

How to make a New Claim for Housing Benefit with an online E –form

This guidance has been compiled to assist you with completing your online application for a New Claim for Housing Benefit. Please follow the **10 steps** below to assist you. The E form is interactive and will not allow you to move onto the next page until all the relevant information on each page has been provided.

Please note that a number of instructions are also available on the E – form to assist you before and whilst you complete it. These comprise of a series of **‘E Form Controls’** which are located on the left hand side of the E Form at all stages of completing it.

Please access these controls and use the **‘Help’** tab where applicable.



Step 1 Connect to the internet and access the web address below:

www.nottinghamcity.gov.uk/benefits

You can also access this link easily from the Nottingham City Council home page by clicking the **Apply** link followed by **Apply for Benefits**.

Step 2 You will be directed to a page that looks like this:



Step 3 Next read the step by step instructions of how to complete the online form which are on page 2 and are called: **‘How to use this online form’**.

Step 4 Before you begin to complete the form please make sure you have to hand copies of your original documentary evidence that will enable you to complete your claim. Please see: www.nottinghamcity.gov.uk/article/23897/Apply-for-Housing-Benefit and go to **‘What types of proof do I have to supply?’**

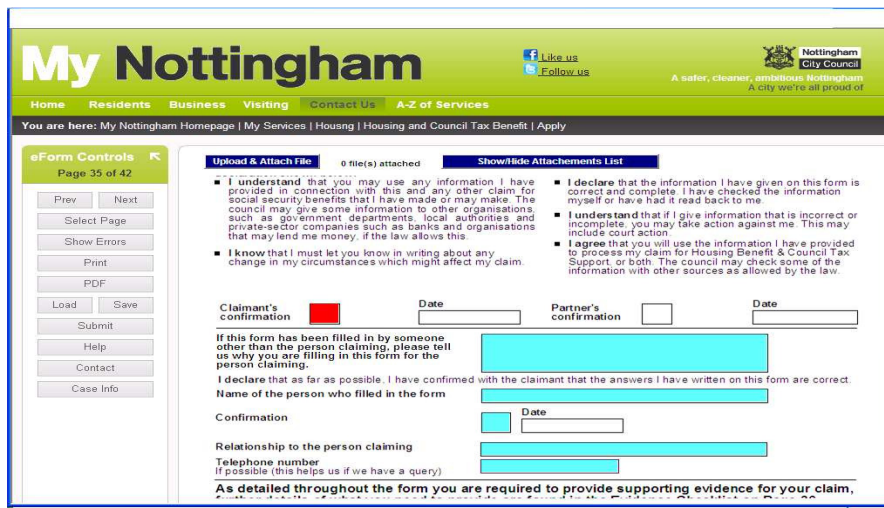
Please also note that the more original proofs of evidence that you have with you, the quicker we can process your claim.

Step 5 We strongly advise you to save the form following the completion of each page since the form will not save automatically and this will ensure any loss of information.

Step 6 If for any reason you need any assistance with completing the form when you are at home please contact us by telephone: **0115 7184444, 8.30am to 5.00pm Monday, Tuesday, Wednesday and Friday; 9.30am to 5.00pm on Thursday.**

A member of staff will also be on hand in the **Easyonline area** on the first floor of Angel Row Library in Nottingham City Centre if you require any further assistance.

Step 7 Once you have completed the form in full you will be presented with a page that looks like this:



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Home Residents Business Visiting Contact Us A-Z of Services

You are here: My Nottingham Homepage | My Services | Housing | Housing and Council Tax Benefit | Apply

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Upload & Attach File | 0 file(s) attached | Show/Hide Attachments List

- I understand that you may use any information I have provided in connection with this and any other claim for social security benefits that I have made or may make. The council may give some information to other organisations such as government departments, local authorities and private-sector companies such as banks and organisations that may lend me money, if the law allows this.
- I declare that the information I have given on this form is correct and complete. I have checked the information myself or have had it read back to me.
- I understand that if I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- I agree that you will use the information I have provided to process my claim for Housing Benefit & Council Tax Support or both. The council may check some of the information with other sources as allowed by the law.
- I know that I must let you know in writing about any change in my circumstances which might affect my claim.

Claimant's confirmation Date Partner's confirmation Date

If this form has been filled in by someone other than the person claiming, please tell us why you are filling in this form for the person claiming.

I declare that as far as possible, I have confirmed with the claimant that the answers I have written on this form are correct.

Name of the person who filled in the form

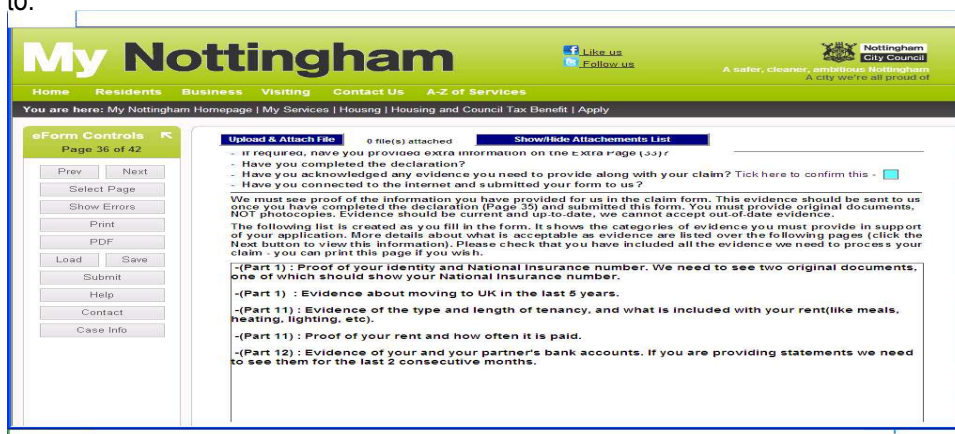
Confirmation Date

Relationship to the person claiming

Telephone number
If possible (this helps us if we have a query)

As detailed throughout the form you are required to provide supporting evidence for your claim.

This is your receipt and contains details of the evidence that you need to present to us to verify your new claim for Housing Benefit. You can print this page as a receipt if you need to.



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If required, have you provided extra information on the extra page(s)?

- Have you completed the declaration?
- Have you acknowledged any evidence you need to provide along with your claim? Tick here to confirm this -
- Have you connected to the internet and submitted your form to us?

We must see proof of the information you have provided for us in the claim form. This evidence should be sent to us once you have completed the declaration (Page 35) and submitted this form. You must provide original documents, NOT photocopies. Evidence should be current and up-to-date, we cannot accept out-of-date evidence.

The following list is created as you fill in the form. It shows the categories of evidence you must provide in support of your application. More details about what is acceptable as evidence are listed over the following pages (click the Next button to view this information). Please check that you have included all the evidence we need to process your claim - you can print this page if you wish.

- (Part 1) : Proof of your identity and National Insurance number. We need to see two original documents, one of which should show your National Insurance number.
- (Part 1) : Evidence about moving to UK in the last 5 years.
- (Part 11) : Evidence of the type and length of tenancy, and what is included with your rent (like meals, heating, lighting, etc).
- (Part 11) : Proof of your rent and how often it is paid.
- (Part 12) : Evidence of your and your partner's bank accounts. If you are providing statements we need to see them for the last 2 consecutive months.

Step 8 Once you have your receipt and your appropriate documentary evidence you then need to ask a member of staff to scan it in for you. If you do not have all of the proof documents with you, then please take them to the Angel Row Contact Centre or at one of the offices below:

Aspley Housing Office

14 Strelley Road, Strelley, Nottingham, NG8 3AP 8.30am to 4.30pm
Monday to Friday (10.30am to 4.30pm Wednesday)

Bestwood Housing Office

Elmbridge, Bestwood Park, Nottingham, NG5 5PF 8.30am to 4.30pm
Monday to Friday (10.30am to 4.30pm Wednesday)

Bulwell Joint Service Centre

Riverside Building, Main Street Bulwell, Nottingham, NG6 8QJ
8.00am to 8.00pm Monday to Friday 8.00am to 4pm Saturday

Clifton Joint Service Centre

Clifton Cornerstone, Southchurch Drive, Clifton, Nottingham, NG11 8EW
8.00am to 7.00pm Monday, Tuesday, Thursday & Friday 8.00am to
8.00pm Wednesday 8.00am to 2.00pm Saturday

The Mary Potter Centre

The Mary Potter Centre, Gregory Boulevard, Hyson Green, Nottingham, NG75HY
8.30am to 5.30pm Monday to Friday

St Ann's Joint Service Centre

St Ann's Valley Centre, 2 Livingstone Rd, St Ann's, Nottingham, NG3 3GG.
8.30am to 6.30pm Monday to Friday 10.00am to 2.00pm Saturday

Step 9 If you are completing this application at home you will need to scan in the documents to an acceptable standard (in colour with all information clearly readable) and save them as either a Tif. Document or a PDF. The scanned documents then need to be emailed to scan.admin@nottinghamcity.gov.uk with the subject heading stating your National Insurance Number. The National Insurance Number must be in full to prevent delays and be presented in capitals as two letters, six numbers followed by one letter. Hence: **AB12345C**

Step 10 If you are completing this form on a public computer in the Easyonline area, in a library or at a Joint Service Centre you must also delete the form if you have saved it anywhere on the Computer.

That's the end of the process for applying for a new claim for Housing Benefits.