

Other formats

This leaflet is also available in large print, Braille, on audio cassette and in other languages. Please contact us if you need this leaflet in one of these formats.

This leaflet gives basic advice and is a general guide. If you have a question that is not answered in this leaflet, or if you want more advice, please contact us.

Participating authorities: Broxbourne, Dacorum, Hertsmeire, Ipswich, Lincoln City, North Herts, St Albans, Stevenage, Three Rivers and Welwyn Hatfield.



When can a discretionary housing payment be made?

We can only consider making a discretionary housing payment if you are already entitled to Housing Benefit; and

- the benefit you now receive, after taking off any amounts that we cannot help you with, does not cover your rent and Council Tax in full; and
- your circumstances justify extra financial help.

How to make a claim?

Fill in the attached form, completing all questions, and send it to the address on the back of this leaflet.

What happens next?

We will look at the details and decide whether we can award you the discretionary housing payment.

If we need more information before making a decision, we may:

- telephone you;
- write to you;
- visit you;
- ask you to provide a letter from your doctor – if you have given us details about your health or the health of anyone in your household.

If we make the award:

- we will write and tell you how much you will be paid and how long you will go on receiving it;
- the payment will be for a set time depending on the reason for the award;
- we may reduce or stop the award if your circumstances change or if we reach the government spending limit.

If we decide we cannot make the award:

- we will write to you and explain our decision.

If we decide not to make the award and you do not agree with our decision:

- you can ask us to look at our decision again;
- if you want us to look at our decision again, you will need to write to us and explain why you think our decision is wrong;
- if we look at your claim again, it will be by a different member of staff who has not dealt with your claim before;
- we will write to you again within 14 days and let you know our decision.

Completing the discretionary housing payment form

Please read these notes before completing the form.

Please answer the questions as fully as possible. The more information you give us, the better we will be able to understand your circumstances and your need for extra financial help.

If you need more space to write in, please use a separate piece of paper and enclose it with the form when you return it

When you have completed the form, please sign and date it and return it to:

Three Rivers District Council
Three Rivers House
Northway
Rickmansworth
Herts
WD3 1RL