

Our Ref:  
Direct Dial: (01263) 516349  
Direct Fax: (01263) 516106

Form downloaded from <https://www.north-norfolk.gov.uk/>

Dear Sir or Madam,

### **TEMPORARY ABSENCE FROM HOME**


I understand that you are temporarily absent from your home. To enable me to establish whether I am able to pay Housing Benefit during this period of temporary absence, and if so for how long, please fully complete the questionnaire below and return it to this office within **one calendar month**. It may be necessary to contact you again when I am in receipt of this information.

**Before you send us your request please read the further information contained in this letter.** This explains who can claim housing benefit whilst temporary absent and for how long. We are unable to accept this information by telephone.

It is a condition of receiving Housing Benefit that you are actually living in the property for which you are claiming benefit. There are certain exceptions to this rule which means that some people can continue to claim Housing Benefit during periods of absence from the property. **If you are unsure of how your absence will be treated for Housing Benefit purposes please contact us.**

If you require any further assistance please do not hesitate to contact us.

Yours sincerely,



Elisabeth Codling  
Benefits Manager  
Tel (01263) 516349  
Between: 8.30am - 5.00pm Monday, Tuesday and Thursday  
10.00am - 5.00pm Wednesday and 8.30am - 4.30pm Friday  
Email: [benefits@north-norfolk.gov.uk](mailto:benefits@north-norfolk.gov.uk)

## For temporary absences that start on or after 28<sup>th</sup> July 2016

Under the new rules you can be absent for up to 4,8,13 or 52 weeks depending on your circumstances and as long as you continue to meet the rules for absences from your main dwelling. To continue to claim Housing Benefit whilst you are away from home, you must meet the following conditions:

- You must intend to return to live in the property after the absence ends. You cannot ask us to pay whilst you are away if you have no intention of returning to the property.
- You (or your landlord - if applicable) must not let or sublet your accommodation whilst you are away. For example, your landlord cannot rent your room out to other people whilst you are away.
- Your absence must not be likely to exceed 4,8,13 or 52 weeks at the start of the absence. For example, you cannot intend to go and stay with relatives for 16 weeks and ask us to pay for the first 4 weeks.
- You must still be liable for rent on your normal home.
- You must provide the information and evidence needed for the claim to continue.

Here are some examples of allowable periods of temporary absence inside or outside of Great Britain:

Situation	<i>On or after 28th July 2016</i>	
	Rules of absence Within Great Britain	Rules of absence Outside Great Britain
Claimant or partner temporarily absent for any reason.	Up to 13 weeks	Up to 4 weeks
Claimant absent in connection with the death of a partner	Up to 13 weeks	Up to 8 weeks  (4 weeks and further 4 weeks if unreasonable to expect claimant to return)
Claimant or partner absent in connection with the death of a child or a qualifying young person normally living with the claimant	Up to 13 weeks	Up to 8 weeks  (4 weeks and further 4 weeks if unreasonable to expect claimant to return)
Claimant or partner absent in connection with the death of a close relative of claimant, partner or of a child of qualifying young person normally living with the claimant.	Up to 13 weeks	Up to 8 weeks  (4 weeks and further 4 weeks if unreasonable to expect claimant to return)
Claimant or partner absent abroad in order to receive medical treatment	Up to 52 weeks	Up to 26 weeks
Claimant or partner accompanying a partner, child or qualifying young person for medical treatment abroad	Up to 52 weeks	Up to 26 weeks
A person enters residential accommodation to determine whether it is suitable for their needs	Up to 13 weeks	Up to 4 weeks

The person is resident in hospital or similar institution as a patient	Up to 52 weeks	Up to 26 weeks
The claimant, partner or dependent child is undergoing medical treatment or medically approved convalescence in accommodation other than residential accommodation	Up to 52 weeks	Up to 26 weeks
The person is providing medically approved care of a person residing in GB or elsewhere	Up to 52 weeks	Up to 4 weeks
The person is caring for a child whose parent or guardian is temporarily absent for receiving medically approved care or medical treatment.	Up to 52 weeks	Up to 4 weeks
The person receiving temporary care in residential accommodation that is not on a trial basis.	Up to 52 weeks	Up to 4 weeks
The person that has left their dwelling through fear of violence in that dwelling	Up to 52 weeks	Up to 26 weeks
In connection with being a mariner or continental shelf worker	Up to 13 weeks	Up to 26 weeks
The person is undertaking a training course	Up to 52 weeks	Up to 4 weeks
Eligible Students	Up to 52 weeks	Up to 4 weeks
A person is detained in custody on remand pending trial, pending sentence upon conviction, has bail requirements to live elsewhere, needs to live in bail accommodation or is sentenced following conviction	Up to 52 weeks	Up to 4 weeks
A person is sentenced following conviction	Up to 13 weeks where the period of absence is unlikely to exceed 13 weeks	None
Members of Her Majesty's Armed Forces	Up to 13 weeks if absent outside of GB.	For absence outside of GB, 26 weeks
(as a member of the armed forces away on operations)	If within GB, 13 weeks	For absence within GB, no change, 13 weeks
Any other temporary absence e.g. holiday	Up to 13 weeks	Up to 4 weeks

### Information we need from you

If it is clear that you will be away from your property for a length of time, please tell us before you leave. Please fill in and return the enclosed form answering all of the questions with as much information as possible.

### During your absence

If any of the following change during your absence you need to tell us straight away:

- If you decide not to return to the property.
- If your reason for absence changes.
- If your absence is likely to be for longer than expected.

## Temporary Absence From Home Questionnaire

Claim Ref: \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

### Question

<b>1</b>	Please supply details of the reason for absence and where you will be residing giving the full postal address and country if applicable.
<b>2</b>	When did the absence start?
<b>3</b>	How long is the absence likely to be?
<b>4</b>	Is it your intention to return and occupy the dwelling as your home? Yes / No
<b>5</b>	If you <b>will</b> be returning to the property please give a date if known.
<b>6</b>	If you <b>will not</b> be returning to the property when was it decided that you would not be returning?
<b>7</b>	Will the property be sub-let during the period of absence? Yes / No If yes, for what period?
<b>8</b>	Please provide any other information that you feel may be relevant and necessary.

**Claimant's signature:**

**Date:**     /     /

**Contact telephone number:**