

IMPORTANT INFORMATION ABOUT YOUR HOUSING BENEFIT AND COUNCIL TAX SUPPORT



Council Tax Support changes (1st April 2025)

From 1st April 2025, we have introduced changes to the Council Tax Support scheme for people who are working age.

The changes will affect some households who were entitled to an additional disregard from their earnings, and households who have a non-dependant (an adult over 18) living with them. Where these changes affect you, we have made the change automatically and adjusted your new Council Tax bill.

For more information on these changes and our Council Tax Support scheme please visit www.north-norfolk.gov.uk/benefitscts or scan the QR code above.



Discretionary Housing Payments

Struggling with your rent payments? We can provide a top-up to the amount of housing benefit you receive but only in exceptional circumstances. For further information please visit www.north-norfolk.gov.uk/dhp or scan the QR code above.



Repaying overpaid Housing Benefits

An overpayment of benefit occurs when you are paid Housing Benefit to which you have no entitlement. Whilst you remain in receipt of Housing Benefit, any overpayments will be recovered out of your ongoing benefit payments.

If you are no longer entitled to Housing Benefit and you have an outstanding overpayment, this will initially be recovered from you by invoice.

If you are unable to pay this in one go, we may be able to consider a payment plan. Please get in touch. We are here to help and will work with you to find a solution that works for you.

Please visit www.north-norfolk.gov.uk/hbo or scan the QR code above.



Have your savings changed?

If you have over £16,000 you may not be entitled to Housing Benefit/Council Tax Support.

Your entitlement will be affected if you are working age and have over £6,000 or you are pension age and have over £10,000.

Please do not delay in informing us of a change to your savings as you may be overpaid. Please visit our website www.north-norfolk.gov.uk/capital for more information or scan the QR code above.



Report a change in your circumstances

You can use the form on our webpage to tell us of the change www.north-norfolk.gov.uk/cc.

We will need evidence of this, which you can send to us online. Do not delay notifying us of the change as you could lose benefit if you do not report it within one month.

You must report all changes for you and your partner (if you have one) and anyone else living with you, such as:

- a change to your income, savings, or your rent;
- a change to your address, or any absence from your main home likely to exceed 4 weeks;
- the number of people living in your household or the income of other people living in your household;
- a child over 16 leaving full time education or taking up full time work.

If you are not sure, please ask us. For more information, please visit www.north-norfolk.gov.uk/cc or scan the QR code above.



How do I report benefit fraud?

If you believe that someone is claiming benefit that they are not entitled to please phone the National Benefit Fraud Hotline **0800 854 440**, visit www.gov.uk/report-benefit-fraud, email fraud@north-norfolk.gov.uk or scan the QR code above.

Please give as much information as you can to help to investigate the situation. Any information that you give will be confidential. You do not have to give your name and address if you prefer not to.



Universal Credit Migration: What does this mean to you?

Universal Credit is replacing “legacy” benefits which includes Housing Benefit. You can stay on Housing Benefit until you get a letter from the Department for Work and Pensions (DWP) called a **Universal Credit Migration Notice** explaining what you’ll need to do and by when. To continue receiving financial support you must claim Universal Credit by the deadline date given in your letter. You can apply for Universal Credit online or contact CAB for assistance.



To make sure you are claiming everything you are entitled to and for further information on Universal Credit please visit www.north-norfolk.gov.uk/ukucmigration or scan the QR code above.

GETTING HELP WITH THE COST OF LIVING

Are you having money worries and difficulty in meeting your essential living costs?



Our **Financial Inclusion** team can help with the following:

- Benefits advice and support, including checking you are receiving all the benefits you are entitled to and help to request a review of a benefits decision.
- Assist with budgeting, prioritising your bills and looking at ways you can cut costs such as better deals and tariffs.
- Assist with providing access to emergency food, energy, and some basic essential items.
- Debt management advice and support.
- Affordability checks to help you make sure you can afford taking on a new tenancy.
- Assist you in accessing specialist support on complex issues and signposting to other services that can give advice and support.

For further information please visit www.north-norfolk.gov.uk/financialinclusion or scan the QR code above.

Here to help you access the Benefits you are entitled to

If you are elderly or disabled or are unable to get to one of our offices in Cromer or Fakenham and you need help with your claim for Housing Benefit and/or Council Tax Support, we may be able to visit you at your home.

Our Visiting Officer will always carry their identity badge. Please call the team on **01263 513811** to book a visit.

How to maximise your income

Making the most of your money and knowing how to maximise your income is important whatever your situation. You might be able to claim other benefits if you’re either:



- on a low income
- looking for work
- sick or disabled
- a carer
- a parent or guardian
- pregnant

Use our benefits calculator to find out what benefits you could get and how to apply. You’ll need information about your savings, income, pension, childcare payments, and any benefits that you or your partner get already. Please visit www.north-norfolk.gov.uk/financialinclusion or scan the QR code above.

Sanctuary Scheme

If you are experiencing or have been affected by domestic abuse and feel unsafe but want to remain living in your home, the Sanctuary Scheme could be an option for you.



Please contact our Housing Options Team to find out more or to apply:
Telephone: **01263 513811**
Email: housing@north-norfolk.gov.uk

For further information, please visit www.north-norfolk.gov.uk/sanctuaryscheme or scan the QR code above.

If you or someone you know is in immediate danger, **call the police on 999.**

