof of your income or any other details. You can send the proof or details later. But, if you cannot get the proof to us within one month, you must let us know. For proof of your income or details, please make sure that you give us original documents which clearly show your name and address. You can send this proof or take it to a Customer Service Centre, or if you are a tenant of Midland Heart, St Basil's or Trident Housing Association, take it to your own landlord's offices. If we do not get this information within one month, we will cancel your application.

You must pay your rent and Council Tax until we let you know whether you are entitled to any benefit.

We will keep the information you give us confidential.

If you have any questions, or if you need any help filling in this form, please phone 0121 464 7000 or contact any Customer Service Centre (see back page for contact details).

You must tell us straightaway if your income or family circumstances change.

English	Printed information is available in other languages and/or formats upon request. Please contact the number below for further information.
Punjabi	ਇਹ ਛਪੀ ਹੋਈ ਜਾਣਕਾਰੀ ਮੰਗ ਕਰਨ 'ਤੇ ਦੂਸਰੀਆਂ ਬੋੱਲੀਆਂ ਅਤੇ/ਜਾਂ ਹੋਰ ਬਣਤਰਾਂ ਵਿੱਚ ਵੀ ਮਿਲ ਜਾਂਦੀ ਹੈ। ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ।
Arabic	تتوفر معلومات مطبوعة بلغات و/أو إطارات أخرى، عند الطلب. لمزيد من المعلومات يرجى الاتصال برقم الهاتف المذكور أدناه.
Bengali	অনুরোধে অন্যান্য ভাষাতে ছাপানো এবং/বা বিভিন্ন মাধ্যমে (ফরমেট) তথ্যাদি পেতে পারেন। বিস্তারিত তথ্যাদির জন্য দয়া করে নিম্নোক্ত নম্বরে ফোন করুন।
Chinese	若有要求我們可用其它語言或其它版式提供印刷的資料，請致電下面的號碼查詢詳情。
Gujarati	અન્ય ભાષાઓમાં અને/અથવા આકારોમાં વિનંતી કરવાથી છાપેલી માહિતી મળી શકે છે. વધારે માહિતી મેળવવા કૃપા કરી નીચે જણાવેલા નંબર પર ટેલિફોન કરો.
Urdu	یہ معلومات دوسری زبانوں میں پرنٹ کی صورت میں یا دوسرے انداز میں دستیاب ہیں۔ مزید تفصیلات کے لیئے نیچے دیئے گئے نمبر پر ٹیلیفون کریں۔
Vietnamese	Bản in các thông tin hiện có trong các ngôn ngữ và/hoặc hình thức khác tùy theo yêu cầu. Làm ơn điện thoại theo số ở dưới đây để tìm biết thêm chi tiết.

Phone 0121 464 7000

Before completing this application form read the following carefully, it could save you time.

You **do** need to complete this form if:

1. Your household income has reduced and you are currently not claiming Housing Benefit and Council Tax Benefit and you remain in employment.
2. You want to make a claim for Housing Benefit and Council Tax Benefit and do not have a current claim and have not recently gained or lost your employment.

Alternatively you can apply for Housing Benefit and Council Tax Benefit online or by ringing 0121 464 7000 and your application can be dealt with over the telephone.

You do **not** need to complete this form if:

1. You have recently started work after claiming Income Support or Job Seekers Allowance. You need to contact your local Job Centre Plus. They will take the details from you in relation to your Housing Benefit and Council Tax Benefit and pass these to us.
2. You are no longer in employment. You need to visit your local Job Centre Plus. The Job Centre Plus will take your details from you and pass them to the Benefit Service. These will be used to calculate your Housing Benefit and Council Tax Benefit.
3. Your household income has reduced or increased and you are already claiming Housing Benefit and Council Tax Benefit. You need to complete a Change in Circumstances form. This can be obtained from our website, your local Customer Service Centre or by contacting the Benefit Service on 0121 464 7000.
4. You have moved address and you were claiming Housing Benefit and Council Tax Benefit. You need to complete a Change in Circumstances form. This can be obtained from our website, your local Customer Service Centre or by telephoning the Benefit Service on 0121 464 7000.
5. There has been a change in the make-up of your household, i.e. someone in the house has left or someone has moved in. You need to complete a Change in Circumstances form. This can be obtained from our website, your local Customer Service Centre or by telephoning the Benefit Service on 0121 464 7000.

If you are still unsure whether to complete this application form please ring the Benefit Service on 0121 464 7000 for assistance, or visit your local Customer Service Centre. Please see the back page of this form for details.

A claim form for Housing Benefit and Council Tax Benefit

For our use only

The date the claim was issued Official date stamp only	The date claim was received	Pin

Please return this form to: Benefit Service

PO Box 8267
Birmingham B4 7XF.

Please fill in this form using black ink.

Part 1 About you and your partner (if you have one)

(Partner means your wife, husband, civil partner, a same-sex partner who is not registered as a civil partner, or someone who lives with you as if you were married. A civil partner is someone who has entered into a formal agreement (known as a civil partnership) with a same-sex partner so they have the same legal status as a married couple)

You must send us proof of you and your partner's identity and National Insurance number. You must provide original proof. We cannot accept photocopies.

	You	Your partner
Last name		
Other names		
Title (Mr, Mrs, Ms and so on)		
Address Do not tell us your partner's address if it is the same as yours.	Postcode	Postcode

Are you:

a council tenant? ☐ living in a hostel? ☐ a boarder or lodger? ☐

a private tenant? ☐ a homeowner? ☐ a housing-association tenant? ☐

other? ☐ Please give details

Date you moved in	/ /	/ /
Date of birth	/ /	/ /
National Insurance number We need this so we can pay your benefit.	Letters Numbers Letter	Letters Numbers Letter
Tell us any other names you have used.		
Your daytime phone number		
If you have moved home in the last 12 months, tell us your last address.	Postcode	Postcode
Date you moved out	/ /	

Are you getting Income Support, Pension Credit, income-based Jobseeker's Allowance or Employment and Support Allowance (income related)?	No ☐ Yes ☐	No ☐ Yes ☐
Did you claim benefit at your last address?	No ☐ Yes ☐	No ☐ Yes ☐
Do you get a council tax bill?	No ☐ Yes ☐	

Tick 'Yes' even if you do not have to make a payment.

Reference: CTHBN/0312/1

Have you or your partner come to live in England, Northern Ireland, Scotland, Wales, the Republic of Ireland, the Channel Islands or the Isle of Man for the first time in the last two years? No ☐ Yes ☐

	You	Your partner
Are you a British citizen?	No ☐ Yes ☐	No ☐ Yes ☐
If 'No', what is your nationality?		
Are you entitled to stay in the UK permanently?	No ☐ Yes ☐	No ☐ Yes ☐
Are you an asylum seeker or refugee?	No ☐ Yes ☐	No ☐ Yes ☐

If 'Yes', give us proof. We may have to write to you about this, or you can visit your local Customer Service Centre.

	You	Your partner
Are you in hospital at the moment?	No ☐ Yes ☐	No ☐ Yes ☐
When did you go in?	/ /	/ /
When do you expect to come out?	/ /	/ /
Does anyone get Carer's Allowance for looking after you or your partner?	No ☐ Yes ☐	No ☐ Yes ☐
Do you get Carer's Allowance for looking after someone else?	No ☐ Yes ☐	No ☐ Yes ☐
If 'No', have you been refused because you get another benefit?	No ☐ Yes ☐	No ☐ Yes ☐
Are you under 22 years old and leaving care?	No ☐ Yes ☐	No ☐ Yes ☐

If 'Yes' we will write to you again

Please tick if you or your partner:

	You	Your partner
• are a student	☐	☐
• are a student nurse	☐	☐
• are an apprentice	☐	☐
• are on youth training	☐	☐
• are in legal custody	☐	☐
• have a severe learning disability, mental illness or form of dementia	☐	☐
• are registered blind or partially blind	☐	☐
• have a long-term illness or are disabled and not able to work	☐	☐

Please tick if you or your partner have been getting one of these benefits in the last eight weeks.

	You	Your partner
• Disability Living Allowance (care component)	☐	☐
• Attendance Allowance	☐	☐
• Severe Disablement Allowance	☐	☐
• Income Support including the disability premium	☐	☐

We will contact you if we need any more information.

Part 2 About children

Please fill in this part if you get Child Benefit for children who normally live with you. There is space on the next page for three more children. If you have more than six children please continue on a separate sheet.

	First child	Second child	Third child
Last name			
Other names			
Date of birth	/ /	/ /	/ /
What is the child's sex?			
The child's relationship to you			
The child's relationship to your partner			
What is their usual address if it is different from yours?			
Who gets the Child Benefit for them?			
Child Benefit number			

We need to see proof of this. You do not need to send proof if you receive Income Support, Jobseeker's Allowance (income based) or Employment and Support Allowance (income related).

Is the child registered blind or getting Disability Living Allowance?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐
Do you pay any childminding costs for this child? For example, for a registered childminder, registered nursery, registered play scheme, out-of-hours club at school, out-of-hours club run by the local authority or a nursery or play scheme run on government property.	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐

Please give the name, address and registration number of the person or organisation providing childcare.	Name: Address:	Name: Address:	Name: Address:
Registration number			
How much do you pay a week in term time?	£	£	£
How much do you pay a week in the school holidays?	£	£	£
The amounts shown are correct. (Please ask the person who provides your childcare to sign here.)	Childcare provider's signature	Childcare provider's signature	Childcare provider's signature

Part 2 About children – continued

Please fill in this part if you get Child Benefit for children who normally live with you. If you have more than six children please continue on a separate sheet

	Fourth child	Fifth child	Sixth child
Last name			
Other names			
Date of birth	/ /	/ /	/ /
What is the child's sex?			
The child's relationship to you			
The child's relationship to your partner			
What is their usual address if it is different from yours?			
Who gets the Child Benefit for them?			
Child Benefit number			

We need to see proof of this. You do not need to send proof if you receive Income Support, Jobseeker's Allowance (income based) or Employment and Support Allowance (income related).

Is the child registered blind or getting Disability Living Allowance?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
Do you pay any childminding costs for this child? For example, for a registered childminder, registered nursery, registered play scheme, out-of-hours club at school, out-of-hours club run by the local authority or a nursery or play scheme run on government property.	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐

Please give the name, address and registration number of the person or organisation providing childcare.	Name:	Name:	Name:
	Address:	Address:	Address:
Registration number			
How much do you pay a week in term time?	£	£	£
How much do you pay a week in the school holidays?	£	£	£
The amounts shown are correct.	Childcare provider's signature	Childcare provider's signature	Childcare provider's signature

Part 3 About other people who live with you

Do any adults normally live with you and your partner?
By adults we mean people over 16 who nobody gets Child Benefit for.

No ☐ Go to **Part 4.**

Yes ☐ Tell us about all the adults, except your partner, who usually live with you. If you want to tell us about more than three people, use a separate sheet of paper.

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

Are any of the people who normally live with you married to each other or living together as if they are married?

(This means a wife, husband, civil partner, a same-sex partner who is not registered as a civil partner, or someone who lives with you as if they are married.)

No ☐

Yes ☐ Tell us their names.

	is the partner of
	is the partner of

Now tell us about all the people who normally live with you and your partner. You must give us original proof of their income or benefit and proof they live with you. We cannot accept photocopies. If you have more than three people who normally live with you please continue on a separate sheet.

	First person	Second person	Third person
Last name			
Other names			
Date of birth	/ /	/ /	/ /
Their relationship to you			

For example, aunt, brother, daughter, father, grandson, grandmother, step-daughter, joint tenant, joint owner or friend.

	First person	Second person	Third person
Do they get Income Support, income-based Jobseeker's Allowance, Pension Credit or Employment and Support Allowance (income related)?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐
Do they get Disability Living Allowance or Attendance Allowance, or are they registered blind?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐
Are they a full-time student, a student nurse, a care worker, an apprentice or on youth training?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐
Do you still receive Child Benefit for them?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐

Part 3 About other people who live with you – continued

	First person	Second person	Third person
Do they pay rent to you or your partner?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
Do they have a severe learning disability, mental illness or a form of dementia?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
Are they in legal custody at the moment?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
When are they expected to come out?	/ /	/ /	/ /
Are they in hospital at the moment?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
When did they go in?	/ /	/ /	/ /
When are they expected to come out?	/ /	/ /	/ /
Do they normally work for 16 hours or more a week?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
Tell us their earnings before deductions for things like tax and National Insurance.	£	£	£
Do they have any other income at all?	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐
If 'Yes', what type of income do they receive?			
Tell us their other income before deductions for things like tax and National Insurance.	£	£	£
Have they got savings? If 'Yes', we need to see proof of the interest they receive on these savings.	No ☐ Yes ☐	No ☐ Yes ☐	No ☐ Yes ☐

Part 4 About rent

Do you pay rent for your home to a private landlord or housing association?

No ☐ Go to **Part 6.**

Yes ☐ Answer the next question in this part.

We need to see original proof that shows how much your rent is now. Proof of your rent must include your landlord's and agent's full name and business address, the date the agreement started, the amount of rent you are charged, how often your payments are due and a breakdown of the costs of any services included in your rent. If you pay rent to an agent, you don't need to give us the landlord's address, if you do not know it.

Part 4 About rent – continued

When did you start renting your home? / /

When did you move to this address? / /

If you have not moved in yet, tell us when you expect to move in. You should move as soon as possible or you may lose benefit. Please go to your local Customer Service Centre for more advice.

Have you been given a shorthold tenancy notice? **No** ☐ **Yes** ☐ **Don't know** ☐

How long is the tenancy for? / / **to** / /

Do you have central heating?

No ☐

Yes ☐

Please tick to show if the property is let as:

furnished ☐

partly furnished ☐

minimally furnished ☐

unfurnished ☐

Have you been referred to this property by:

Social Care and Health? ☐ the Probation Service? ☐

Other? Please say who referred you.

Who is responsible for decorating the inside of your home? Landlord ☐ You ☐ Don't know ☐

How much is the full rent? £ **every** (week, fortnight, four weeks or month)

If you are a joint tenant, give the total amount of rent that is paid for the whole of the property.
A joint tenancy is where more than one name appears on the tenancy agreement.

Does anyone else share the rent with you and your partner?

No ☐

Yes ☐ Tell us their names.

What is your share of the full rent? £

Has your rent changed in the last 12 months?

No ☐

Yes ☐ Send us proof of the date it changed, and how much it changed.

When is the next rent increase due? / /

Is the property you rent held in trust?

No ☐

If 'Yes', we will write to you again.

Yes ☐

Has your rent been registered as a fair rent by the rent officer?

No ☐

Yes ☐

Has anyone who used to live with you at this address died within the last 12 months?

No ☐

Yes ☐

Are you behind with your rent?

No ☐

Yes ☐

By how many weeks?

Is it a co-ownership (your rent payments are used to buy your property)?
No ☐ Yes ☐

Is it shared ownership (you pay part rent and part mortgage)?
No ☐ Yes ☐

Are you living away from home at the moment?
No ☐ Yes ☐

Do you pay water charges straight to the water authority?
No ☐ Yes ☐

Do you have any weeks when you do not have to pay rent?
No ☐ Yes ☐

How many in a year?

If you are not living at home tell us why.

When did you last live at home? / /

When do you expect to go back home? / /

Tell us the address where you are living at the moment.

Postcode

If your home has been sublet, tell us who lives there now.

Does your rent include money for the following?

Meals
No ☐ Yes ☐ How much? £
Which meals are included?

Heating
No ☐ Yes ☐ How much? £

Lighting
No ☐ Yes ☐ How much? £

Hot water
No ☐ Yes ☐ How much? £

Fuel for cooking
No ☐ Yes ☐ How much? £

General counselling and support
No ☐ Yes ☐ How much? £

Emergency alarm systems

No ☐

Yes ☐ How much? £

Cleaning rooms and windows

No ☐

Yes ☐ How much? £

Garage or parking space

No ☐

Yes ☐ How much? £

Do you have to rent the garage as part of your tenancy agreement? No ☐ Yes ☐

Nursing or personal care

No ☐

Yes ☐ How much? £

Do you pay any service charges separate from your rent?

No ☐

Yes ☐ How much? £

What for?

What is your landlord's full name and address?

Postcode

Does your landlord own your property?

No ☐

Yes ☐

If 'No', what is the owner's name and address?

If your landlord has an agent, tell us their full name and address
By 'agent' we mean the person or organisation you actually pay your rent to.

Postcode

Is your landlord related to you, your partner, any of your children or any member of your family?

No ☐

Yes ☐

For example, parent, parent-in-law, son, son-in-law, daughter, daughter-in-law, step-parent, step-son, step-daughter, brother, sister or the partner of one of the above.

What is the relationship?

'Related' includes related through marriage, even if the marriage has ended.

Have you ever owned the property which you now rent?

No ☐

Yes ☐ If 'Yes', we will write to you again.

Part 5 About where you live

What sort of building do you live in?

Detached house	☐	Flat in a house	☐	Hotel or guest house	☐
Semi-detached house	☐	Flat in a block	☐	Bed and breakfast	☐
Terraced house	☐	Flat over a shop	☐	Caravan, mobile home or houseboat	☐
Maisonette	☐	Self-contained bedsit	☐	Residential nursing home	☐
Bungalow	☐	Hostel	☐	Residential care home	☐
Room in a house or flat	☐				

Is there more than one floor? **No** ☐ **Yes** ☐

How many floors are there?

Which floors do you live on?

If you live in a room or rooms, please tick which part of the house or flat they are in.

At the front ☐ In the middle ☐ At the back ☐ What is your room number? ☐

How many rooms are there in the building?	In the whole building?	Just for you and your family?	That you share with other people?
Living rooms			
Bedsitting rooms			
Bedrooms			
Bathrooms			
Toilets			
Kitchens			
Other rooms			

Do you use your home for business? **No** ☐ **Yes** ☐

Do you have a main home somewhere else? **No** ☐ **Yes** ☐

If your main home is somewhere else in the UK or abroad, tick **'Yes'**, even if you do not pay rent for it.

What is the address?

Postcode

How much do you pay for this home? £

We may need to ask you for more information about this.

Part 6 About Income Support, income-based Jobseeker's Allowance, Pension Credit and Employment and Support Allowance (income related)

	You	Your partner
Are you getting Income Support, income-based Jobseeker's Allowance, Pension Credit or Employment and Support Allowance (income related) at the moment?	No ☐ Yes ☐	No ☐ Yes ☐
When did you start getting it?	/ /	/ /
Are you or your partner waiting to hear about a claim for Income Support, income-based Jobseeker's Allowance, Pension Credit or Employment and Support Allowance (income related)?	No ☐ Yes ☐	No ☐ Yes ☐
When did you claim?	/ /	/ /

You must send us proof of Income Support, income-based Jobseeker's Allowance, Pension Credit or Employment and Support Allowance (income related). You must give us original documents. We cannot accept photocopies.

Part 7 About being self-employed

	You	Your partner
Are you self-employed?	No ☐ Go to **Part 8.** Yes ☐	No ☐ Go to **Part 8.** Yes ☐

If 'Yes', please download a Self Employed Claim form from our website. You can also get this form from your local Customer Service Centre. Alternatively, phone 0121 303 1137. We will send you another form to fill in about your income from self-employment, but please still fill in the rest of this form.

Part 8 Students

Answer all the questions in this part.

	You	Your partner
Are you a full-time student?	No ☐ Go to **Part 9.** Yes ☐	No ☐ Go to **Part 9.** Yes ☐
Name of the university or college you go to		
Course title		
How long will your course last?		
Date the autumn term starts	/ /	
Date the summer term starts	/ /	
When did you begin your course?	/ /	
Are you eligible to apply for a top-up loan, general loan or allowance?	No ☐ Yes ☐	No ☐ Yes ☐
If 'Yes', how much are you entitled to receive?	£	

Part 8 Students – continued

Have you received payments from an access fund? No ☐ Yes ☐

If 'Yes', please give details of the amounts and say how often you receive them.

You must send us the original financial assessment for higher education student support notice. We cannot accept photocopies.

Part 9 About working for an employer

Do you or your partner work for an employer?

This could be full-time, part-time, paid, temporary, casual or on a trial basis.

No ☐ Go to **Part 10.**

Yes ☐ Answer the questions on this page. If you work for more than one employer, tell us about all the employers on another sheet of paper and send it with this form. If you receive Income Support, income-based Jobseeker's Allowance or Employment and Support Allowance (income related), you do not need to send us proof of your or your partner's wages.

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?	/ /	/ /
Are you employed for a limited period?	**No** ☐ **Yes** ☐	**No** ☐ **Yes** ☐
When will you finish?	/ /	/ /
Employee or payroll number		
How often do you get paid?	Every	Every
How much do you get paid?	£	£
How are you paid? For example, in cash, by cheque or straight into your bank account (please give your most recent statement showing the payment going into your account).		
When was your last pay rise?	/ /	/ /
When is your next pay rise due?	/ /	/ /
How many hours a week do you work?		

Part 9 About working for an employer – continued

	You	Your Partner
Give details of any regular overtime, bonuses or commission you get.		
Are you getting Statutory Sick Pay (SSP) or Statutory Maternity Pay (SMP) from your employer at the moment?	No ☐ Yes ☐	No ☐ Yes ☐
Are you getting any other sick pay or maternity pay from your employer at the moment?	No ☐ Yes ☐	No ☐ Yes ☐
Do you pay into a pension scheme through your employer?	No ☐ Yes ☐	No ☐ Yes ☐
How much?	£	£
How often?	Every	Every

You must send us proof of you and your partner's pay for all jobs. Please send your last five weekly payslips or your last two monthly payslips. If you do not have any payslips, ask your employer to send us a letter on official company paper. This must include details of your gross pay (pay before deductions), tax, National Insurance and pension payments. You must give us original documents. We cannot accept photocopies.

Part 10 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 11.**

Yes ☐

Answer the questions in this part. If you receive Income Support, income-based Jobseeker's Allowance or Employment and Support Allowance (income related), you do not need to send us proof of voluntary work.

	You	Your partner
What kind of 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?	/ /	/ /

Part 10 About any other work – continued

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

	No ☐ Yes ☐	No ☐ Yes ☐
How much?	£	£
How often?	Every	Every

Part 11 Money paid out

	You	Your partner
Do you pay any contributions to a pension scheme which are not paid through an employer?	No ☐ Yes ☐	No ☐ Yes ☐
How much?	£	£
How often?	Every	Every

	You	Your partner
Do you pay parental contributions towards a student's grant?	No ☐ Yes ☐	No ☐ Yes ☐
How much?	£	£
How often?	Every	Every

You must send us original proof of any payments you make to a pension scheme. We need to see the original student grant or loan notification letter. We cannot accept photocopies.

Part 12 About benefits, allowances and pensions

Are you or your partner getting any benefits or allowances or waiting to hear about benefits or allowances you have claimed?
Read the list of benefits below and tell us about any you or your partner are getting now or are waiting to hear about.

No ☐ Go to **Part 13.**

Yes ☐ Tell us about the benefits or allowances below. If you receive Income Support, income-based Jobseeker's Allowance or Employment and Support Allowance (income related), you do not need to send us proof of this.

- Bereavement Allowance
- Carer's Allowance
- Child Benefit
- Child Tax Credit
- Contribution-based Jobseeker's Allowance
- Employment and Support Allowance (contribution based)
- Fostering Allowance
- Guardian's Allowance
- Incapacity Benefit
- Industrial Injuries Disablement Benefit
- Industrial Death Benefit
- Maternity Allowance
- Retirement Pension
- Severe Disablement Allowance
- Statutory Sick Pay or Statutory Maternity Pay
- War Disablement Benefit, War Pension or War Widow's Pension
- Widow's or Widower's Benefits

If you are getting or have claimed any benefit or allowance that is not listed above, tell us about it below or 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
The name of the benefit		
Are you:	getting it now? ☐ waiting to hear? ☐	getting it now? ☐ waiting to hear? ☐
Date it was first paid	/ /	/ /
How much?	£	£
How often?	Every	Every
How is it paid (into your bank account, by cheque, by cash)?		
When is the income likely to go up?	/ /	/ /

The name of the benefit		
Are you:	getting it now? ☐ waiting to hear? ☐	getting it now? ☐ waiting to hear? ☐
Date it was first paid	/ /	/ /
How much?	£	£
How often?	Every	Every
How is it paid (into your bank account, by cheque, by cash)?		
When is the income likely to go up?	/ /	/ /

	You	Your partner
The name of the benefit		
Are you:	getting it now? ☐ waiting to hear? ☐	getting it now? ☐ waiting to hear? ☐
Date it was first paid	/ /	/ /
How much?	£	£
How often?	Every	Every
How is it paid (into your bank account, by cheque, by cash)?		
When is the income likely to go up?	/ /	/ /

The name of the benefit		
Are you:	getting it now? ☐ waiting to hear? ☐	getting it now? ☐ waiting to hear? ☐
Date it was first paid	/ /	/ /
How much?	£	£
How often?	Every	Every
How is it paid (into your bank account, by cheque, by cash)?		
When is the income likely to go up?	/ /	/ /

You must send us original documents to prove the income you receive. Please send the original award letter for all benefits. If benefits and pensions are paid into your bank or building society account, please give us your two most recent statements showing the payment going into your account. We cannot accept photocopies.

Part 13 About other money you have coming in

Do you or your partner have any money coming in that you have not already told us about on this form?
This includes occupational pensions (works pensions or pensions from a former employer), private pensions, inherited pensions and pensions awarded for sickness or ill health, maintenance or child support for you, your partner or any of the children you have told us about on this form and any cash payments. Also tell us about any money you get from people living in your house as boarders, lodgers or subtenants. You do not need to tell us about payments from the Independent Living Fund, the Eileen Trust or the MacFarlane Trust.

No ☐ Go to **Part 14.**

Yes ☐ Answer the questions on this page. If you receive Income Support, income-based Jobseeker's Allowance or Employment and Support Allowance (income related), you do not need to send us proof of this.

Other money 1

What is the money for?

Who gets it?

How much do they get? £ **How often?** Every

How is it paid (into your bank account, by cheque, by cash)? **When was your last increase?** / /

When is the income likely to go up? / /

Other money 2

What is the money for?

Who gets it?

How much do they get? £ **How often?** Every

How is it paid (into your bank account, by cheque, by cash)? **When was your last increase?** / /

When is the income likely to go up? / /

You must send us proof of how much you get and how often. We cannot accept photocopies.

Does anyone owe money to you, your partner or any children you are claiming for?

No ☐ **Yes** ☐ **What for?** **How much?** £

Are you expecting to get any money in the next 12 months (for example, a redundancy payment or a payment instead of notice or holiday)?

No ☐ **Yes** ☐ **What for?** **How much?** £

Part 14 About bank accounts, capital, savings, investments and property

Do you or your partner have any bank or building society accounts, capital, savings, investments or other property? This includes premium bonds, National Savings Certificates, stocks, shares, bonds or unit trusts. You must tell us about any current accounts you have.

No ☐ Go to **Part 15.**

Yes ☐ Answer all the questions in this part. If you receive Income Support, income-based Jobseeker's Allowance or Employment and Support Allowance (income related), you do not need to send us proof of this.

(Partner means your wife, husband, civil partner, a same-sex partner who is not registered as a civil partner, or someone who lives with you as if you were married.)

We must see original proof of your and your partner's savings. For all bank accounts and building society accounts, we must see two months' statements. We cannot accept photocopies.

Do you or your partner have any bank accounts?

No ☐
Yes ☐

Tell us about **bank accounts**. If you have more than two bank accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

Name of bank

Account number

Whose name is the account in?

How much is in the account? £

Name of bank

Account number

Whose name is the account in?

How much is in the account? £

Do you or your partner have any building society accounts?

No ☐
Yes ☐

Tell us about **building society accounts**. If you have more than two building society accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

Name of building society

Account number

Whose name is the account in?

How much is in the account? £

Name of building society

Account number

Whose name is the account in?

How much is in the account? £

Do you or your partner have any post office accounts?
This includes savings accounts and Girobank accounts.

No ☐
Yes ☐

Tell us about **post office accounts**. If you have more than two post office accounts, tell us about the others on a separate sheet of paper and send it with this form.

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

Type of account

Account number

Whose name is the account in?

How much is in the account? £

Type of account

Account number

Whose name is the account in?

How much is in the account? £

Do you or your partner have any premium bonds?

No ☐
Yes ☐

What is their value? £

Do you or your partner have any National Savings Certificates?

No ☐
Yes ☐

Issue number | Value £ | How many?

Issue number | Value £ | How many?

Do you or your partner have any stocks, shares, bonds or unit trusts?

No ☐
Yes ☐

Company name | How many?

Company name | How many?

Do you or your partner have any other capital, savings or investments?
Tell us about any TESSAs or ISAs here. Also tell us about any bereavement lump-sum payment, widow's lump-sum payment, prisoner-of-war payment and variant Creutzfeldt-Jakob (vCJD) payment.

No ☐
Yes ☐

Tell us about this.

Part 14 About bank accounts, capital, savings, investments and property – continued

Do you, your partner, or any of your children own land or buildings, other than your home in the United Kingdom or overseas?

No ☐

Yes ☐

What is the address?

Postcode

How much is it worth? £

If you have a mortgage or loan for this, how much is left to repay? £

Part 15 How we can pay your Housing Benefit

Most people renting from a private landlord and making a new claim for Housing Benefit, on or after 7 April 2008, will get Local Housing Allowance.

If you were already getting Housing Benefit on 7 April 2008, these changes will not affect you, unless you address or have a break in your claim of more than a week.

We will work out your benefit using Local Housing Allowance rates. The rates are set each month for different size properties by The Rent Service. The rate you are entitled to is based on the number of people who live with you and their ages.

Local Housing Allowance is the maximum amount that you can receive, and this will reduce depending on your income, savings and circumstances.

You can find Local Housing Allowance rates for Birmingham on our website and at any Customer Services Centre.

If you do not get Local Housing Allowance, this section will apply to you

If you are a council tenant, we will pay your Housing Benefit into your rent account.

If you rent from a housing association or a charity, you can choose where to have your money paid. We can arrange to pay your money:

- straight into a bank, building society account or Credit Union account;
- by cheque; or
- direct to your landlord.

How do you want us to pay your Housing Benefit?

Tenants who get Local Housing Allowance (LHA)	**Housing association tenants and private tenants who are not eligible for Local Housing Allowance (LHA)**
We will pay your benefit directly to you.	We will pay your benefit directly to you or to your landlord if you prefer.

If your Housing Benefit is worked out using Local Housing Allowance, we will pay you direct and you cannot choose to have your benefit paid to your landlord.

However, we will consider making direct payments to your landlord if you owe eight weeks or more in rent or if you are not able to manage your own financial affairs.

If you think this includes you, please tick this box and we will send you a 'Safeguard Application for Direct Payments' form. ☐

Paying you direct into an account

The safest and easiest way to receive your benefit is direct into your bank, building society or Credit Union account. This avoids the risk of cheques being stolen or delayed in the post.

If you do not give us your account details, we will pay your Housing Benefit by cheque and you will need an account in your name so you can cash the cheque.

Unfortunately, we cannot pay Housing Benefit into a Post Office card account.

We will tell you whenever there is going to be a change in the amount we pay into your account. You can check your Housing Benefit payments on your account statements. If you think your payment is wrong, phone us on 0121 464 7000 or make an appointment to visit any Customer Service Centre.

You **must** tick one of these boxes.

Tick this box if you want to be paid direct into an account. ☐ **Please give your account details on the next page.**

Tick this box if you would like to be paid by cheque. ☐

Tick this box if you would like your Housing Benefit to be paid direct to your landlord or your landlord's agent. ☐ **This will not be possible if you get Local Housing Allowance.**

If you want us to pay your benefit straight to your landlord, please ask your landlord to read and sign the agreement below.

Your landlord's name

As landlord, I understand that by law:

- I must always tell you straightaway if I find out about any change in the tenant's circumstances;
- You can stop paying benefit to me if I do not tell you about any change in the tenant's circumstances;
- I can be prosecuted if I accept Housing Benefit that I know I am not entitled to; and
- if you pay me too much Housing Benefit for any tenant, I must repay it. You can take the amount of overpaid benefit from benefit I get for any other tenants. This will not affect their rent.

I agree to accept Housing Benefit payments for the tenant named in this form.

Landlord's signature

Your account details

If you want us to pay you direct into your account, please tell us about the account you want to use below.

Whose name or names is the account in?	**Please tick one box**	
In your name	☐	
In your partner's name	☐	
In both your name and your partner's name	☐	
In the name of the person acting on your behalf	☐	(tick only if appointeeship agreed)
In both your name and the name of the person acting on your behalf	☐	

We use 'partner' to mean 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.

By ticking the box for an account that includes the name of the person acting on your behalf, you are saying that you will allow them to use the money in the way you tell them, or you are an appointee acting on behalf of the customer.

Part 15 How we can pay your Housing Benefit – continued

Please tell us the name or names the account is in?

What is the full name and address of the bank, building society or Credit Union you want us to pay your benefit into?

We **cannot** pay Housing Benefit into a Post Office card account.

Sort code:

Account number:

If it is a building society or Credit Union account, please tell us the roll or reference number:

Some building societies and Credit Unions use a roll or reference number. You will find this number on your passbook or statement. The roll or reference can contain letters and numbers. If you are not sure if your account has a roll or reference number, ask your building society or Credit Union.

Part 16 Sharing information with your landlord

Sharing information with your landlord could help us deal with your claim more quickly and reduce the risk of you falling behind with your rent because of your claim being delayed.

We may need to confirm information with your landlord before we can make a decision on your claim, for example, the start date of the tenancy. In these circumstances, we can contact your landlord without your permission. Under the Data Protection Act, we need your permission to discuss anything else.

Part 16 Sharing information with your landlord – continued

If you give us permission, we would be able to tell your landlord whether:

- you have claimed or renewed your claim for Housing Benefit;
- we have made a decision on your claim;
- we have made a payment to you; or
- we need more information to make a decision on your claim, and if so, what information we need.

We will not give your landlord any information about:

- your personal or household situation; or
- your financial situation.

If you do not give us permission to discuss your claim with your landlord, it will not affect your claim. If you give us permission but then change your mind, you can contact us to take away your permission at any time.

If you want to give us permission to discuss your claim with your landlord, please sign below.

I give you permission to share information about the progress of my Housing Benefit claim with my landlord or their representative.

Your signature

Date / /

Part 17 Backdating

We can usually award benefit from the Monday after the day we receive your claim. Sometimes we can pay benefit from an earlier date if you have a good reason for not claiming earlier. If you want us to consider paying your benefit from an earlier date, tell us when you want benefit from and why you did not claim earlier. Please give us proof of all income and savings to cover the period you are asking your benefit to be backdated to.

I would like my benefit backdated to:

For our office use only

Check the claim is not:	Please tick
a revision or supercession	☐
a late determination	☐
cancelled in error	☐
due to a change of address	☐
a cancelled claim returned within one month	☐
a successful Income Support, or JSA (IB) or ESA (IR) claim within one month	

Actioned by: Date:

Part 18 Checklist

Please check that you have answered all the questions that apply to you. Please tick the boxes below to let us know what you are giving us as proof. You can send us this proof, or take it to any Customer Service Centre. Remember that we must see **original documents**. We cannot accept photocopies.

Do not delay sending this form to us if you do not have all the proof we ask for at the moment.
Send your form in now, otherwise you could lose money. You can also take your form to your local neighbourhood office. Send the rest of the proof within one month. Remember to include your name and address. We will return all the original documents you send to us.

If you pay rent
Proof of your rent ☐

If you or your partner claim benefits
Proof of the amount of benefit you get ☐
You could take your decision letter to any Customer Service Centre, but please do not send it to us.

If you or your partner are employed

Payslips ☐

If you or your partner are self-employed
Your most recent accounts ☐

Your latest schedule-D tax assessment ☐

Your partner's most recent accounts ☐

Your partner's latest schedule-D tax assessment ☐

If you or your partner have any other money coming in
Proof of the money coming in ☐

If you or your partner are students
Your student income ☐

If you do not give us all the proof we need, we will not be able to pay you any benefit.

Identity and National Insurance number
If we have not already checked your identity and National Insurance number, you must give us proof for you and your partner. The following lists give examples of proof of identification and National Insurance numbers which we can accept. Remember, we will only accept original documents. Please tick the relevant boxes below to show what proof of identity and National Insurance number you are sending.

Proof of National Insurance number

Wage slips ☐

P45 ☐

P60 ☐

Tax letter ☐

Letter from Jobcentre Plus or The Pension Service ☐

Recent bank statement that shows your National Insurance number ☐

National Insurance card ☐

Proof of identity

Birth certificate ☐

Marriage certificate ☐

Divorce or annulment paper ☐

Driving licence ☐

Home Office letter ☐

EC or EEA member ID card ☐

Life assurance policy ☐

Medical card ☐

Passport ☐

UK residence permit ☐

Recent utility bill (gas, electricity or water) ☐

If you or your partner want backdated benefit, give us proof of income and savings to cover the backdate period. ☐

Part 19 Your guide to data protection

The Data Protection Act 1998 gives you rights about how we get hold of and use personal information about you. The act also gives us certain responsibilities.

This guide tells you about your rights under the Data Protection Act 1998 and explains how we handle your information.

What information do we hold and how do we get it?
Generally, we receive information about you in one or more of the following ways.

- From your application for benefit
- From the Jobcentre Plus or The Pension Service
- From other council departments
- From local authorities
- From HM Revenues & Customs

Part 19 Your guide to data protection – continued

How we collect and use information

We will use the information you give in this form, and in any supporting evidence you send to us, to process your claim for Housing Benefit and Council Tax Benefit.

We may pass the information to other agencies or organisations such as Jobcentre Plus or The Pension Service and HM Revenues & Customs, as allowed by law.

We may check the information you have given us, or information that someone else has given us about you, with other information we have. We may also get information about you from certain other organisations, or give them information to:

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

These other organisations include government departments, local authorities and private-sector companies such as banks and other 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.

Looking after your information

We will look after your information in a way which is appropriate to the type of information it is.

We will:

- not keep information about you which we do not need;
- keep any information about you accurate and, where necessary, up to date (please let us know if any of your details change);
- process your information in line with your rights under the Data Protection Act 1998.

Your rights

You have certain rights under the Data Protection Act 1998. If you would like more details, write to us at one of the addresses below.

Please write to:
Data Protection Officer
Benefit Service
PO Box 8267
B4 7XF

Or write to:
The Information Commissioner
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Or phone 01625545700 (switchboard)

Part 20 Monitoring

We want to make sure that everybody gets a good service from us. To do this we may use the information in this section to encourage people to claim benefits they are entitled to.

To allow us to use information for this purpose, please tick this box. ☐

Please help us by answering the question below. If you do not want to answer the question, it will **not** affect your benefit.

Which of the following groups do you think you belong to?

Asian or Asian British	Indian ☐	Pakistani ☐	Bangladeshi ☐	Any other Asian ☐
Black or black British	Caribbean ☐	African ☐	Other ☐	
Chinese or other ethnic group	Chinese ☐	Vietnamese ☐	Other ☐	
Mixed	White and black Caribbean ☐	White and black African ☐	White and Asian ☐	
White	British ☐	Irish ☐	Any other background ☐	
	Don't know ☐	Do not want to answer ☐		

Part 21 What happens next

What happens next?

We will look at your claim within the next 14 days. We will then write to you.
If you have not heard from us within this time, or if you are worried about paying your rent or council tax, please get in touch with any Customer Service Centre or the Benefit Service.

Useful information

1 What happens next?
If you are entitled to benefit, it will usually start from the Monday after we receive your form. If you think your benefit should start before this date, please tell us the reasons why in part 17.

We will work out your benefit and write to you telling you how much you will get, when it will start and when we will look at your claim again. Please check all the details. If you disagree with any details, please write to us within one month of the date of our letter and we will look again at how we have worked out your claim.

If you have to pay council tax, we will take your benefit from your bill. We will then send you a new council tax bill.

2 Proof you must send us to receive benefit
If you do not send all the proof we need to work out your benefit, we will not be able to deal with your claim. Once we have your form, you then have one month to send us the proof we need. **You must give us original documents to prove the details you have mentioned on this form. Without proof we cannot pay benefit. We may ignore some types of income when we work out your benefit, but you must tell us about all your income.**

3 Reviewing your benefit again
We will review your claim from time to time. You may have to fill in a renewal form. You will need to fill this in and return it or we may have to cancel your benefit.

We send out forms before the benefit period ends. You must return them as soon as possible to avoid losing benefit.

4 Changes you must tell us about

You must write to tell us if your situation changes. Tell us straightaway if:

- **any of your children leave school or leave home;**
- **anyone moves into or out of your home (including lodgers and subtenants);**
- **your income (including benefits), or the income of anyone living with you changes;**
- **your capital, savings or investments change;**
- **you, or anyone living with you, become a student, go on a youth training scheme, go into hospital or a nursing home, go into prison, or get, change or leave a job;**
- **your rent changes;**
- **you move;**
- **you or your partner are going to be away from home for more than a month;**
- **you receive any decision from the Home Office; or**
- **anything you have told us about changes.**

5 Problems with your landlord
The law protects people against harassment and illegal eviction. In most cases, your landlord must give you notice if they want you to leave your home. You can get advice about your rights from any Customer Service Centre.

Part 22 Permission to pass information to Supporting People

Under section 93 of Local Government Act 2000, we will share the information you give us with other agencies to help with the Supporting People Initiative in Birmingham.

These agencies are:
The Housing Department, Social Care and Health, The Health Authority, Probation Service, Benefit Service and the National Housing Federation.
If you are a tenant in supported housing ,we need your permission to pass information to these agencies. Please sign and date in the boxes below if you are willing to let us give relevant details to them.

Please remember that it will not affect the amount of Housing Benefit or Council Tax Benefit you receive if you do not give your permission.

Signature of person claiming

Date / /

Part 23 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, it will help us if they sign below to confirm all the details about them are correct.
But they do not have to sign.

Please read this declaration carefully before you sign and date it.
I understand the following.

- If I give information that is not correct or complete, you may take action against me. This may include court action.
- 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 law.
- You may use any information I have given 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 other organisations that lend money, if the law allows this.
- You may use any information I have given in connection with a claim for discretionary housing payments.

I know I must tell you straightaway about any change in my situation which might affect my claim. If you pay me too much benefit as a result of a change in my situation, I know I will have to repay the overpayment.
I have read and understood the guide to data protection.
The information I have given on this form is correct and complete.

Signature of person claiming

Date / /

Partner's signature

Date / /

Home telephone number

Mobile telephone number

E-mail address

Should we need to contact you can you please select your preferred method(s) of contact by ticking the appropriate box(es) below:

Telephone ☐

E-mail ☐

Letter ☐

If you are filling in this form for someone else
Please tell us why you are filling in this form for the person claiming.

As far as possible, I have confirmed with the person claiming that all questions have been asked and the answers I have written on this form are correct.

Name of the person who filled in the form

Signature of the person

Relationship to the person claiming

Date / /

Customer Service Centres

(formerly known as Neighbourhood Offices)

Birmingham City Council has a network of public offices across the city, which used to be known as *Neighbourhood Offices* but are now called **Customer Service Centres (CSC)**. They are useful if you need help with a Council service; however, it is normally **quicker and easier to find information and access our services online**.

Many of the services available at our public offices are now available online:

- Claiming benefit
- Debt advice
- Finding a home
- Council Tax

If you are unable to resolve your query online, please call us on 0121 216 3030 and we will try to deal with your enquiry over the phone. If we can't help you by phone, we may be able to offer you an appointment with one of our advisors at your nearest public office.

Offices Open to the Public

Cotteridge	9 Pershore Road South, Cotteridge, B30 3EE
Erdington	Civic House, 101 Sutton New Road, Erdington, B23 6RE
Handsworth	12 Dawson Road, Handsworth, B21 9HS
Kings Heath	38 Silver Street, Kings Heath, B14 7QU
Kingstanding	20 Rough Road, Kingstanding, B44 0UY
Newtown	New Aston House, Newtown Shopping Centre, B19 2SW
Northfield	1a Vineyard Road, Northfield, B31 1PG
Perry Common	599 College Road, Kingstanding, B44 0SY
Quinton	Four Dwellings Centre, Quinton Road West, Quinton, B32 2RJ
Saltley	54 Highfield Road, Washwood Heath, B8 3QU
Sparkbrook	Greencoat House, 261 Stratford Road, Sparkbrook, B11 1QS
Stechford	189 Meadway, Kents Moat, B33 8NB
Sutton Coldfield	2nd Floor Library Building, 45 Lower Parade, Sutton Coldfield, B72 1XX

Offices Not Open to the Public

Acocks Green	3 Botteville Road, Acocks Green, B27 7YE
Bartley Green	Monmouth Road, Bartley Green, B32 3LX
Bromford	Cameronian Court, off Bromford Drive, Bromford, B36 8UB
Druids heath	Druids Heath Library, Idmiston Croft, Druids heath, B14 5NJ
Frankley	Frankley Community Library, New Street, Frankley, B45 0EU
Hawkesley	50 Hawkesley Square, Kings Norton, B38 9TU
Ladywood	Botany Walk, St Vincent Street West, Ladywood, B16 8ED
Shard End	Shustoke Road, Shard End, B34 7BB
Sparkhill	641 Stratford Road, Shard End, B11 4DY
Yardley Wood	201 School Road, Yardley Wood, B14 4ER

Useful Contacts

Registered Social Landlord Offices

Midland Heart	20 Bath Row, Birmingham, B15 1LZ	0345 60 20 540
St Basil's	Heath Mill Lane, Birmingham, B9 4AX	0121 772 2483
Trident Housing Association	239 Holliday Street, Birmingham, B1 1SJ	0121 633 4633

Cont@ct Birmingham: 0121 303 1111

Website: www.birmingham.gov.uk/nab
Email: adviceline@birmingham.gov.uk

Please phone and make an appointment before you visit any Customer Service Centre