Electronic Change in Circumstances

This guide outlines the Council's Change in Circumstances functionality and will take you through how to record and submit changes to your circumstances for Council Tax and Housing Benefit purposes.

Prior to submitting your details, you must be <u>logged into your Self Service account</u>. If you do not have an account, you can <u>register for a self service account</u>.

How to report your changes

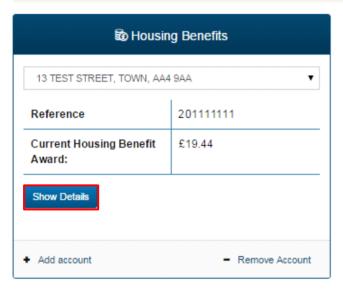
Once you have logged into your Self Service account, you can access the Change in Circumstances facility through clicking on the **Show Details** button available for your account:

My Services

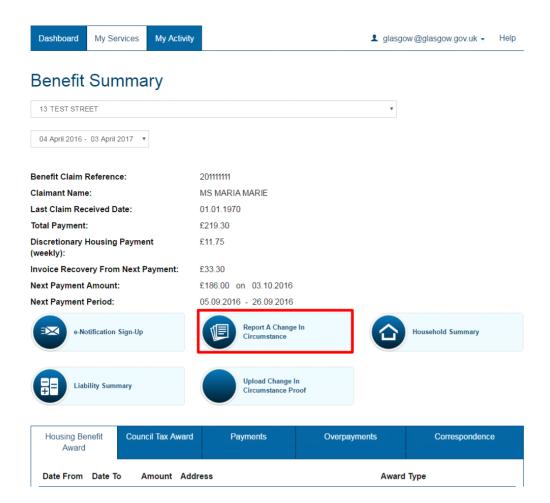
This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select 'Add / Remove Account' in the top right corner of each service tile.





You will then be able to view the summary information for your claim. The option to report a change in circumstance is listed among the functions available:



You will then see the Main Menu for reporting changes in circumstance.



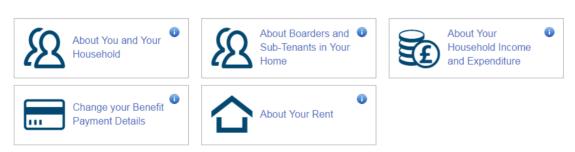
Tell Us About Changes in Circumstance

Benefit Claim Reference 201111111

Services Available To You

Choose from the following options. After entering a change, you will be able to return to this page to add another change, or if you have finished entering changes you can submit your changes us. We will then review your changes and notify you separately about the effect to your award

Where you see the information icon in the top right hand corner of a box throughout the Change in Circumstance module you can click it for further information



From here you can report the following changes:

About You and Your Household

 Here you can add new members or edit personal details or add new personal circumstances for yourself and any other household members. More information on adding a new member is shown below

About Boarders/Sub-Tenants

o Add details of a boarder / sub tenant

• About Your Household Income and Expenditure

 You can edit any existing income or benefit or add on any new income you are receiving or submit details of any expenditure

. Change Your Benefits payment details

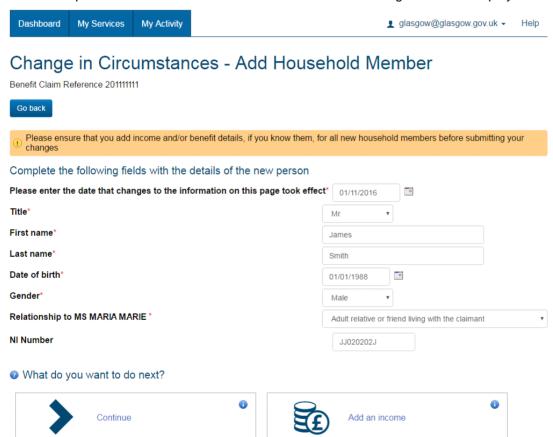
You can change your method of payment

About your rent:

o You can advise of any changes to your rental charge.

Adding a new household member

If you want to tell us about a new member of your household, you should click on the 'About You and Your Household' option and then select 'Add a New Person'. The following screen will display:

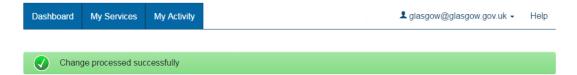


You must add the person's Title, Name, Relationship to you, Gender, Date of Birth and National Insurance Number. You must also tell us the date that this change took effect from.

You can now click on the Continue button to submit these details or, if you wish to tell us about the income of the new person, clicking on the Add an income button will bring up a screen allowing this.

Once you have submitted all of your changes, you will then be told if we require any evidence of these. Any

evidence required will then be listed:



Thank you. To upload proof please follow guidance below.

Benefit Claim Reference 201111111

Household member: Non Dependant - Mr James Smith - entered household - w.e.f 01/11/2016

Household member: Non Dependant - Mr James Smith - unearned income added : ContributionBasedJobseekersAllowance - w.e.f 01/11/2016



Household Entered - Upload Proof

To upload proof of your Change In Circumstances please click on the 'My Services' tab, select Housing Benefits 'Show Details' then from your Benefits Summary page and then click on 'Change In Circumstance Proof'

- You have 31 days to provide your proof of income and proof of identity for your household member:
- Employed: Provide proof of their earned income
- Benefits: Provide benefit award letters for all benefits they receive
- Student: Provide proof of student status for your household member
- Self Employed: Provide recent accounts showing their self employed income

Unearned Income - Upload Proof

To upload proof of your Change In Circumstances please click on the 'My Services' tab, select Housing Benefits 'Show Details' then from your Benefits Summary page and then click on 'Change In Circumstance Proof'

- You have 31 days to provide your proof; examples of acceptable proof of unearned income:
- DWP benefits: Your benefit award letter
- Tax Credits: Your tax credit award letter
- Occupational Pension: Your award letter or most recent pay advice slip
- Other Payments: i.e. Proof of child support, non UK pensions, bank statements for any other monies you receive

A facility to upload electronic or scanned documents is available <u>here</u>. This allows up to 10 files at a time to be sent to us.