

Let's talk about...

Benefit Advice

Many residents are still not claiming the benefits which they are entitled to. The benefit forms may seem long and complicated to complete, but don't let this prevent your application



Are you claiming all the benefits that you might be entitled to?

Many residents are still not claiming the benefits which they are entitled to.



The benefit forms may seem long and complicated to complete, but don't let this prevent your application. You could be missing out on benefits that you are entitled to.

Some of the benefits available are not means tested which means that your income and savings are disregarded when assessment is made. It could be worth your while to have a chat with our Benefits

Adviser. It costs nothing to make an application for benefit and it could mean that you receive some extra cash.

The standard you can expect from us

We will:

- Arrange for you to see a Benefits Adviser within five working days of your request. This will be either by appointment at an office or a visit to your home
- Respond within one working day to Trust residents who have rent arrear problems and need priority assistance with a bailiff's warrant, a County Court summons or dealing with an eviction



How can the Trust help?

Help and advice is available as well as assistance with the completion of claim forms on all types of welfare benefits, including:

- Disability Living Allowance
- Attendance Allowance
- Income Support
- Social Fund
- Incapacity Benefit
- Working Tax Credit/ Child Tax Credit
- Pension Credit
- Housing Benefit/ Council Tax Benefit

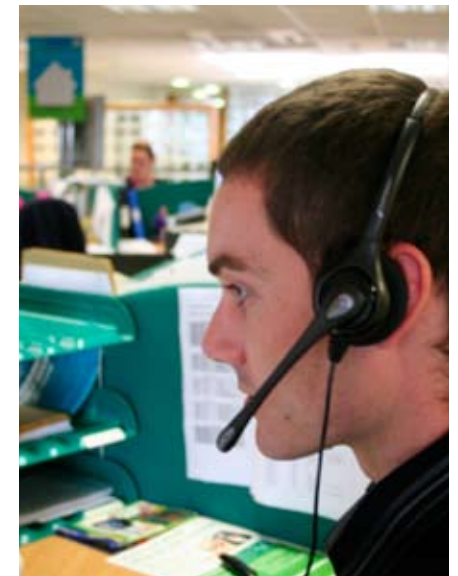
We are here to make sure you are getting all the benefits that you are entitled to. For brief advice on the telephone or to make an appointment at any of our offices or in your own home, please ring **Freephone 0808 100 7701** and ask to speak to our Benefits Adviser.

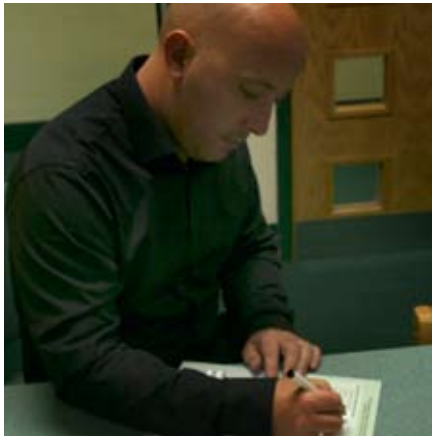
Welfare benefit advice

Housing Benefit and Council Tax Benefit - how it affects you

Are you aware that if your circumstances change you MUST tell the Housing Benefits section at Chester City Council straight away?

If you don't tell them at the time of the change, you could find that you have been paid too much Housing Benefit, which will need to be repaid.





- If you or your partner goes into hospital
- If there is a change in your rent
- If you change your address
- Your benefit entitlement could increase if your income goes down, or if a person who was living with you has left the property

Changes affecting your entitlement are:

- Changes in income for yourself, your partner or anyone else living with you. This includes earnings, pensions and State Benefits
- Changes in the amount of savings or capital held by you or your partner
- If someone leaves or joins your household
- If you have a child who leaves school
- If you stop getting Child Benefit
- If you stop getting Income Support or Job Seekers Allowance

If you would like further information we have copies of Chester City Council's advice leaflet called "Changes you need to tell us about if you are claiming Housing Benefit and Council Tax Benefit".

Your right to appeal

If you feel that either your benefit entitlement or any overpayment of benefit is wrong, you have a right to appeal. This should be done in writing to Chester City Council Housing Benefits Office, and must be within four weeks of you receiving the letter advising you of your benefit entitlement.

Always get a receipt

When you report a change to

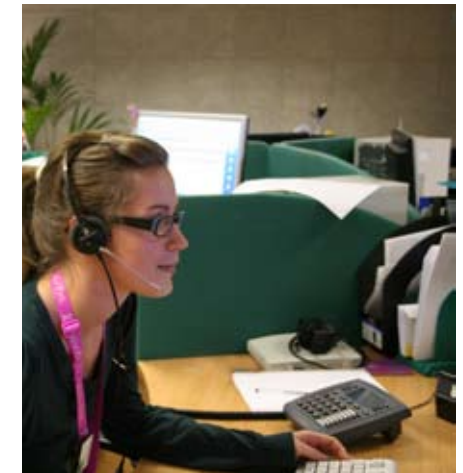


Chester City Council **always** ask for a receipt. Keep it safe as this may be the only proof you have that you have reported the change. It is your responsibility to report any changes that may affect your Housing Benefit to Chester City Council Housing Benefit Department.

If you need more information

If you would like any advice about your Housing Benefit, or you need help with an appeal or backdate please contact us on **Freephone 0808 100 7701**.

Our Benefits Adviser can arrange to give you advice over the telephone, at any of our offices or in your own home.



Notes

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ
Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**
89a Cliveden Road
Lache, CH4 8DT
Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**
17-18 The Parade,
Blacon, CH1 5HW
Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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