



# housing benefit explained



# housing benefit explain

## Getting started

It is possible that when you accept your Wulvern tenancy you will be eligible for housing benefit. Wulvern is now able to complete housing benefit claims on behalf of the Local Authority. When you sign for your property, a member of staff will assist with the completion of your claim for benefit and take any supporting evidence needed to support your claim.

## **If your circumstances change you must tell the Benefits Section at the Local Authority straight away.**

It is your responsibility to inform the Housing Benefits Section of any changes in your personal circumstances. It is important that this is done at the time of the change.

Your housing benefit is immediately paid into your Wulvern rent account. If you don't tell them at the time of the change you may be paid too much housing benefit, which will then be taken back from you.

If you deliberately withhold information about a change in your circumstances, the Local Authority may treat this as fraud, which could lead to prosecution.

## **Cases where your benefit could be reduced**

Your benefit entitlement could be reduced if, for example, someone moves into your property; there is an increase in your income or an increase in your savings. In cases where your entitlement is reduced, you will have to repay any overpayment of benefit to the Local Authority. You may be sent a bill, or have the amount added to your rent account as arrears.

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## **Cases where your benefit could increase**

Your benefit entitlement could increase if, for example, your income has gone down or if a person who was living with you has left the property. In cases where your entitlement increases, the amount is added to your rent account.

## **Get a receipt!**

When you report a change to the Local Authority always ask for a receipt from them and keep it safe, as this may be the only proof you have that you reported that change.

## **Your right to appeal**

If you feel that either your benefit entitlement or any overpayment of benefit is wrong you have the right to appeal. This should be done in writing, to the Benefits Section of the Local Authority and must reach them within one calendar month of the date of the letter advising you about your benefit.

## **If you need more information**

Remember Wulvern are here to help, if you would like any advice as to whether or not your benefit may change or any other advice about your housing benefit, you can contact Wulvern's Benefit Liaison Officer on 01270 503658.

## **And remember...**

It is your responsibility to report any changes which may affect your housing benefit.





**“At Wulvern  
we’ll help  
you with  
your claim”**

## Contact details:

### **Wulvern House**

Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### **Wulvern Choices Crewe**

Edleston Road  
Crewe  
Call 01270 506200

### **Wulvern Choices Nantwich**

Beam Street  
Nantwich  
Call 01270 506200

### **Opening hours for**

#### **Wulvern Head Office**

Monday – Friday 8.30am – 5pm

### **Opening hours for**

#### **Wulvern Choices Crewe**

Monday 9am – 5pm  
Tuesday 9am – 5pm  
Wednesday 9am – 5pm  
Thursday 10am – 5pm  
Friday 9am – 5pm

### **Opening hours for**

#### **Wulvern Choices Nantwich**

Monday and Thursday  
9.30am – 12.30pm  
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

### Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

### Kurdish

بۆ زانیاری به زمانه که ی خوت تکایه په یوه ندیمان پێ بکه به  
01270 506200

### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

### Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**