

# Victoria Forms

## Benefits Forms Catalogue

**30+**  
**Forms**

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## Introduction—About Us

Established in 2003, Victoria Forms is a leading provider of intelligent, web-based electronic forms software and workflow solutions. Our eForms solutions can be used within an organisation or made available to external users, applicants or claimants via the Cloud or server-based infrastructure. Our software is currently being used with **over 75 Local Authorities in the United Kingdom**.

## Standard Benefits Form Library

Our standard Victoria Forms Benefits Form Library is continuously growing. This catalogue showcases our current **36 standard benefits** forms in our standard benefits forms library.

## Standard Form Pages

All of our eForms contain a Status and System Page (front and back pages).

Someone who is completing a form will always see the Status Page as the first page. The Status Page has one main function, to draw information from a database about the Local Authority for which the form is being completed. This page displays any relevant information as decided by the Local Authority; such as opening hours, contact details and how to complete the online form. This information is which can be set within our 'branding' files, and is fully customisable for anything that the local authority wishes to add to the start page of their forms.

The System Page will never be seen by anyone completing the form or by anyone at the Local Authority; this page simply acts as our control page to set the intelligence within the form.

## Back Office Integration

In administering forms, data collected is often manually keyed into a back-office system. With Electronic forms, the wastefulness of having to key information twice is being addressed – back-office systems are increasingly opening up to receive data electronically. Some of our Benefits Forms (Change of Circumstances and the Main Claim form) are already set up for back office integration straight into Capita, Civica and Northgate.

## Accommodation Details

Application to inform the Local Authority about an individual's accommodation details. Includes: where they are living and how much they are paying to live there.

**This form is comprised of sections on:**

- The person completing the form
- Rent paid
- In depth details of the property they are living in, including how many rooms and floors etc.
- How the applicant would like their benefit paid
- Declaration

**Length:** 4 pages

**Declaration:** Signature

**Some Local Authorities using this form:** Wigan, Basildon, Scarborough

## Additional Bedroom Overnight Carer

Application for an increase in Housing Benefit where a property has a room for a carer to sleep in when they are providing overnight care to someone in the property.

**This form is comprised of sections on:**

- The person completing the form
- The person receiving overnight care
- Benefits received
- Is the bedroom just for carer?
- Carer Details including start date and time spent
- Extra Information Section
- Declaration

**Length:** 2 pages

**Declaration:** Signature

## Appeals / Scottish Appeals

Use these forms to submit an appeal against a Housing Benefit or Council Tax Reduction (formerly Council Tax Benefit) decision.

### What would you like us to do? Please tick one of the following

☐ **Send you a statement of reasons**

We will send you a full written explanation of our decision within 1 calendar month.

☐ **Look at your claim again**

We will look at your claim again and revise our decision if we think it is wrong.  
We will aim to do this within 1 calendar month.

☐ **Refer your case to the Tribunals Service**

We will look at your claim again and if we cannot change it, we will forward your papers to HM Courts and Tribunal Service. If this is the case, we need a handwritten signature from you. You will need to print this form and sign it and return it by post. If you do not have access to a printer we will issue you with a copy of the form to sign.

HM Courts and Tribunal Service is an agency of the Ministry of Justice and is wholly independent of the Council. It can take several weeks for your case to be heard.

### These forms are comprised of sections on:

- What is being appealed against? (Housing Benefit or Council Tax Reduction or Both)
- Date of decision appealing against
- Action the Council should take
- The person completing the form
- If the applicant is being helped to make the appeal
- A large amount of space to say why the applicant thinks the decision is wrong
- Declaration
- Extra Information Page

**Length:** Both forms are 3 pages in length

**Declaration:** Checkbox

### Some Local Authorities using this form:

St Albans, Tower Hamlets, ARP, Basildon, SRP, Harrogate, Medway, Scarborough, Wigan

### About the Decision

Please state which decision you are appealing against.

☐ Housing Benefit

☐ Council Tax Reduction

☐ Both

Date of the letter about the decision

### Your Request/Appeal

■ Use this space to say why you do not agree with the decision.

HB/CTR Ref No:

■ You must say why you think the decision is wrong.

**Victoria  
Forms**

## Authority to Disclose

Authority to Disclose Form used to provide personal details held third parties to the Council.

**This form is comprised of sections on:**

- The person completing the form
- Declaration

**Length:** 1 page

**Declaration:** Signature

**Some Local Authorities using this form:**

Fareham, Scarborough

**Page 2** Authority to Disclose Information

**\*\* Your Council Name \*\***

**In Confidence**

**Authority to Disclose Information**

I hereby authorise an officer of The Council to see any documents that you have about my financial affairs. Please give them any information they need.

Name and Address of Claimant		Director of finance and resources
Title	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	Claim Ref. <input type="text"/>
Other names	<input type="text"/>	
Address	<input type="text"/>	
Postcode	<input type="text"/>	
Telephone number	<input type="text"/>	
Email address	<input type="text"/>	
Signature	<input type="text"/>	
Date	<input type="text"/>	

## Backdating

Housing Benefit and/or Council Tax Reduction is normally awarded from the Monday after the day you made your claim. However, sometimes councils can pay from an earlier date. There must be a 'good' reason why the claimant has not claimed sooner, and a maximum of 6 months can be backdated.

**Page 2 Backdating Benefit Form**

**Council Tax Benefit and Housing Benefit Backdating Explanatory Notes**

Any Housing Benefit or Council Tax Benefit you are entitled to will normally start from the Monday following your request to apply for Benefit.

However, the benefit schemes make provision for claims to be backdated, and in certain circumstances we may treat a claim as if it were made from an earlier date.

In applying this provision we must be satisfied that there are exceptional circumstances and that you have shown good reasons for the failure to claim earlier, which lasted continually throughout the period until the claim was actually made.

The burden of proving good cause rests with you but we must examine all the relevant facts in each individual case.

A claim can only be backdated for a maximum of six months (working age) and three months (pension age).

**What To Do Now**

If you think you may be entitled to backdated benefit and:

**This form is comprised of sections on:**

- Explanatory Notes
- Details of person completing the form
- Reason why they want it backdated
- Declaration

**Page 3 Backdating Benefit Form**

**Backdating Council Tax Benefit and Housing Benefit Form**

If you wish to apply for backdated benefit, please use this form.

You MUST apply in within six weeks of the date of the benefit application we send you.

Surname	<input type="text"/>
Other Names	<input type="text"/>
Title	<input type="text"/>
Address	<input type="text"/>
Postcode	<input type="text"/>
National Insurance Number	<input type="text"/>
Telephone Number	<input type="text"/>
Email address	<input type="text"/>
I wish to apply for my Housing Benefit/Council Tax Benefit to be backdated to (Date)	<input type="text"/>

The reason for this is as follows

**Length:** 2 pages

**Declaration:** Signature or Checkbox

**Some Local Authorities using this form:** ARP, Wigan, SRP, Luton, Tower Hamlets, Scarborough, St Albans, Wycombe

**Victoria  
Forms**

## Bank Account Details

This form allows users to complete their bank account details for any Housing Benefit they may be entitled to.

**Page 2** **Bank Account Details**

**\*\* Your Council Name \*\***

**Housing and Council Tax Benefit - Account Details Form**

Surname

Other names

Title

Telephone number

Address

Postcode

Email address

**Payment into an account**

What name or names is the account in?

Please tick one box only to say what type of account you want your money paid into. Then fill in the details of the account.

☐ **Bank or building society cheque account or bank deposit account - not a mortgage account**

Name of bank or building society

Branch Sort code

Account number

Type of account - for example, a deposit or current account

☐ **Building society savings account - not a cheque or mortgage account**

Name of bank or building society

Account number

Sort code

Roll number

☐ **National Savings Bank investment account - not an ordinary account**

Account number

Sort code

**This form is comprised of sections on:**

- The person completing the form
- Name account is in
- Details of either;
  - Bank or Building Society Account
  - Building Society Account
  - National Savings Bank
- Declaration

**Length:** 1 Page

**Declaration:** Signature or Checkbox

**Some Local Authorities using this from:** ARP, SRP, Wyre Forest, Scarborough, Wycombe

**Page 2** **Certificate of Benefits**

Select as appropriate: I am the :

Claimant ☐

Partner ☐

Non-dependant ☐

Surname

Other names

Title

Address

Postcode

Telephone

Email

Benefit Claim Number

National Insurance Number

Date of Birth

Today's date

I agree that you can ask about the benefits I get from the Department for Work and Pensions or the Employment Services  
 Note to the Department for Work and Pensions or Job centre Plus Office  
 Will you please help this person by filling in the information below and returning it to the relevant office

**Type of Benefit:**

Jobseekers Allowance (C.B.)  
 Yes/No

Income Support (JSA/IB)  
 Yes/No

State Retirement Pension  
 Yes/No

Pension Credit/Guarantee Credit  
 Yes/No

Savings Credit  
 Yes/No

## Certificate of Benefits

This form is a complete record of the benefits received by an individual completing the form, and how often they receive each of the benefits.

**This form is comprised of sections on:**

- The person completing the form
- Declaration
- Details of benefits received, date they started and date they will end, and weekly amount received.
- Declaration

**Length:** 1 Page

**Declaration:** Signature or Checkbox

**Some Local Authorities using this from:** Scarborough

**Victoria  
Forms**



## Certificate of Earnings

If a claimant is unable to provide their payslips they can ask their employer to complete a Certificate of Earnings.

**Page 2**  
Housing and Council Tax Benefit - Certificate of Earnings

Private and Confidential

Use this form if you, your partner, or any other adult who lives with you cannot provide payslips for their work. Please return the completed form to:

To be filled in by the employee

Title

Surname

Other names

Address

Postcode

Email address

Telephone number

Employee or works number

National Insurance number

Claim Reference if known

Your job

**This form is comprised of sections on:**

- Employee Details
- Pay Details (completed by their employer)

**Length:** 1 page

**Declaration:** Signature (completed by employer)

**Some Local Authorities using this from:**  
ARP, Fareham, St Albans Scarborough, Medway

## Change of Address

This form is to be completed if someone has or is moving house, within, into or out of the district to let the Council know as soon as possible. We have **two** versions of this form. They have the same content but one is in landscape view.

**These forms are comprised of sections on:**

- Applicant/Applicant's partner old/new address details
- Other occupants
- Location details
- About rent
- Change in circumstances details
- Backdating benefit
- Declaration
- Evidence checklist
- How payments are made
- Bank details
- Landlord payment agreement (print and sign)
- End of form page (Checkbox only)

**Length:** 12 pages

**Declaration:** Checkbox

**Page 4 - Main Form** ☐ About where you live - contd.

Which floors do you live on?  
(Please tick the box(es) that apply to you)

Attic	<input type="checkbox"/>
Third Floor	<input type="checkbox"/>
Second Floor	<input type="checkbox"/>
First Floor	<input type="checkbox"/>
Ground Floor	<input type="checkbox"/>
Basement	<input type="checkbox"/>

How many rooms are there in your property?

	In the whole building	Just for you and your household	That you share with other people
Living rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bed sitting rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bedrooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Bathrooms or shower rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>
Toilets	<input type="text"/>	<input type="text"/>	<input type="text"/>
Kitchens	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other rooms	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Do you have a main home somewhere else?  
If your main home is somewhere else in the UK or abroad, select the 'Yes' option, even if you do not pay rent for it.

No ☐ Yes ☐ Tell us about it below.

What is the address?

Postcode

Do you pay rent on your main home? No ☐ Yes ☐

How much?

How often?

**Some Local Authorities using these forms:** ARP, Medway, SVP, Waveney, Ashford, SRP, Basildon, Castle Point, Scarborough, Wandsworth, Fareham, St Helens, Fife, Luton, St Albans, Welwyn Hartfield

**Victoria  
Forms**

## Change in Circumstances

Form to allow Council Tax Reduction/Housing Benefit claimants to notify Local Authorities of any change to their circumstances.

We have **three** versions of a Change in Circumstances form.

### 1. Short Change in Circumstances

This form is comprised of sections on:

- Details of person completing the form
- Checkbox for the change in circumstance
- Large information box for what has changed
- Declaration

**Length:** 1 page

**Declaration:** Signature

**Length:** 5 pages

**Declaration:**  
Signature or  
Checkbox

### 2. Regular Change in Circumstances

This form is comprised of sections on:

- Guidance Notes
- Checkbox for the change in circumstance
- Details of person completing the form
- Changes
- Declaration

### 3. Advanced Change in Circumstances

This form is comprised of sections on:

- Checkbox for the change in circumstance
- In depth sections to complete details on all possible changes
- Additional Forms
- Summary of answers given
- Checklist of evidence
- Declaration

**Length:** 37 pages    **Declaration:** Checkbox

**Some Local Authorities using these forms:**

ARP, Medway, SVP,  
Waveney, Ashford,  
SRP, Basildon

**Victoria  
Forms**



## Change of Tenant

Between tenants, the owner is liable for Council Tax and it is the owner, landlord or letting agents' responsibility to notify the Local Authority of any change in tenancy within 21 days.

**This form is comprised of sections on:**

- Details of the Landlord
- Details of the property
- Details of the Current Tenants
- Details of the New Tenants
- Details of the New Owners
- Declaration
- Extra Page

**Length:** 4 pages

**Declaration:** Signature

**Some Local Authorities using this form:** St Albans, Inverclyde, Scarborough

**Page 2**

**Landlord Change of Tenant Notification Form**

**Part 1 Landlord Details**

Full name

Address

Postcode

Telephone  Landlord Reference

Email

**Part 2 Property Details**

Address of property:

Postcode

Housing Benefit reference number

**Part 3 Current Tenant's Details**

Current tenant's name: Title  Forename(s)

Surname

Forwarding address:

Postcode

Exact date tenancy ceased:

Is this change due to the tenant passing away? No ☐ Yes ☐ If yes, date of death:

**Part 4 New Tenant's Details**

	Person 1	Person 2	Person 3
New tenant's name:			
Title	<input type="text"/>	<input type="text"/>	<input type="text"/>
Forename(s)	<input type="text"/>	<input type="text"/>	<input type="text"/>
Surname	<input type="text"/>	<input type="text"/>	<input type="text"/>
Previous address:	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Winchester City Council**

**Housing and Council Tax Benefit Confirmation of Childcare Payments**

Fill in the top part of this form and give it to your Childcare Provider to fill in the remainder

Surname or family name

Other names

Title

Address, including room number if you have one.

Postcode

Your email address

Your daytime phone number

Date

Claim Number

To be filled in by Childcare Provider

How many children?

Name of Child/Children

Business name

Business address

Postcode

Registration number

Phone number

I confirm the information given is true and complete

Name

Position in firm

Date

## Confirmation of Childcare

Form for applicants or their partners who work full-time and pay child-minding costs to a registered child-minder, a registered nursery or play-scheme, or an after-school club.

**This form is comprised of sections on:**

- The person completing the form
- Declaration
- Child-minding dates/hours and charges filled in by the Child-minder
- Business Address
- Child-minders declaration

**Length:** 1 page

**Declaration:** Signature (Parents and Child-minder)

**Some Local Authorities using this form:** ARP, SRP, Scarborough, St Albans

**Victoria  
Forms**

## Discretionary Housing Payment

A Discretionary Housing Payment (DHP) could help top-up housing benefits if applicants are facing hardship, including if they have been affected by housing benefit changes.

**This form is comprised of sections on:**

- 2 Pages of Guidance Notes
- The person completing the form
- Details of circumstances
- The household income, expenditure, debts / arrears, repayment of debts, capital
- Extra Page
- Declaration
- Form Completion Page

**Length:** 12 pages

**Declaration:** Signature or Checkbox

**Page 4 - Main Form** Discretionary Housing Payment Application Form

**About You**

Title

Surname or Family name

Other Names

Benefit Claim Number/ Ref

Address, including room number if you have one

Postcode

Email Address

Telephone Number

Mobile Number

Have you been told that your Housing Benefit Award has been, or will be reduced for any of the following reasons:

Your landlord is the council or a housing association and you have been told that you are over-accommodated (this is often referred to as a bedroom tax) ☐

• You have been affected by the changes to the Local Housing Allowance Provisions (if you are unsure the Housing Benefit service will be able to give you more information.) ☐

• You have been told that your Housing Benefit will be reduced because the total amount of state benefits you are recovering is too high. (This is known as the overall benefit cap). ☐

None of the above apply to me. ☐

1. How much would you like to claim?

**Some Local Authorities using these forms:** ARP, Ashford, SRP, Basildon, Medway, Fife, Southwark, Reigate and Banstead, St Helens, Tower Hamlets

## Discretionary Housing Payment and Exceptional Hardship Payment

This form allows claimants to apply for DHP and EHP at the same time.

**Page 7 - Main form** Discretionary Housing / Exceptional Hardship Payment Application Form

Use our calculator to convert amounts to weekly and monthly values for household income:

Your  Amount and  Frequency equals  Weekly amount  Monthly amount

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

**Household Income**

	You		Your Partner	
	Weekly	Monthly	Weekly	Monthly
Wages / Salary - Gross	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Wages / Salary - Net	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Income Support or Jobseeker's Allowance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Statutory Sick / Maternity Pay / Company Sick Pay	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**This form is comprised of sections on:**

- 2 Pages of Guidance Notes
- Details of person completing the form
- Details of circumstances
- Details of household income, expenditure, debts / arrears, repayment of debts, capital
- Extra Information Page
- Declaration
- Form Completion Page

**Length:** 12 pages

**Declaration:** Signature or Checkbox

**Some Local Authorities using these forms:**  
Brentwood

## With requested amount

This form includes a section allowing claimants to input a requested amount to claim.

**Victoria  
Forms**

## Direct Payment to Landlord

**Page 2** **Paying benefit to your landlord form**  
**Your Council Name**

**Direct Payment to Landlord Form**

If you want us to pay your benefit straight to your landlord, you must sign this declaration.

**Your declaration**

Please pay my Housing Benefit straight to my landlord.

☐ I understand that I must always tell you about any change in my circumstances.

☐ I understand that if I do not tell you about any change in my circumstances and you pay me too much benefit because of this, I may have to pay back the extra benefit.

☐ I understand that I may be prosecuted if I do not tell you about any change in my circumstances.

Address

Postcode

Surname

Other names

Title

Telephone number

Email address

Signature  Date

**Your landlord's declaration**

Surname

Other names

Company Name (if applicable)

Address

Postcode

Where Local Housing Allowance Scheme payments are normally made to the tenant, in certain circumstances Local Housing Allowance can be paid directly to the Landlord.

**This form is comprised of sections on:**

- The person completing the form
- Declaration
- The Landlords Details
- Landlords Declaration

**Length:** 1 page

**Declaration:** Signature or Checkbox

**Some Local Authorities using this form:**

Scarborough, St Helens, St Albans

## Declaration

A Declaration that needs to be printed and signed by the claimant and the person completing the form (if different)

## Financial Information Form

This form can be used to submit income and expenditure details to the council for the purpose of making an offer for payment.

**This form is comprised of sections on:**

- The person completing the form
- Employment Details
- Details of Partner
- Partners Employment Details
- Any other income, assets debts, expenses, loans/credit cards
- Declaration

**Length:** 3 pages

**Declaration:** Signature

**Some Local Authorities using this form:**

Medway

**Page 2 - Financial Information Form. You and your partner**

**Financial Information Form**

You are required to complete this form to enable a full assessment of your means.  
**It is a criminal offence to falsify or withhold the income information required on this form**

**Personal Details**

Surname

Firstname

Title

Address

Postcode

Date of birth

Daytime telephone number

Home telephone number

National Insurance Number

Number of dependant children

Please Specify their age(s)

Are you:

Employed ☐

Self Employed ☐

Unemployed ☐

**Partners Details**

Surname

First Name

Title

Address

Postcode

Date of Birth

**Victoria  
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## Habitual Residence Test

**Page 2 Your Details**

**Habitual Residence Test Questionnaire**

Title

Surname

Other name

Address

Postcode

Date:

Ref:

Telephone no

Email address

**About your claim and the Habitual Residence Test**

You told us on your claim form that you have come to the United Kingdom (UK) within the last 2 years. We need some more information to decide if you are habitually resident in the UK.

When deciding if you are habitually resident, we look at things like:

- Why you have come to the UK
- How long have you been here
- How long you intend to stay here
- Whether or not you have any links here.

If you have previously lived in the UK we also look at why you left. The answers you give to the questions in this form will help us to decide if you are habitually resident.

**If you need help with this form**  
If you need help with this form please get in touch with us.

**What to do next**  
When you have filled in the form completely, press **SUBMIT** to send the form to us electronically

**What happens next**  
When we receive the form we will use it to make a decision. If we need any more information we will get in touch with you.

**Part 1 EVERYONE MUST COMPLETE THIS PART**

What is your nationality?

You are required to provide evidence to support this - i.e. passport, birth certificate, certificate from the Home Office confirming the

This form can be used to gather more information about benefits claimants who have only been living in the UK for 2 years.

**This form is comprised of sections on:**

- The person completing the form
- The move to UK
- Details about whether they have been to UK before
- Why the UK?
- Family and Move details
- Extra Information Space
- Declaration

**Length:** 5 pages

**Declaration:** Signature

**Some Local Authorities using this form:** SRP, Basildon, Luton, Scarborough, St Albans

## Non-Dependants Rent and Tenancy

This form allows non-dependants to inform their Local Authority of where they are living and how much they are paying.

**This form is comprised of sections on:**

- The property the claimant lives in
- Details of rent
- Details about their landlord
- How they want to receive any benefits (if awarded)
- Extra Information Page
- Declaration
- Sharing Information with Landlord form
- Direct Payment to Landlord form

**Length:** 11 pages

**Declaration:**

Signature, signed by both claimant and landlord.

**Some Local Authorities using this form:**

St Albans

**About where you live**

Do you own your home or have a mortgage? No ☐ Go to the next question.  
Yes ☐

Are you a council tenant? No ☐ Answer the questions below.  
Yes ☐

**What sort of building do you live in?** Choose one box only

Detached house	<input type="checkbox"/>	Flat in a house	<input type="checkbox"/>	Caravan, mobile home	<input type="checkbox"/>
Semi-detached house	<input type="checkbox"/>	Flat in a block	<input type="checkbox"/>	Houseboat	<input type="checkbox"/>
Tenanted house	<input type="checkbox"/>	Flat over a shop	<input type="checkbox"/>	Board and lodgings	<input type="checkbox"/>
Maisonette	<input type="checkbox"/>	Bedsit or rooms	<input type="checkbox"/>	Hotel	<input type="checkbox"/>
Detached bungalow	<input type="checkbox"/>	Studio flat	<input type="checkbox"/>	Residential nursing home	<input type="checkbox"/>
Semi-detached bungalow	<input type="checkbox"/>	Hostel	<input type="checkbox"/>	Residential care home	<input type="checkbox"/>
		Other - give details	<input type="checkbox"/>	<input type="text"/>	

Does your home have central heating? No ☐  
Yes ☐

Does your home have a garden? No ☐  
Yes ☐

Does your home have a garage? No ☐  
Yes ☐

Does your home have a parking space? No ☐  
Yes ☐

Has your home been built or adapted for people with disabilities? No ☐  
Yes ☐

How many floors are there?

Do you and your household occupy only part of the building you have ticked? No ☐  
Yes ☐ Where in the building do you live?  
At the front ☐ In the middle ☐ At the back ☐

**Declaration**

**When the form data has been submitted to us, please print this page.**

Name of applicant

Address for which claim is being made

Postcode

Type of occupancy

Our Submission Reference:

Even if someone has filled in this for you, you must sign this declaration if you can. If you have a partner, it would be helpful if they sign below to confirm that 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 that you may use any information I have provided in connection with this and any other claim for ☐ I declare that the information is correct and complete

**Victoria  
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## Overlap Request

This form can be used in circumstances where someone has moved into a new home, but still has to pay rent for their old property due to the landlord's notice period. Claimants can apply for Housing Benefit on both properties. Housing Benefit can be paid to cover a maximum four week notice period at the old property even if their dual liability exceeds that period.

**Page 2** **Section 1 - About you**  
\*\* Your Council Name \*\*

**Overlap Request - Payment for Rent on Two Properties**

Surname  Benefit reference number, if known   
 First Name  Tenancy start date   
 Title  Rent started from (give date)   
 Address  Date moved to this address   
 Postcode  Date the new tenancy was offered and accepted   
 Telephone number   
 What is your email address?

**Section 2 - About previous property**

Previous property address   
 Postcode   
 Date moved out of property  Date notice was given to the landlord to terminate the tenancy   
 Tenancy end date  What was the contractual notice on this property?   
 Have all of your personal belongings and other family members moved to the new address?  
 No ☐ If not, please provide details below:  
 Yes ☐

You must provide as much information as possible when answering the following question and proof must be provided of the rent you have paid

I could not avoid having to pay rent for two properties because:

I would be grateful if you allow me Housing Benefit to cover both rents during the overlapping period.  
 Claimants Confirmation ☐ Date

This form is comprised of sections on:

- The person completing form
- Address of the new property
- Address of the old property
- Dates the property was left and when tenancy ends
- Details of why they couldn't avoid paying rent
- Declaration

Length: 1 page

**Declaration:** Signature or Checkbox

**Some Local Authorities using this form:** SRP, Scarborough, St Albans

## LHA to Landlord

Local Housing Allowance is normally payable to the tenant, in special circumstances it can be paid directly to the Landlord. This form allows Councils to decide whether this is possible under an individual's circumstances.

This form is comprised of sections on:

- The person completing the form
- About their circumstances
- Extra Information Space
- Declaration
- Landlord's Declaration

Length: 6 pages

**Declaration:** Signature or Checkbox

**Some Local Authorities using this form:** Flintshire, St Helens Scarborough, Wigan

**Winchester City Council**

**Page 3 - About Tenant**

**APPLICATION FOR PAYMENT OF LOCAL HOUSING ALLOWANCE DIRECT TO YOUR LANDLORD**

**About Tenant**

Title of the tenant   
 Tenant's Surname   
 Tenant's other names   
 Housing Benefit reference   
 Tenant's address   
 Postcode   
 Telephone number   
 Is this form completed by someone other than the tenant?  
 No ☐  
 Yes ☐

**Details about the tenant's circumstances**

Tell us about any learning difficulties that may cause you problems in paying your rent.

Tell us about any medical conditions or disabilities that may cause you difficulties in pay your rent.

Tell us about any mental health problems that may cause you difficulties in paying your rent.

Are you dealing with an addiction to drugs, alcohol or gambling? If yes please give details.

## Pensioners

A short claim form for people already claiming pensioners credit.

This form is comprised of sections on:

- 1 page of guidance notes
- Personal Details
- Partner's Details
- Extra Information Page
- Declaration
- Evidence Checklist
- 2 pages of Evidence Details

**Length:** 9 pages

**Declaration:** Signature

**Some Local Authorities using this form:** ARP, SRP, Scarborough, Wyre Forest

**Page 3 - Main Form** ☐ About you and your partner

**\*\* Your Council Name \*\***

**Housing Benefit and Council Tax Benefit for pensioners form**

This form can also be used for claiming Second Adult Rebate

Are you just claiming Second Adult Rebate only? No ☐ Yes ☐

Do you have a partner who normally lives with you? No ☐ Yes ☐ If 'yes', you must answer all the questions about them, as well as yourself.

**Part 1 About you and your partner**

	You	Your partner
Claim Reference number (if known)		
Surname or family name		
Other names		
Any other names you have used		
Title		
Address, including room number if you have one Do not tell us your partner's address if it is the same as yours.		
Postcode		
What date did you move to this address? <small>Enter dates directly by entering numbers separated by '/' or use the calendar menu.</small>		
Your daytime phone number		
What is this number?	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"/>
Date of birth		
National Insurance (NI) number <small>You can find this on letters from social security or the tax office. We cannot normally decide your claim if we do not have your NI number.</small>		
Your email address		

## Pre-Tenancy Determination

**Page 3 - Main Form** ☐ Application for a Pre-Tenancy Determination

Please answer all the questions and give as much information as you can. You will need to ask the landlord or property agent to provide some of the information and to sign the form.

1. Please give the address including any flat or room number of the property you want a Pre-Tenancy Determination for.

Postcode

2. Type of property

<input type="checkbox"/> detached house	<input type="checkbox"/> bedsit
<input type="checkbox"/> detached bungalow	<input type="checkbox"/> terraced house
<input type="checkbox"/> flat in block	<input type="checkbox"/> terraced bungalow
<input type="checkbox"/> semi-detached house	<input type="checkbox"/> flat in a house
<input type="checkbox"/> semi-detached bungalow	<input type="checkbox"/> hostel
<input type="checkbox"/> flat over shop(s)	<input type="checkbox"/> maisonette
<input type="checkbox"/> room or rooms	
<input type="checkbox"/> other	

Number of floors in whole building

If room(s) give location ☐ front ☐ centre ☐ rear

On which floor is your private accommodation?

How many rooms do you have?

living room	bed-room	bed/sit room	kitchen	toilet	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sole use ☐ shared with others ☐

Is there a central heating system? Yes ☐ No ☐

Is a garage included? Yes ☐ No ☐

Who is the landlord of the property?

Surname

Firstname

Address

Postcode

How often will you pay this amount? - every

iv) Is the accommodation furnished? Yes ☐ No ☐

If yes is it fully furnished? ☐ partly furnished? ☐

v) Are any of the following services or amenities included within your rent? If YES please give details

	Yes	No	How much?	How often?
Heating				
Lighting & power				
Hot water				
Gas/electric for cooking				
Laundry				
Cleaning				
Water				
Counselling & support				

vi) Does the rent include any money for meals? Yes ☐ No ☐

If YES please say which meals

Breakfast ☐ Lunch ☐ Evening meal ☐

4. Please give your details

Surname

Other names

Title

Address

Postcode

Tel number

Email address

5. Are you getting Housing Benefit at the moment? Yes ☐ No ☐

6. Please give your date of birth:

Private tenants can find out the maximum possible housing benefit they can receive before signing a tenancy agreement. This means that they can avoid renting an expensive home where housing benefit will not meet all of the rent. Pre-Tenancy determination forms are completed by both the landlord and the tenant.

This form is comprised of sections on;

- 1 page of guidance notes
- Property Details
- Details of person completing the form
- Tenant Details
- Landlord Declaration
- Declaration

**Length:** 3 pages

**Declaration:** Signature

**Some Local Authorities using this form:**

Fareham, Medway, Scarborough, St Albans

**Victoria  
Forms**



## Proof of Rent

If an applicant lives in a privately rented or Housing Association property the landlord/lady must complete this form as proof of rent costs, and they themselves must sign the declaration.

**Page 2** **Proof of tenancy & residency**

**Landlords Certificate** **Private and Confidential**

**TO BE COMPLETED BY YOUR LANDLORD/LANDLADY OR THEIR AGENT** Your tenant has asked you to complete this form because they want you to confirm how much rent they pay. Please help your tenant by completing it.

**Are you the landlord or agent?** Landlord ☐ Agent ☐

If you are the agent, please supply both yours and the Landlord's full name and address.

**Landlord** Surname  Forename  Address  Postcode

**Agent** Surname  Forename  Address  Postcode

Tel No.  Email

**Full name and address of the tenant you are completing this certificate for**

Surname  Forename  Title  Address  Postcode

Please check this with your tenant. Their claim may be delayed if you do not supply this information.

When did the tenancy start?

When did the tenant move in?

When was the last rent increase?

How often do you collect the rent?

What is the total rent you charge?

How is it paid?

Does the rent include meals? No ☐ Yes ☐ If Yes, please tick below which meals are included: full board ☐ breakfast ☐ lunch ☐ evening meal ☐

Are you related to the tenant? No ☐ Yes ☐ If so, how?

Is this a joint tenancy? No ☐ Yes ☐ If yes, please give tenants names.

What is the date of the original tenancy agreement?

Are any of the following included in your tenant's rent? state how much (if known)

Cleaning/lighting of shared areas	No <input type="checkbox"/> Yes <input type="checkbox"/>	Porter	No <input type="checkbox"/> Yes <input type="checkbox"/>
Council Tax	No <input type="checkbox"/> Yes <input type="checkbox"/>	Satellite dish	No <input type="checkbox"/> Yes <input type="checkbox"/>
Fuel for cooking (not just gas and electricity)	No <input type="checkbox"/> Yes <input type="checkbox"/>	Counselling and support services	No <input type="checkbox"/> Yes <input type="checkbox"/>
Water rates	No <input type="checkbox"/> Yes <input type="checkbox"/>	Garage	No <input type="checkbox"/> Yes <input type="checkbox"/>
Heating	No <input type="checkbox"/> Yes <input type="checkbox"/>	Warden or alarm system	No <input type="checkbox"/> Yes <input type="checkbox"/>
Hotwater	No <input type="checkbox"/> Yes <input type="checkbox"/>	Cleaning	No <input type="checkbox"/> Yes <input type="checkbox"/>
Electricity for lights	No <input type="checkbox"/> Yes <input type="checkbox"/>	Washing (eg bed linen)	No <input type="checkbox"/> Yes <input type="checkbox"/>
Gas or electricity for cooking	No <input type="checkbox"/> Yes <input type="checkbox"/>	Any other services	No <input type="checkbox"/> Yes <input type="checkbox"/>

eg. personal care or nursing. (Please give details below)

**Declaration**

I confirm that all the information I have given above is correct. I understand that if I give false information or fail to report a change in circumstances I may be prosecuted.

Landlord's or Agents Signature  Date

Please return the completed form to: **\*\* Your Council Address \*\***

**This form is comprised of sections on:**

- Landlord Details
- Agents Details (where applicable)
- Tenancy information and Tenant's Details
- Declaration

**Length:** 1 Page

**Declaration:** Signature

**Some Local Authorities using this form:** ARP, SRP, Scarborough, Waltham Forest

## Preliminary

Initial form to note down very basic details of a claimant who will later be called back, to complete a further, more in depth application.

**This form is comprised of sections on:**

- The claimant's details
- The partner's details (if applicable)
- At least one phone number so a call-back can take place
- Whether they have any savings over £16,000
- Call back arrangements / Notes section

**Length:** 1 Page

**Declaration:** Signature

**Some Local Authorities using this form:** Wigan, Waltham Forest, Tower Hamlets, Dudley, Medway

**Preliminary Form - Customer Details**

Does the customer have a partner? No ☐ Yes ☐

**Claimant** Surname of family name  First Names  Any other names

Title  Address

Postcode

Telephone Number - You must provide us with at least one number otherwise we can not call you

Work number

Mobile number

Date of birth

Do you have savings and investments of more than £16,000? ☐

Callback arrangements / Case notes

**Victoria  
Forms**

## Return to Work

If an applicant already claims Housing Benefit or Council Tax Benefit, they should use this form to tell the council if they stop claiming Income Support, Job Seeker's Allowance Income - Based or Guaranteed Pension Credits because they are returning to work.

This form is comprised of sections on:

- Data Protection Page
- Applicant Details
- People who also live in the property
- Applicant's Work
- Partner's Work (if applicable)
- Other money coming in
- Bank accounts and savings
- Known future changes
- Extra Information Page

- Declaration

**Length:** 8 Pages

**Declaration:** Checkbox

**Some Local Authorities using this form:**

Ashford, SRP, Basildon, Scarborough

## Review

This form can be used to review a claimant's circumstances. It allows Local Authorities to minimise the risk of fraud and error in the benefits system by reviewing their current caseload of claims to ensure everyone is getting the correct amount of benefits.

**This form is comprised of sections on:**

- Help Information
- Applicant Details
- Partner's Details
- Other occupants
- Other income
- Savings and investments
- Changes
- Declaration
- Employment Details

**Length:** 6

Pages

**Declaration:**  
Checkbox

**Some Local Authorities using this form:** SRP, Kensington and Chelsea, St Albans, East Hampshire, Wyre Forest

**Victoria  
Forms**

## Page 2 Second Adult / Non Dependent Form

## Second Adult / Non-Dependent Form

This form should be used if you have indicated on your application form that your second adult/non dependent is in receipt of Income Support/Job Seekers Allowance (Income Based) or Job Seekers Allowance (Contribution Based).

In order to correctly assess your claim, we need to have this form, giving their authorisation. **Then either send it or take this form to the Benefits Agency Office that pays their benefit, in order for them to complete the details.**

Council Name

Address

Postcode

Surname

Other names

Telephone number

Email address

## TO BE COMPLETED BY THE SECOND ADULT / NON DEPENDENT

I authorise the Benefits Agency to give the information requested below regarding my Income Support or Job Seekers Allowance.

Name

National Insurance No:

Address

Postcode

## TO BE COMPLETED BY THE BENEFITS AGENCY

IS in receipt of Income Support / JSA (IB) / JSA (cont)

from

WAS in receipt of Income Support / JSA (IB) / JSA (cont)

from

to

## Second Adult Non-Dependant

This form can be used to inform the Local Authority of any Non-Dependants in an applicant's home, as this could reduce the amount of Housing Benefit they receive.

**This form is comprised of sections on:**

- Applicant Details
- Signed by Second Adult
- Completed by Benefits Agency
- Declaration

**Length:** 1 Page

**Declaration:** Signature by Non-Dependant,  
Signature by Benefits Agency

**Some Local Authorities using this form:** St Albans

## Second Home

This form can be used to inform the Local Authority of an applicant's two properties (or land).

**This form is comprised of sections on;**

- Applicant's Details
- Partner's Details (if applicable)
- Second Property / Land information
- Any Other Occupants
- Property Outgoings
- Proof that is needed to support the application
- Declaration

**Length:** 4 Pages

**Declaration:** Signature

**Some Local Authorities using this form:**  
Ashford, Scarborough, St Albans

Page 2 Your details

\*\* Your Council Name \*\*

SECOND HOME FORM

This form should be completed if the claimant or their partner own any property or land, apart from the one in which they live. This includes properties and land abroad, as well as in this country.

Claimant's surname

Claimant's other names

Title

Telephone number

Email address

Case/ claim reference

Partner's surname

Partner's other names

Claim address

Postcode

Second property or land

Full address of second property/ land

Postcode

Type of property

House, Bungalow, flat

Block of houses/ flats

Shop or warehouse

Land

Other

The number of bedrooms

The number of acres/ hectares

Give details

Do you own this jointly?

No

Yes

Provide the names of the other owners.

Is there any agreement about selling the property with the other owners?

No

Yes

Provide details.

Is the property up for sale?

No

Yes

Give date the property is for sale.

**Victoria  
Forms**

## Self Employed Earnings

This self employed earnings information form supplements the main claim form. This form allows claimants to give details of the income and outgoings of their business.

**This form is comprised of sections on:**

- Applicant's Details
- The Business Details
- Business Income
- Business Expenses
- Other Expenses
- Declaration

**Length:** 4 Pages

**Declaration:** Signature or Checkbox

**Some Local Authorities using this form:** ARP, Basildon, Luton, Stour Valley Partnership, Shared Revenues Partnership, St Albans, Wigan, Scarborough

## Sharing Information with your Landlord

Sharing Information with Landlords helps Councils deal with claims quicker and reduces the risk of the claimant falling behind on rent due to the claim being delayed.

**This form is comprised of sections on:**

- Half a page of information about sharing information with the landlord
- Details of what will and will not be shared with the landlord
- Address
- Full Name
- Contact Details
- Landlord's Name
- Declaration

**Length:** 1 Page

**Declaration:** Checkbox

**Some Local Authorities using this form:** ARP, Scarborough

I give the council permission to share information about the progress of my claim with my landlord or their representative

**Victoria  
Forms**

## Statement

This form can be used to inform the Local Authority of any changes or declarations the claimant needs to make.

**This form is comprised of sections on:**

- Applicant's Details
- Statement / Change of details
- Declaration

**Length:** 1 Page

**Declaration:** Checkbox

**Some Local Authorities using this form:**  
Shared Revenues Partnership

**Page 2 HBCTR Statement Form**

Surname	<input type="text"/>
Other names	<input type="text"/>
Title	<input type="text"/>
Address	<input type="text"/>
Postcode	<input type="text"/>
Telephone number	<input type="text"/>
Email address	<input type="text"/>
Mobile number	<input type="text"/>
Benefit Claim Reference	<input type="text"/>
Date of birth	<input type="text"/>
National Insurance Number	<input type="text"/>
Statement / Declaration	<div style="border: 1px solid black; height: 150px;"></div>

## Visiting Officer Report

**Page 1 of 2**

**Revenue & Benefit Services  
Home Visit Report Form**

Officer's name:	<input type="text"/>	Date of officer visit:	<input type="text"/>
Customer's surname:	<input type="text"/>	PIN / Claim Ref / NINo:	<input type="text"/>
Customer's forename:	<input type="text"/>	Property / Account Ref:	<input type="text"/>
Address:	<input type="text"/>		
Postcode	<input type="text"/>		
<b>Information received / notes:</b>			
<div style="border: 1px solid black; height: 40px;"></div>			

This form can be used and completed by a visiting officer when they are out in a claimant's household, to simply check and receive claim information to confirm the claimant is entitled.

**This form is comprised of sections on:**

- Visit Details
- Information Box
- Declaration by Customer

**Length:** 2 Pages

**Declaration:** Checkbox

**Some Local Authorities using this form:**  
Dudley

**Page 2 of 2**

**Revenue & Benefit Services  
Home Visit Report Form**

**Declaration by customer**  
The information recorded on this form has been read back or shown to me and it is accurately recorded.  
I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution or other action.

Confirmation ☐

**Declaration by officer**  
The information recorded by me on this form is true and complete.  
The information obtained from the customer has been read back or shown to them and they have confirmed it to be true and complete.

Confirmation ☐

To **submit** this form, click the **Submit Form** button and follow the instructions on the screen.

**Victoria  
Forms**

# Victoria Forms

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Our Offices are open Monday to Thursday (excluding UK public holidays) 9.00am to 5.30pm, Fridays 9.00am to 5.00pm.

