

## Council Tax Support

# Exceptional Hardship Payment Application Do I qualify?



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# This leaflet explains what to do if you cannot afford to pay your Council Tax. It gives advice on how to claim for an Exceptional Hardship Payment.

## What is an Exceptional Hardship Payment (EHP)?

EHP is an additional award made to Council Tax Support customers who need more help with their Council Tax in addition to their Council Tax Support.

The Council has a small budget each year for the Exceptional Hardship Payment.

EHP **cannot** be given for previous years arrears.

## How do you decide if I can have an EHP?

The following things are looked at when making a decision.

- Your total income
- Whether you have any savings
- Whether anyone else in the house can help financially
- Whether you have any loans or debts to pay
- Whether you could rearrange your finances to help the situation

You will be asked for a lot of information and we may visit you in your home.

You will receive a letter telling you the decision and the reasons for that decision.

If an EHP has been awarded, you will be notified of the amount and the period of the award, in the letter.

We will not refund any money you have already paid to your Council Tax account.

## How will you pay the EHP if my application is successful?

If your application is successful, your EHP is paid direct to your Council Tax account.

## What should I do if I disagree with the decision about my EHP application?

If you disagree with the decision either not to award an EHP, the amount awarded or the period of the award, you can ask for the decision to be looked at again.

You should write to us within **one calendar month** of the date of the decision letter, telling us why you do not agree with the decision.

## What next?

Decide whether you would like to ask for an EHP.

Fill in all information boxes on pages 3 to 9.

Give as much information as possible. If you have any proof to support your reasons for applying, for example, medical certificates or doctors letters, then send this in with the EHP form.

Awards are limited so you may be asked for a lot of information or even a home visit. There is no guarantee of an award.

Return your completed form to us.

If you need any further help, phone us on 01702 318089, or email us at **[revenues&benefits@rochford.gov.uk](mailto:revenues&benefits@rochford.gov.uk)**

## Application for Exceptional Hardship Payment

### Tell us your details

Full name		
Address including postcode		
Phone numbers	Home	Mobile
Email address		
Council Tax Reference number		

## Your finances

### Your Income

Income	You	Your partner	How often is it paid?
Net earnings from employment	£	£	
Overtime, tips or bonuses	£	£	
Income Support, Jobseeker's Allowance, Employment and Support Allowance, Pension Credit or Universal Credit	£	£	
Working Tax Credit	£	£	
Child Tax Credit	£	£	
Maintenance	£	£	
Child Benefit	£	£	
State Retirement Pension	£	£	
Private Pension	£	£	
Occupational Pension	£	£	
Incapacity Benefit	£	£	
Carers Allowance	£	£	
Disability Living Allowance (care component) or Personal Independence Payments (daily living)	£	£	
Disability Living Allowance or Personal Independence Payments (mobility component)	£	£	
Money received from family or friends	£	£	

## Your finances (continued)

### Your current amount of savings

Savings	You	Your partner
Bank accounts	£	£
Building Society or Post Office accounts	£	£
ISA's or shares	£	£
Endowment, savings or illness policies	£	£
Other savings	£	£

Any other income or savings? (Please say where this comes from)

### Your outgoings

Outgoings	You	Your partner	How often is it paid?
Rent	£	£	
Mortgage	£	£	
Council Tax	£	£	
Electricity	£	£	
Gas	£	£	
Water rates/sewage	£	£	
TV licence, satellite or cable rental	£	£	
Phone – Home	£	£	
– Mobile	£	£	
– Broadband	£	£	

## Your finances (continued)

### Your outgoings (continued)

Outgoings	You	Your partner	How often is it paid?
Food and house keeping	£	£	
Insurance policies	£	£	
Clothing	£	£	
Car – Tax	£	£	
– Insurance	£	£	
Petrol/Diesel	£	£	
Car Maintenance/MOT	£	£	
Transport costs (buses and trains)	£	£	
Maintenance payments	£	£	
School fees	£	£	
Childcare (the amount you pay after Government funding has been deducted)	£	£	
Pet costs	£	£	
Care/Medical costs	£	£	

## Your finances (continued)

### Your outgoings (continued)

Creditors	Who do you owe the money to?	How much do you owe?	How much and how often? For example, weekly, monthly
Loans or overdrafts		£	£
		£	£
Hire purchase		£	£
		£	£
Credit agreements		£	£
		£	£
Utilities, for example Gas, Electric, Water, phone		£	£
		£	£
Clubs/Catalogues		£	£
Fines		£	£
Any other debts (please say what they are)		£	£
		£	£
		£	£
		£	£

## Any additional information

If you would like to tell us about anything else that has not been covered in the form, please give the details below.

## You must send in the following evidence

- Last two months bank statements for all accounts you hold.
- If not showing on your bank statements, your latest bills showing your monthly instalments for the following:
  - Gas
  - Electricity
  - Water Rates
  - Sewage
  - Landline
  - Mobile Phone
  - Satellite or Cable Rental
  - Any Insurance Policies
  - Mortgage



## Declaration

I declare that the information I have given is correct as far as I know. I agree to the Council making any enquiries to check the information I have given. I understand that I can be prosecuted if I give false information.

Signed

Date

Print name

## Independent advice

**If you need free and independent advice you can contact one of the following.**

### **Citizens Advice**

#### **Rochford Office, Back Lane, Rochford SS4 1AY**

Open Tuesday 10.00am–2.00pm

Open Thursday 10.00am–2.00pm

Phone: 0344 477 0808

#### **Rayleigh Office, Civic Suite, Hockley Road, Rayleigh SS6 8EB**

Open Monday 10.00am–2.00pm

Open Thursday 10.00am–2.00pm

Open Friday 10.00am–2.00pm

Phone: 0344 477 0808

## How to contact us

### **If you need help filling in the form**

You can phone us on 01702 318197 or 01702 318198 between 8.30am to 5.30pm, Monday to Thursday and 8.30am to 5.00pm Friday.

You can come into the office from 8.30am to 12 noon Monday, Tuesday, Thursday and Friday or 12 noon to 5.00pm on Wednesday.

**We are closed at the weekend.** Our address is on the front of this form.

You can also email us at [revenues&benefits@rochford.gov.uk](mailto:revenues&benefits@rochford.gov.uk)

**If you would like this information in large print, Braille or another language, please phone 01702 318111.**



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