

Housing Benefit and Council Tax Reduction Scheme

Changes in your circumstances

Introduction

If your situation changes after your benefit has been assessed then this may alter the amount of benefit you should be paid. You **must** tell us about changes as soon as they happen.

Why you need to tell us immediately?

Any delay in telling us could seriously affect your benefit.

It is an offence not to tell us about a change and could lead to a criminal prosecution.

Changes that could reduce your benefit

Some changes may mean you are entitled to less benefit, for example, if your income goes up because you have got a better paid job. If you do not tell us about the change you will be paid too much benefit. When we find out about the change you will be asked to pay the money back.

Changes that will increase your benefit

If you notify us of a change which increases your entitlement, for example, a pay decrease you must tell us straightaway. In the case of Housing Benefit if you tell us over one month after the change happened your claim can only be increased from the date you tell us, not the date it happened.

Note

We may be able to revise our decision if you can give us a good reason why the notification was late.

The sorts of changes we need to know about

Examples of the changes that we need to know about are listed below. You must tell us:

- If you change your address;
- If you or your partner are temporarily absent from your property;
- If you or your partner's income or savings increase or decrease including:
 - If Jobseeker's Allowance or Employment and Support Allowance stops;
 - If you start or stop receiving Universal Credit;
 - Starting work or changing employer;
 - If wages increase or decrease;
 - If a tax credit is awarded or the amount of award changes.
 - Private pension increases.
 - If your savings increase e.g. if you have received an inheritance and as a result your savings have increased to over £16,000
- Changes affecting people who live with you including:
 - If someone comes to live with you or if someone leaves your household;
 - If the income or circumstances of someone living with you change (e.g. they start work or their Income Support ends);
 - If you stop getting Child Benefit for someone

This is not a full list. If you are not sure whether to tell us something, just check with us.

Evidence of the changes

You will need to tell us what the change is and the date of change. If you have changed address you will need to complete [a change of address form](#). This can be downloaded from our website or alternatively you can contact us.

We will also need proof of any changes for example:

- A letter from your landlord telling you of a change in your rent or a new tenancy agreement;
- Your latest payslips or pension notification to show the new amount you get as wages, pension or pension credit;

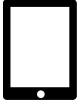





We also need the same sort of proof of changes for other people who live with you.

If you cannot get proof immediately, tell us about the change and send any other proof as soon as you can.

We can only accept original documents, not photocopies. Bring them to one of our Customer Centres (in Cwmbran, Pontypool or Blaenavon) or Community Hubs or One Stop Shops (in Chepstow, Caldicot, Monmouth or Abergavenny). We will only use the information we need and give the documents back to you. Please ensure that you ask for a receipt. Alternatively we can accept information by e-mail. If you have a smartphone or tablet capture the images required to support your claim and e-mail them directly to us.

WELSH TRANSLATION - If you require a copy of this document in Welsh please contact us on the telephone numbers below.

How to report a change?

	Smartphone or tablet: If you have a smartphone or tablet, you can download the Torfaen app where you can tell us about your change of circumstances on the move; at a time and place that is convenient to you (Monmouthshire residents can also use this service).	
	Online: Go to www.torfaen.gov.uk/en/counciltaxandbenefits select online council tax and benefits services and you tell us about your change of circumstances in just a few minutes.	
	BY LETTER to: The Shared Benefit Service Level 3, Civic Centre, Pontypool Torfaen NP4 6YB	
	TORFAEN RESIDENTS	MONMOUTHSHIRE RESIDENTS
	By TELEPHONE ON: 01495 766430 or 01495 766570	By TELEPHONE ON: 01633 644644
	By E-MAIL: benefits@torfaen.gov.uk	BY E-MAIL: benefits@monmouthshire.gov.uk
	IN PERSON AT OUR CUSTOMER CENTRES, COMMUNITY HUBS or ONE STOP SHOPS:	

ABERGAVENTNY Abergavenny Market -Cross St, Abergavenny NP7 5HD	CHEPSTOW Chepstow Library- Manor Way, Chepstow, NP16 5HZ	CALDICOT Caldicot Library - Woodstock_Way, Caldicot, NP26 5DB
MONMOUTH Monmouth Library, Rolls Hall, Monmouth, NP25 3BY	USK Usk Library - 35 Maryport St, NP15 1AE	
PONTYPOOL Level One Civic Centre, Pontypool NP4 6YB	CWMBRAN Cwmbran Library, Gwent House, Gwent Square, Cwmbran, NP44 1XQ	BLAENAVON Blaenavon World Heritage Centre Church Road Blaenavon NP4 9AS