

# Mansfield District Council

## PRIVATE

Your full name:

Your address:

Postcode:

*For official use only*

*Date we received  
your application:*

*Date of issue:*

*Claim Reference:*

## Application for Direct Payment of Local Housing Allowance to your Landlord

### What is this form for?

We will make all payments of Local Housing Allowance (LHA) directly to you, but we can make payments directly to your landlord where you have difficulty managing your personal or financial affairs. The information you provide in this form will help us 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?

**This form should be completed by the tenant, but it can also be completed on behalf of the tenant by:**

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

**The tenant must always sign the form, and be fully aware that it may lead to their benefit being paid directly to the landlord to cover their rent.**

### What should be sent with this form?

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

- Community Psychiatric Nurses
- General Practitioner (GP)
- Hospital Consultant
- Probation Officer
- Social Worker
- Main carer/support worker
- Support or advisory services - examples Citizens Advice Bureau, Shelter
- Department for Work & Pensions
- Landlord (for arrears only)
- Homelessness or Housing Officer
- The tenants family or friends

## Need help filling in this form?

If you need any help or advice about filling in this form please contact us.

## Opening Hours

**Revenues and Benefits Enquiries are open:**

Monday **8.30am to 4.30pm**

Tuesday **8.30am to 4.30pm**

Wednesday **8.30am to 4.30pm**

Thursday **8.30am to 4.30pm**

Friday **8.30am to 4.30pm**

## Telephone

**01623 463463**

(Option 2)

## Visiting Us

Civic Centre

Chesterfield Road South

Mansfield

Nottinghamshire

NG19 78

## On-line

Visit our website **[www.mansfield.gov.uk](http://www.mansfield.gov.uk)**, click on Your Services, Benefits

## Need help and information in different languages?

Information is available in the following languages:

- |           |          |           |              |           |
|-----------|----------|-----------|--------------|-----------|
| > Polish  | > Arabic | > Urdu    | > Vietnamese | > Welsh   |
| > Punjabi | > Somali | > Chinese | > Gujarati   | > Bengali |

## General Data Protection Regulation 2016 (GDPR) / Data Protection Act 2018 (DPA) - Privacy Notice

Under the GDPR and DPA, Mansfield District Council, Chesterfield Road South, Mansfield, Notts. NG19 7BH is a Data Controller for the information it holds about you. The Council will hold all personal data provided by you for application for direct payment of Local Housing Allowance to your landlord. The lawful basis under which the Council uses personal data for this purpose is Public Task

The information provided by you includes the following special categories of personal data ...

- physical or mental health

Information in these categories is used by the Council on the basis that such use is necessary for reasons of substantial public interest, and in accordance with the provisions of the Data Protection Act 2018.

Your data will be held for 6 years from the end of your claim for Housing Benefit Subject to some legal exceptions, you have the right to request a copy of the personal information the Council holds about you; to have any inaccuracies corrected; to have your personal data erased; to place a restriction on our processing of your data; to object to processing; and to request your data to be ported (data portability). The information provided by you may also be used for other functions carried out by the Council in accordance with GDPR and DPA. For more information about how the Council may use your data and to learn more about your rights please see the Council's Privacy Statement [www.mansfield.gov.uk/privacy](http://www.mansfield.gov.uk/privacy)

If you have any concerns or questions about how your personal data is processed, please contact the Council's Data Protection Officer at the above address or by email to [dpo@mansfield.gov.uk](mailto:dpo@mansfield.gov.uk). If you are dissatisfied with the Council's response you can complain to the Information Commissioner's Office in writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone 0303 123 1113 (local rate) or 01625 545 745.

**Questions please complete those which apply to you**

Please read the notes later on in this form first, they may help you to answer some of the questions we ask.

**1** Name of tenant.

**2** Address of tenant.

**3** Person completing the form, contact address, telephone number and the relationship to the tenant (if not the tenant).

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

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

**6** Tell us about any mental health issues that may cause you problems in paying your rent.

**7** Tell us about anything else that may cause you problems in paying your rent. You can supply more details towards the end of the form.

**8** Do you have a care or support worker? Please give their name and contact number.

**9** Have you had any previous problems in maintaining rent payments?

**10** Financial details

Do you currently have rent arrears? Yes  No

How much are your rent arrears? \_\_\_\_\_

and how long has this been going on? \_\_\_\_\_

**11** Do you have other substantial debts or loans? Yes  No

Have you taken advice from the Citizens Advice Bureau or any other debt specialist? Yes  No

If yes please provide details and supporting evidence.

**12** Tenant's Declaration

**THIS BOX MUST BE COMPLETED**

- The information given is true and correct.
- I want my Local Housing Allowance to be paid directly to my landlord to cover the contractual rent.
- I will contact the Benefits Service if 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  Your Partner

Date

**PLEASE REMEMBER TO INCLUDE DOCUMENTARY EVIDENCE WHERE POSSIBLE TO SUPPORT YOUR REQUEST**

**13** Persons 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 \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

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Please use this space for any additional information.

If you need this printed in a larger format or if you need a translation service, please contact us

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# Application for Direct Payment of Local Housing Allowance to your Landlord

## Guidance Notes

Please read these as they will help you when filling in the answers to the questions in the first part of the form

## Introduction

- Local Housing Allowance (LHA) payments will be made directly to tenants. However, it is possible to have payments made to your landlord in special circumstances.
- We will use this information to make a decision. Tell us as much information as possible and provide evidence so that we can make a quick decision. In some cases it may be necessary to gather further evidence or interview you and/or your representative.
- We will write to you and anyone else affected by our decision and of the right of appeal.
- Where we decide to pay your landlord, the landlord will only receive (LHA) up to the amount of the rent you have to pay. If there is any left over, this will be paid to you.
- It is important that you give as much information as possible to the questions so we can make a sensible decision. Wherever possible, please provide written evidence to support the information when you return the form.

## What we need to know

Please make sure your name and address where you are claiming benefit and applying for direct payment of LHA to your landlord is completely clear.

The name of anyone completing the form on your behalf or helping you complete it should be clearly stated. We need to know their address and whether they are from a statutory or voluntary agency; we may need to contact them directly.

Please also tell us about the relationship you have with the person completing the form and the reasons they are filling in the form for you.

## Tell us about any learning disabilities that may cause you problems in paying your rent

This is likely to be for people with slight learning difficulties; those severe disabilities should have appointees. The way learning disabilities affects people's lives varies greatly. You may find it harder to learn and understand how information fits into a bigger picture. You may experience difficulties with everyday practical skills like cooking or using public transport, or social skills like holding a conversation. In some cases like these, it may be appropriate to pay benefit directly to your landlord so that you don't get into any rent arrears.

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

Physical disabilities vary enormously, and it may be in a few cases that it affects how a person manages their affairs. For example, a severe impairment in both sight and hearing may mean you have additional problems with communication, mobility and access to information. You may need to remain close to medical equipment. Similarly, some disabilities may be encountered when you go out or try to access public buildings. You may also have physical problems because of your age.

## **Tell us about any mental health problems that may affect you being able to pay your rent?**

Some people coping with mental illness 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 (LHA) to be paid to your landlord for a short time whilst receiving assistance from other support networks and/or medication.

The most common forms of mental illness include:

- Anxiety
- Obsessive Compulsive Disorder
- Phobias
- Personality Disorders
- Alzheimers
- Manic Depression (Bipolar Disorder)
- Dementia
- Depression
- Eating Disorders
- Postnatal Depression
- Schizophrenia

## **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 benefit directly to your landlord.

## **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 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.

## **Have you had any previous problems in maintaining rent payments?**

You may 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 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.

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### **Do you have rent arrears?**

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

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### **Do you have other debts which might make it difficult to pay rent?**

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If you have major debts, you may find yourself in a position where you are unable to open a bank account due to bad credit rating. This can be debts such as Undischarged Bankruptcy and County Court Judgements, or simply mounting bills such as electricity, gas, water etc. Please give us the details.

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

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

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### **Are you having deductions made from your other income, such as benefits to help repay debts?**

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The Department of Work and Pensions can make deductions from your benefit for rent arrears, Council Tax or fuel 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.

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### **How long might you need payments to be made to the landlord?**

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Please indicate whether you would expect the payments to the landlord to be a temporary or permanent arrangement.

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### **Tenants Declaration?**

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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 you landlord. We may share some of this information with other sections of the council, or the Department for Work Pensions.

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### **Declaration from person completing the form?**

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

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

Revenues and Benefit Section  
Civic Centre, Chesterfield Road South  
Mansfield, Nottinghamshire NG19 7BH  
Phone: 01623463463 (Option 2)  
Fax: 01623 463384  
E-mail: [benefits@mansfield.gov.uk](mailto:benefits@mansfield.gov.uk)  
Website: [www.mansfield.gov.uk](http://www.mansfield.gov.uk)

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