



Are you struggling with
your **rent** or
Council Tax?

How can Stratford-on-Avon
District Council help **you?**

Read on for Information on
Discretionary Housing Payments

What are Discretionary Housing Payments?

Discretionary Housing Payments are extra payments for tenants who are finding it difficult to pay their rent or Council Tax.

Who can apply for Discretionary Housing Payments?

- Tenants who are entitled to Housing Benefit can claim for housing costs
- People who are entitled to Council Tax Benefit can claim for additional help with paying for Council tax

What do Discretionary Housing Payments cover?

- The difference between Housing Benefit and the rent e.g. Where the rent is not being wholly covered by Housing Benefit
- The difference between Council Tax Benefit and the Council Tax charge

What Discretionary Housing Payments do not cover?

- Ineligible Service Charges (e.g. heating, lighting, hot water and meals)
- Water, sewerage
- Increases in rent due to arrears
- Second Adult Rebates

How can you apply for Discretionary Housing Payments?

- Contact the Revenues Service by phone 01789 260991 or by email revenues@stratford-dc.gov.uk
- Drop into a Council Office in Stratford, Alcester, Shipston or Southam to collect a Discretionary Housing Payments Form.
- Fully complete a Discretionary Housing Payments Form with as much information as possible
- Include any additional information or evidence to support your claim
- Send Form to Benefits Division, Elizabeth House, Church Street, Stratford-upon-Avon, Warwickshire CV37 6HX
- Please contact the Housing Benefit Welfare Officer for advice or assistance

What happens next?

- A decision will be made based on the information you have provided
- You will be told the decision in writing

What if you disagree with the decision?

- You can ask for the decision to be reviewed
- You will have to write to the Revenues Division at the above address asking for the decision to be reviewed
- Please contact the Housing Benefit Welfare Officer for advice or assistance

The Housing Advice Team

The Housing Advice Team can offer advice and assistance on all aspects of housing.

We can help with many issues such as:

- Tenancy problems
- Rent arrears
- Housing options
- Housing waiting list

If you need advice or assistance please contact the Housing Advice Team at:

Housing Advice Team
Elizabeth House
Church Street
Stratford-upon-Avon
Warwickshire
CV37 6HX

or phone 01789 260861/2

or email housingadviceteam@stratford-dc.gov.uk

If you find the text in this document difficult to read, we can supply it in a format better suited to your needs.



Elizabeth House, Church Street
Stratford-upon-Avon CV37 6HX

Telephone 01789 267575

Facsimile 01789 260608

Minicom 01789 260747

website www.stratford.gov.uk