

This leaflet provides a brief summary of the how the Housing Benefit system works and who is entitled to claim.

Who can apply?

Housing benefit is a National Scheme to help tenants who qualify to pay their rent. This is dealt with by West Dunbartonshire Council in your area. If you pay rent you can apply, even if you are working or are getting other benefits.

Housing benefit is worked out based on the amount of money you have coming into the house, plus any savings. In addition, the number of people in your house and their ages will also be taken into account.

If you are of working age, you will probably have to apply for Universal Credit. Please refer to our Universal Credit leaflet.

How to apply

You can get an application form for housing benefit from either West Dunbartonshire Council or from our office.

It is your responsibility to make sure that all forms are handed in to or delivered to West Dunbartonshire Council (address overleaf). Please remember to ask for a receipt.

You may also need to submit proof of your income. This should be done at the time of applying for housing benefit to avoid a delay in your claim being assessed. You can provide this to either ourselves or to the Council.

Change in circumstances

You must report any changes in your circumstances immediately to West Dunbartonshire Council or ourselves.

Some examples of changes that may affect your Housing Benefit and which you must report are:

- Any change in your level of income or savings
- When someone moves in or out of your house
- If Income Support or Income Based Job Seekers Allowance stops

- Any change in the level of income of any other adults (non dependants) in your household
- When someone in your household is admitted to hospital

Assessment of claim

Once your claim has been assessed, West Dunbartonshire Council will write to you and inform you of the amount of Housing Benefit awarded to you.

It is important to check all the information on the award letter you receive - particularly the income figures that you provided. If you do not receive a letter from the Council, you must contact them to find out why.

If any of the information is incorrect or you are not sure about the information on the award letter or how to check it, you should contact the Council and ask for help.

Other benefits you can claim

It is important that you claim all the benefits you are entitled to. Even if you are in full time employment you can claim other benefits as well as housing benefit.

Extended payment of housing benefit

If you are under 60 and have been in receipt of Income Support or have been unemployed (with or without Income Support) you can claim up to an extra four weeks housing benefit when you start work if you have been unemployed for at least 26 weeks prior to starting work.

Who to contact for advice

You will be able to get more information on each of the benefits from the advice centres overleaf, all of whom offer a confidential service.

Please remember: housing benefit is there to help you pay your rent. Failure to pay rent can put your tenancy at risk.

“Offering our community
more than a home”



Local Advice

Below are just some of the local agencies that will try to help you:

Katie McGhee, Welfare Rights Officer
Clydebank Housing Association
77-83 Kilbowie Road
Clydebank
G81 1BL

Clydebank Citizens Advice Bureau
Clydebank Social Economy Centre
63 Kilbowie Road
Clydebank G81 1BL
Telephone No. 0141 435 7590

West Dunbartonshire Council
Clydebank Town Centre Office
10 Sylvania Way South
Clydebank G81 1EA
Telephone No. 01389 737000

Please do not hesitate to contact the Rents Team if you need any assistance.

If you or someone you know would like this leaflet in any other format, let us know.

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