

Housing Benefit or CTRS claim

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Details about the documents we need to see in support of your application for Housing Benefit and/or Council Tax Reduction. Council Benefit has been replaced by a Council Tax Reduction Scheme.

Before we can award benefit, we must see proof of things you tell us about on your form. **We must see original documents and not copies.** Please do not send valuable items through the post, if you bring them into one of our offices we can take the details and give them straight back to you with a receipt to say we have seen them.

If you get Income Support, Income-based Jobseekers Allowance, Income-related Employment and Support Allowance or Pension Credit we need to see proof of:

- A National Insurance Number (NINO) for you, and your partner if you have one, such as a National Insurance number card, pay slips or letters from DWP or the tax office.
- The benefit you receive such as current award notices or letters from DWP telling you how much you get.
- Your identity such as current passport or full driving licence - see full identity list below.
- Amount of rent if you are claiming Housing Benefit, such as tenancy agreement or a Verification of Rent form (on back page of claim form)
- Non-dependant income if applicable

If you are on a low income, we need to see proof of

- A National Insurance Number (NINO) for you, and your partner if you have one, such as a National Insurance number card, pay slips or letters from DWP or the tax office.
- Wages - your last five weekly, three of your fortnightly or two of your monthly pay slips, they must follow on from one another. If you have not got your pay slips you can get your employer to complete an [earnings certificate](#) [5].

- If you are self-employed we need to see your accounts. If you do not have completed accounts then please complete our [self-employed pro-forma](#) [6].
- Any welfare benefit, for example, tax credits, child benefit, state retirement pension.
- Capital, savings and investments and all your Bank, Post Office and Building Society accounts.
- Your identity such as a current passport or full driving licence - see full identity list below.
- Amount of rent if you are claiming Housing Benefit, such as tenancy agreement or a Verification of Rent form which is on the last page of the claim form.
- Non-dependant income if applicable.
- Any other income, such as maintenance received.

Proof of Identity

When you send in your Housing Benefit and/or Council Tax Reduction Scheme claim you must provide at least two original documents (not photocopies) from the lists below to prove your identity, one of which must be from List A. If you have a partner you must also provide one of the documents from List A in his or her name.

List A

- Benefit payment book showing National Insurance Number (NINO).
- Wage slips from current employer.
- National Insurance Number (NINO) card - RD3
- P45
- P60
- Letter from DSS or Inland Revenue showing National Insurance Number.
- Bank statement of self-employed persons paying class 2 contributions by Direct Debit.

List B

- Bank statement (dated within the last 4 weeks of the claim)
- Birth certificates (full or short)
- Certificate of employment in HM forces
- Certificate of employment in the Merchant Navy
- Divorce/annulment papers
- Driving Licence (full NOT provisional)
- Gas, water, electric or BT phone bill paid and receipted for the last quarter
- Letter from solicitor, social worker or probation officer
- Life assurance/insurance policies
- Marriage certificate
- Medical card
- Passport (current and valid)
- UK residence Permit
- Home Office Standard Acknowledgement Letter (SAL1 or 2)
- Identity card issued by an EC/EEA member state

Please note that some birth and marriage certificates carry disclaimers on the bottom stating they cannot be used for ID - we regret we cannot accept these.

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Source URL: <https://www.copeland.gov.uk/content/housing-benefit-or-ctrs-claim>

Links

[1] <https://www.copeland.gov.uk/taxonomy/term/161>

[2] <https://www.copeland.gov.uk/tags/council-tax-reduction-scheme>

[3] <https://www.copeland.gov.uk/tags/housing-benefit>

[4] <https://www.copeland.gov.uk/tags/information-tenants>

[5] <https://www.copeland.gov.uk/attachments/certificate-earnings-form>

[6] <https://www.copeland.gov.uk/attachments/self-employed-pro-forma>