

# Crisis and Resilience Fund Housing Payment Application



Name:

Claim ref:

Address:

Daytime phone number:

E-mail address:

Crisis and Resilience Housing Payments are extra payments to help you pay rent. We give Crisis and Resilience Housing Payments to people already claiming benefit who need more help with their housing costs. They are paid as well as the normal benefit entitlement. As Crisis and Resilience Housing Payments are not payments of benefit, we are able to decide who to give this extra help to, and how much to give.

Unless your circumstances change, you won't normally have to repay this money to the Council.

Are you currently in receipt of Housing Benefit? Yes  No

Are you being paid the housing element of Universal Credit? Yes  No

Who do you pay rent to? (Local Authority/Housing Association/Private Landlord)?

What are your reasons for applying for a Crisis and Resilience Housing Payment?  
(i.e. Rent Arrears, financial difficulty, help with a deposit, shortfall in rent)

Are you doing anything to improve your financial situation? (i.e. making arrangements to clear arrears, increasing working hours/moving into work)

Crisis and Resilience Housing Payments are normally only awarded for a short period to address a temporary situation. Please tell us how your circumstances might alter in the near future that will allow you to meet the shortfall in your rent:

Were you aware of the maximum amount of help you would receive before you moved in? Yes  No

Did you check the Local Housing Allowance rate before you took on your tenancy? Yes  No

Did you use any benefit calculators? Yes  No

Have you taken steps to find suitable alternative accommodation or reduce your rent? (i.e. have you registered for a transfer? Are you bidding on properties? Have you asked your landlord to reduce the rent? Please give details below)

Is there a reason your current property is suited to your needs? For example, has it been adapted if you have a disability?

Have you or a family member any health problems, disabilities or special dietary needs? Please send any supporting evidence when you return this form. If you have any additional expenses due to health reasons, please tell us here.

**Please list all the people who currently live in your property**

<b>Name</b>	<b>Age</b>

**Income**

Please provide details of all money coming into the household on a weekly basis. This includes any income you and your partner receive on a weekly basis and if any non-dependants resident in the property contribute any money towards the household on a weekly basis.

Amount per week	
Universal Credit	£
Job Seekers/ Severe Disability Allowance	£
Wages / Salary/Self - Employed income	£
State pension	£
Private pension/Annuity	£
Child Benefit	£

Child Maintenance	£
Disability Living Allowance/PIP	£
Attendance Allowance	£
Carer's Allowance	£
Non-dependants contributions	£
Other Income (please specify)	£
Other Income (please specify)	£
Other Income (please specify)	£
Other income (please specify)	£
Total Income	£

### Expenditure

Please provide details of all expenses that the household has on a regular basis. You will need to make it clear how much is spent on a weekly basis. Please include any arrears that you are currently paying for.

Amount per week

Food	£
Toiletries and Household products.	£
Gas	£
Electricity	£
Water rates	£
Council Tax	£
Rent / Mortgage Payments	£
Internet	£
Cable / Satellite TV	£
Telephone	£
Mobile Phone	£
Petrol / diesel	£
Public Transport	£
TV Licence	£
Clothes	£
Vehicle expenses	£
Insurance: home	£
Insurance: life	£
Other Insurance (please specify)	£
Prescription costs	£
Childcare costs (including school clubs)	£
School meals	£
Other (please specify)	£
Other (please specify)	£
Total Expenditure	£

## Loans and debts

Please give details of all loans and debts that are currently outstanding, including total amount outstanding and repayments that are currently due.

	Amount outstanding/owed	Payments per week
Mortgage arrears	£	£
Rent arrears	£	£
Utility arrears	£	£
Court fines	£	£
Loan 1	£	£
Loan 2	£	£
Catalogue	£	£
Credit card 1	£	£
Credit card 2	£	£
Store cards	£	£
Other (please specify)	£	£
Other (please specify)	£	£
Total	£	£

Have you taken any steps to reduce the amounts owed or current payment arrangements? (i.e. have you been to a financial advice agency like Citizens Advice?)

### Other Information

Please use the box below to provide any other information that may be of use in assessing your application (please continue on a separate sheet if necessary):

Where did you hear about Crisis and Resilience Housing Payments?

### Things you will need to provide:

If you are in receipt of Housing Benefit:

- Your last two months bank statements
- If you have asked for help with a deposit, proof of the required deposit and proposed rent

If you are in receipt of Universal Credit:

- Your last two months bank statements
- Proof of your rent/tenancy agreement/rent statement to show arrears
- Your Universal Credit award letter (if you have received it)
- If you have asked for help with a deposit, proof of the required deposit and proposed rent
- Your bank details so that we can make payments to you:

Account name:  Account number

Sort code

## Privacy Notice

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services.

We will use your information for the purposes we have set out; keep it securely; destroy it when we no longer need it; tell you the rights applicable to this personal information and how to exercise them; tell you who to complain to. All this information is set out in full on the privacy notice with this form.

Please read the privacy notice for more details.

**Declaration:** I confirm the details given are correct and I will notify you of any changes to my household income, capital or other circumstances as soon as any change happens. I understand that if I give information that is false this could lead to legal proceedings being taken against me. By making an application I authorise the Local Authority to check the information I have declared on this form against other records held by the Council, including Housing Benefit and Council Tax Support records, Council Tax Records and information held by the Housing Department.

Your signature:

Date:

### **Crisis and Resilience Housing Payments - what happens now?**

#### **How do we make a decision?**

When making a decision, we will consider your income and expenditure, your family's circumstances and what measures you have taken to improve these. It's important that you give us as much detail as you can on this form.

If we decide to award you a CRF Housing Payment, we will tell you how much the award is and how long the award is for. If we decide not to award you a CRF Housing Payment, we will tell you the reasons why.

Each claim will be treated on an individual basis however decisions will be made fairly and consistently. We aim to make a decision on your claim within 14 days.

#### **How much can you get?**

We can only award a CRF Housing Payment to help with your rent if you are already getting Housing Benefit or the housing element of Universal Credit. The Council cannot pay more than the rent that you are charged or help with some parts of your rent, for instance if meals, heating, lighting, hot water and water rates are included. We cannot use a CRF Housing Payment to pay for an overpayment that is being recovered from your ongoing benefit entitlement.

#### **How will you pay me the CRF Housing Payment if I'm successful?**

This will be paid with your usual Housing Benefit, or paid to you or your Landlord monthly if you are in receipt of Universal Credit.

#### **What happens if I disagree with your decision?**

You cannot appeal to an independent tribunal if you disagree with our decision, however you do have the right to ask for a review. The review will be conducted by a Panel of Senior Officers.

**If your circumstances change, you must tell us within one month. We may change the amount of your award.**

Please return the form either by email to: [benefits@stalbans.gov.uk](mailto:benefits@stalbans.gov.uk) By post to: Benefit Section, St Albans District Council Offices, Civic Centre, St Peters Street, St Albans, Herts AL1 3JE.

## **Privacy Notice for Crisis and Resilience Housing Payment**

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services.

### **What information do we collect about you?**

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have a legal obligation (Art. 6(1)(c)). This means we collect your personal information from you so that we can carry out a function we are required by law to carry out. In this case we are collecting personal information so that we can process your application for a Crisis and Resilience Housing Payment.

If you're providing us with special category personal information (such as details about your health) we will be processing this under Art. 9(2). If you're providing us with criminal conviction personal information we will be processing this under Art.10.

### **How will we use the information about you?**

We use the information to process your application for Crisis and Resilience Housing Payment. We may share the information with other departments at the Council to enable us to deal with your application for Crisis and Resilience Housing Payment.

We will only share the information to enable us to deal with this matter. We may share the information with other agencies or other organisations such as the Department of Work and Pensions and the Inland Revenue as allowed by law. We will also share with private sector companies such as banks and other organisations that may lend you money.

We may be required to share your personal information with the Police, Internal Audit or similar agency responsible for auditing or administering public funds, or another Council for the purposes of preventing and detecting fraud. For further information please see [www.stalbans.gov.uk/nfi](http://www.stalbans.gov.uk/nfi).

If you provide incorrect details or not giving the Council full details or false information you could be prosecuted.

We will ensure that all personal information is kept securely.

### **How long will we keep this information?**

We will destroy this personal information in accordance with our Disposal Schedules. To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact [GDPR@stalbands.gov.uk](mailto:GDPR@stalbands.gov.uk)

### **Individuals' Rights**

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact [foi@stalbands.gov.uk](mailto:foi@stalbands.gov.uk) and ask for a subject access request.

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact [GDPR@stalbands.gov.uk](mailto:GDPR@stalbands.gov.uk).

You can find out more about your rights on our website: <http://www.stalbans.gov.uk/council-and-democracy/departmentsPoliciesPlans/data-protection/>

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit

<http://www.stalbans.gov.uk/about-this-site/legal-notices/cookies.aspx>

## **Changes to our Data Protection Policy**

We have a Data Protection Policy in place and this can be found here:

[http://www.stalbans.gov.uk/Images/GDPR%20Personal%20Data%20Policy%20Version%201%20-%202.3.18\\_tcm15-63804.pdf](http://www.stalbans.gov.uk/Images/GDPR%20Personal%20Data%20Policy%20Version%201%20-%202.3.18_tcm15-63804.pdf). We review this policy annually.

## **Data Protection Officer**

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing [GDPR@stalbans.gov.uk](mailto:GDPR@stalbans.gov.uk) or calling 01727 819209 for our Complaints Team.

## **How to contact us**

Please contact us if you have any questions about our Data Protection Policy, or concerns about how we handle your information: by emailing [foi@stalbans.gov.uk](mailto:foi@stalbans.gov.uk) or write to us at: FOI Team, St Albans City & District Council, St Peter's Street, St Albans, AL1 3JE.

## **Complaints**

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website:

<https://ico.org.uk/concerns/> or by emailing: [casework@ico.org.uk](mailto:casework@ico.org.uk) or calling their helpline on 0303 123 1113.