

## This leaflet tells you:

- About the way we review your benefit claim
- How to report a change in your circumstances that may affect your benefit entitlement
- How to contact us about housing and council tax benefit

# Important information about your housing and council tax benefit

Make sure you check the details in the enclosed letter and tell us immediately if they are wrong.

Please remember to tell us if your circumstances change. You must tell us within one month of the change.

**If you do not you may lose benefit.**

## Offices dealing with council tax and benefit enquiries

### Isle of Wight Council offices

Broadway, Sandown, Isle of Wight  
PO36 9EA

8.30am to 5pm Monday to Thursday

8.30am to 4.30pm Friday

### Customer Service Centre

County Hall, High Street, Newport

8.30am to 5pm Monday to Thursday

8.30am to 4.30 Friday

### Freshwater Library

41 School Green Road, Freshwater

9.30am to 5.15pm Tuesday

9.30am to 4.45pm Friday

### Ryde Help Centre

Ryde Library, 101 George Street, Ryde

9am to 5pm Monday, Tuesday, Wednesday  
and Friday. Closed Thursday

### Ventnor Coastal Centre

Dudley Road, Ventnor

9am to 12pm Thursdays only

**For Wootton, Cowes and East  
Cowes office locations and opening  
times please ring 821000 or visit  
[www.iwight.com](http://www.iwight.com)**

**You can contact us by:** Calling at one of the above offices. If you wish to telephone us you can ring:

- **(01983) 823950** for benefit enquiries;
- **(01983) 823901** for council tax enquiries.  
(telephone enquiries late night opening every Wednesday to 6pm).

Or by emailing [housing.benefit@iow.gov.uk](mailto:housing.benefit@iow.gov.uk) for benefits or [council.tax@iow.gov.uk](mailto:council.tax@iow.gov.uk) for council tax enquiries.

For more information about housing and council tax benefit please visit our website at [www.iwight.com](http://www.iwight.com)

## Fraud hotline

If you know someone who is fraudulently claiming council tax or housing benefit please call our hotline number to report it, your call will be dealt with confidentially.

Telephone: (01983) 823969 or email us at [benefit.fraud@iow.gov.uk](mailto:benefit.fraud@iow.gov.uk)

## To report a change in circumstances

**You can use the form overleaf to tell us of the change. We will need documentary evidence of this, please include it with the completed form. However, do not delay notifying the council's benefits section of the change as you could lose benefit if you do not report it within one month.**

You must report all changes for you and your partner (if you have one), and anyone else living with you, such as the following changes:

- to your income and savings or your rent;
- to your address or if you go into hospital, or any absence from the dwelling likely to exceed 13 weeks;
- to the number or income of people living in your household;
- if you or someone who lives with you starts to receive or stops receiving Income Support/Job Seeker's Allowance/Pension Credits/Employment Support Allowance;
- if a child ceases full time education or takes up full time work;
- you get married, form a civil partnership or start living with someone as if you are married or civil partners;
- if your savings/investments are valued over £16,000 or increase above this level you must contact us immediately.

**If you are not sure please ask us.**

## Review of claims

**We are required to review a percentage of claims each year.** If your claim is selected for review we will either visit you, telephone you or send a brief form asking you to confirm that the information previously provided is still correct.

**We use Visiting Officers to help us check the information we hold is accurate. All visiting officers carry an identity card. Make sure you ask to see it before you give information or let them into your home. If you are unsure please ring us on 823903 to confirm that we have asked them to call.**

## Discretionary housing payments

These payments can provide an increase in the amount of benefit but only in exceptional circumstances. For further information please contact us at one of our local offices (listed opposite) or by telephone on 823950 or by visiting our website at [www.iwight.com](http://www.iwight.com).

## Disputes and appeals

You must contact us within one month if you require more information about your benefit entitlement or disagree with our decision. You can either ask us for an explanation, ask us to look at the decision again or appeal against the decision. If you decide to appeal it must be in writing. Appeals are heard by an independent tribunal administered by the tribunal service.

# Notification of change of circumstances

**Name:**

**Address:**

**Housing benefit reference (if known)**

**National insurance number**

**Date of change**

**Details of the change**

**I still wish to claim housing/council tax benefit**    Yes  No

**Signature**

**Date**

**Please remember to include documentary evidence of the change(s)**

Please return to: Isle of Wight Council, Revenues and Benefits Division,  
Council Offices, Broadway, Sandown, Isle of Wight PO36 9EA or hand it to one of the  
offices listed.

This publication is available on request  
in large print, audiotape or Braille and in  
other languages. For further details  
please contact the Isle of Wight Council  
on (01983) 821000 (Typetalk available)