

## Where can I get more advice?

Contact us if you want more help or advice on **01372 732269**.

Alternatively you can email us at [benefits@epsom-ewell.gov.uk](mailto:benefits@epsom-ewell.gov.uk) or write to us at :

The Benefits Section  
Epsom and Ewell Borough Council  
Town Hall  
The Parade  
Epsom  
Surrey  
KT18 5BY

you could also contact your local Citizens' Advice Bureau or Welfare Rights Service. Their details are in your local phone book.



### Benefits Section

Town Hall, The Parade, Epsom, Surrey. KT18 5BY  
tel 01372 732000

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**EPSOM  
&  
EWELL**  
BOROUGH COUNCIL



# Discretionary Housing Payments

Telephone: **01372 732269**  
[contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)  
[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)

**If you would like a copy of this document in large print, on tape or in Braille, please contact 01372 732000**

**If you require a translation in your language, please contact:**

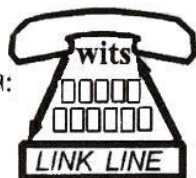
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو براہ مہربانی رابطہ کریں۔



**01483 750548**

## How is DHP paid?

DHP is **not** a benefit payment therefore we pay it separately. When paid to help you with your Council Tax it is paid directly into your Council Tax account. For help with your rent it is paid either to your landlord or to yourself by BACs and at the same time that your Housing Benefit is paid.

## What should I do if I disagree with your decision?

Unlike Housing Benefit and Council Tax Benefit there are no formal appeal rights for DHP decisions. You cannot appeal against decisions made not to pay you a Discretionary Housing Payment nor the amount we agree to pay or the period we agree to pay for. However, if you disagree with our decision you can write and ask us to look at the decision again.

You **must** write to us within one calendar month of the date on the decision letter, stating your reasons why you disagree with our decision.

## What if my circumstances change?

If your circumstances change, you **must** tell us in writing, straight away. We will then look at your DHP again to see if we need to change it.

If the change means we have to reduce or cancel your DHP, you might have to pay back some or all of the DHP we have already paid to you.



## How do you decide if I can have an award of DHP?

We look at the following things when we make a decision:

- your income
- your savings
- if anyone else living in your home can help you with your housing costs
- if you have any loans or debts
- if you could manage your money better
- if you or anyone in your family is ill or disabled
- if you have tried to put the situation right yourself
- if there are any other means of alleviating the shortfall.

If you are invited to attend an interview we will ask you questions that enable us to give a full and proper consideration of your application.

Once a decision has been made, you will be sent a letter informing you of our decision and our reasons for that decision.

If we award you a DHP we will tell you in the letter the amount of that award and how long we will pay it for.

## How much might I get and for how long?

How much we give you depends on your circumstances. Each case is looked at individually and is decided on its own special circumstances.

For Housing Benefit, we cannot give you more than your total rent (less amounts for services such as electricity or water rates). For Council Tax Benefit, we cannot give you more than the amount of your Council Tax liability after Council Tax Benefit has been paid.

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## What are Discretionary Housing Payments (DHPs)?

DHPs are extra payments to help pay rent, Council Tax or both. These payments are for people who are already in receipt of Housing and/or Council Tax Benefit who need further help with their housing costs, if these costs are more than the amount of benefit they get.

At the start of every financial year, the Government allocates a separate sum of money to Epsom and Ewell Borough Council for DHPs. This sum is then used at our discretion to grant awards over the financial year.

The DHP fund is cash limited and the amount of money Epsom and Ewell Borough Council is allowed to spend on awards is set by central government. Therefore Epsom and Ewell Borough Council must ensure awards are allocated wisely and will only make DHP payments in exceptional circumstances.

DHPs are not payments of Housing Benefit or Council Tax Benefit, although these benefits will be taken into account when deciding on an award of DHP.



## What DHPs cannot cover

- Any items within your rent that are not eligible for Housing Benefit such as:
  - water and sewerage charges
  - meals
  - fuel costs (heating, lighting, hot water, gas or electric for cooking)
- increases in rent payments to cover rent arrears which are not eligible for Housing Benefit
- if your Housing or Council Tax Benefit payments are suspended
- rent, if you are only entitled to Council Tax Benefit
- Council Tax, if you are only entitled to Housing Benefit
- if you are only receiving Alternative Council Tax Benefit (also known as Second Adult Rebate)
- reductions in any benefit as a result of Jobseeker's sanctions, Child Support sanctions or any other sanctions following certain benefit related offences.

## How do I apply for a DHP?

You can only apply for a DHP if you are currently in receipt of Housing or Council Tax Benefit.

Contact the benefit section by telephoning **01372 732269** for more information and to obtain an application form.

Alternatively, you may come in person to the Benefit Enquiry counter **Monday – Friday between 9.00 am and 4.30 pm.**

You can also request a form via e-mail to [benefits@epsom-ewell.gov.uk](mailto:benefits@epsom-ewell.gov.uk) or complete the PDF application form which can be found on our website **[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**.

Upon receipt of your completed claim form, you may be asked to attend an interview to discuss your application in more detail.