

DLHA
Claim Reference:
Date of issue:

Application for direct payments of Local Housing Allowance to your landlord

What is this form for?

Under the Local Housing Allowance (LHA) scheme, The Benefits Service is required to make all payments of Local Housing Allowance (LHA) directly to you, the tenant. You must then pay the rent to your landlord yourself.

If you think that getting Local Housing Allowance payments will cause you serious problems, we may be able to pay your LHA to your landlord. We will need to decide if you are having, or are likely to have problems managing your money and paying your rent.

If you would like us to consider making payment to your landlord, please complete this form and return it to us, together with the proof we need.

The information you provide in this form will help the Benefits Service decide whether it is appropriate to pay LHA directly to your landlord. You may not need to complete all the questions, as each case will be different, but try to give as much information and evidence as possible.

Who should complete this form?

You should complete this form, but it can also be completed on behalf of you by:

- family or friends
- main carer
- an advice or welfare agency
- the landlord or letting agent
- another service within the council

You must always sign the form, and be fully aware that it may lead to your benefit being paid directly to the landlord to cover your rent. For ease, all the questions are asked in the first person.

If you would like our Money Advisor to help you complete this form please contact the Call Centre on 020 8825 7000 to make an appointment.

What should be sent with this form?

Written evidence needs to be provided to support the evidence given in this form. This can be from various sources depending on a person's individual circumstances, for example:

- The tenant's:
 - Family and/or friends
 - Landlord
 - General Practitioner (GP)
 - Probation Officer
 - Social Worker
 - Main carer
- Welfare Groups
- Department of Work & Pensions

Please note this list is not exhaustive. Refer to the guidance notes for further advice on what is acceptable evidence.

1. Name of tenant:

2. Address of tenant:

3. Name of person completing the form:

4. Contact address and telephone of the person completing the form, if the person completing the form is not the tenant:

5. If the tenant is not completing the form, please tell us your relationship to the tenant and the reason for completing the form on their behalf:

6. Landlord's Name and Address:

Landlord's telephone number:

7. Tell us about any learning disabilities that may cause you problems in paying your rent:

8. Tell us about any physical disabilities or medical conditions that may cause you problems in paying your rent:

9. Are you or your partner coping with an addiction? e.g. alcoholism, substance misuse, gambling:

10. Have you encountered difficulties in managing your affairs because you need assistance with understanding English?

11. Have you or your partner recently been released from prison?

12. Do you or your partner have severe debt problems?

13. Have you or your partner ever been an undischarged bankrupt?

14. Are you or your partner unable to open a bank account?

15. Do you or your partner have a history of rent arrears or homelessness?

16. Have you had any previous problems in maintaining rent payments?

17. Please tell us about any recent changes that mean you need additional support, or if you anticipate any in the near future?

18. Are you having deductions made from your other income, such as DWP benefits to help repay debts?

19. Do you currently receive support from an agency, organisation, friend or family to help you to make rent payments? If yes give the name of this person and their contact address:

Tenant's Declaration

The information given is true and correct

- I am happy for my Local Housing Allowance to be paid directly to my landlord to cover the contractual rent
- I will contact the Benefits Service should I feel I am able to receive my benefit directly

I have read and understood the declaration.

Please sign and date the form below (if you have a partner they should also sign below)

You	
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Your Partner	
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Date	
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PLEASE REMEMBER TO INCLUDE DOCUMENTARY EVIDENCE WHERE POSSIBLE TO SUPPORT YOUR REQUEST.

Person completing the form, if not the tenant

- The information given is true and correct
- I believe it to be in the best interest of the tenant to pay Local Housing Allowance directly to their landlord

I have read and understood the declaration. Please sign and date the form below.

Name	
Address	

Signature	
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Date	
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Please return this form, together with documentary proof to support the information provided, to:
Ealing Council, PO Box 32251, London, W5 5XA

Financial Assessment Form

Your weekly income	You	Partner
Net earnings from employment		
Income Support/Jobseekers Allowance		
Working Tax Credit		
Housing Benefit		
Child Benefit		
Pension Credit/Retirement Pension/Works Pension		
Any other state benefit		
Money received from parents/friends		
Any other income (please state source)		
Total weekly income (A)		
Your weekly amount of outgoings		
(please convert any monthly outgoings to weekly figures) Arrears if any		
Rent		
Mortgage		
Council Tax		
Electricity		
Gas		
Water rates		
TV Licence/rental		
Telephone		
Food		
Household products		
Clothing		
Car/transport		
Maintenance		
Fines		
Other outgoings (please say what they are)		
Total weekly outgoings (B)		
Weekly income less weekly outgoings (A LESS B)		
Loans & other credit debts		
Credit debts		
	Balance owing	Offer of repayment (if any)
1		
2		
3		
4		
5		
	Total monthly or weekly repayments	

Please use this space for any additional information:

How we collect and use information

This authority is under a duty to protect the public funds it administers. We may check information that you provide, or information provided by a third party, with other information we hold, to check the accuracy of information; to prevent or detect crime; and to protect public funds in other ways, as permitted by law. We may also share this information with other council departments or bodies administering public funds for these purposes. We may also use this information to put you in touch with council services that may be able to help you. We will not disclose information about you to anyone, unless the law permits us to.

Data Protection

The council is the Data Controller for the purposes of the Data Protection Act 1998. If you want to know more about the information we have about you, or the way we use your information, please write to the: Security and Data Protection Manager, Perceval House, 5SE, 14–16 Uxbridge Road, Ealing, W5 2HL. Tel: (020) 8825 9606.

Guidance Notes

8. Tell us about any physical disabilities or medical conditions that may cause you problems in paying your rent

Some people coping with physical disabilities or medical conditions may be less able to manage their financial affairs and may feel that organising rent payments are too much to cope with. You may only require additional help from the Benefits Service for a short time whilst receiving assistance from other support networks and/or medication.

The most common forms of mental illness include:

• Anxiety • Dementia • Obsessive Compulsive Disorder • Depression • Phobias • Eating Disorders • Personality Disorders • Postnatal Depression • Alzheimer's • Schizophrenia • Manic Depression (Bipolar Disorder)

9. Are you coping with an addiction?

Someone who is experiencing (or has a history of) addiction, for example to alcohol, drugs or gambling, may find it difficult to prioritise their outgoings. Therefore, it may be more helpful to pay your benefit directly to your landlord.

10. Have you encountered difficulties in managing your affairs because you need assistance with understanding English?

The barriers faced by people who are not fluent in English can inhibit their ability to deal with agencies and organisations. This can extend to banks and/or landlords or letting agents when trying to organise rent payments and the receipt of benefits. In some cases it may be in your best interest to have your benefit paid directly to the landlord whilst you receive support and assistance to help you manage your affairs.

11. Have you or your partner recently been released from prison?

Tell us if you or your partner have been recently released from prison.

12. Do you or your partner have severe debt problems?

Tell us if you or partner have severe debt problems. This can be severe debts such as Undischarged Bankruptcy and County Court Judgements, or simply mounting bills such as electricity, gas, water etc.

Please give details by completing the Financial Assessment Form.

13. Have you or your partner ever been Discharged Bankrupt?

Please tell us if you or your partner have ever been declared Undischarged Bankrupt. Please provide evidence such as a letter from court.

14. Are you or your partner unable to open a bank account?

Tell us if you or your partner is unable to open a bank account due to bad credit rating.

15. Do you or your partner have a history of rent arrears or homelessness?

Tell us if you or your partner have fallen into rent arrears in the past which has led to eviction and possibly homelessness. If you feel there is a risk of this happening again and are receiving support to sustain your current tenancy, please give us details. We may be able to offer additional support and help keep your rent payments up to date by paying your LHA to your landlord. If possible, please provide evidence of the previous eviction, homelessness or rough sleeping.

16. Have you had any previous problems in maintaining rent payments?

Please give us details of any rent arrears that you currently owe. Provide evidence of any action taken by the landlord to recover these debts, e.g. eviction notice or a rent arrears letter.

17. Please tell us about any recent changes that mean you need additional support, or if you anticipate any in the near future?

There may be times where you have experienced, or are about to experience, a change in your life which means you need additional help over a short period of time. This could be in terms of bereavement, a relationship breakdown (possibly violent), coming out of hospital after an operation, going into hospital or a terminal illness of a close relative.

18. Are you having deductions made from your other income, such as DWP benefits to help repay debts?

The Department of Work and Pensions can make deductions from your benefit for rent arrears, council tax or utility debts. You may also have deductions from your earnings to pay the Child Support Agency or to repay your council tax arrears. Please provide evidence if this is happening to you.

19. Do you currently receive ongoing support from an agency, organisation, friend or family member to help you to make rent payments?

Support from various organisations is available to many people to help with basic skills. Please tell us whether you receive any support or care packages.

Tenant's Declaration

Make sure you sign and date the form, if you have a partner please make sure they sign it too. By signing the form you are accepting that the information you have provided may lead to your benefit being paid to your landlord. We may share some of this information with other sections of the council, or the Department of Work and Pensions.

Person completing the form, if not the tenant

If someone has completed the form on your behalf, they must also sign the form.

Please return the form together with documentary proof to support the information provided to:

Ealing Council
PO Box 32251
London
W5 5XA

Useful Contacts for Support and Advice

Age Concern Ealing Borough

135 Uxbridge Road
West Ealing
London W13 9AU
020 8567 8017

Iranian Association

Palingswick House
241 King Street
Hammersmith
London W6 9LP
020 8748 6682

Armenian Information and Advice

105A Mill Hill Road
Acton
London W3 8JF
020 8992 4621

MECMAC

173 South Ealing Road
Ealing
London W5 4QP
020 8569 7328

Havelock Family Centre

Aleka House
Havelock Road
Southall
Middx UB2 4PB
020 8574 2443

Royal National Institute of the Blind

105 Judd Street
London
WC1H 9NE
020 7388 1266

Deaf Plus

2 Erconwald Street,
East Acton,
London
W12 0BS
tel: 020 8749 4111
minicom: 0208743 1287
equipment: 020 8743 3696
email: london.ealing@deafPLUS.org

Alzheimer's Concern Ealing

223 Windmill Road
Ealing
London W5 4DJ
020 8568 4448

Royal Society in Aid of Deaf People

1 Armstrong Way
Acton
London W3 7JL
Minicom 020 7627 1706

The Kurdish Association

Palingswick House
241 King Street
Hammersmith
London W6 9LP
020 8563 7918

Society of Afghan Residents in UK

Churchill Gardens
Acton
London W3 0JN
020 8993 8168

Mind in Ealing and Hounslow Ltd

The Priory Community Centre
Acton Lane
London W3 8NY
020 8992 0303

Ealing Somali Welfare and Cultural Association

71a Northcroft Road
Ealing
W13 9SS
020 8840 7413