

A guide to Housing Benefit for Private Tenants and Landlords



North Tyneside Council

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Additional guidance for landlords

What is Housing Benefit?

Housing Benefit is a national benefit paid by the Local Authority to help people pay their rent. You may be entitled to Housing Benefit if you have a low income, or are receiving welfare benefits. Your income and savings have to fall within certain limits for you to qualify.

Who can claim?

From 2 May 2018 Universal Credit has been fully rolled out in North Tyneside. This is a government benefit that has replaced Housing Benefit for most working age claimants, so if none of the above circumstances apply you are not eligible for Housing Benefit and you need to make a claim for Universal Credit to help pay your rent.

You can claim Housing Benefit to help you pay your rent if any of the following circumstances apply to you:

- you have reached pensionable age (and if you have a partner they have also reached pensionable age or, if your partner is under pensionable age, you are receiving Pension Credit)
- you have been assessed as homeless and placed in temporary accommodation by the Local Authority
- you are living in accommodation where you are provided with more than minimum care, support or supervision and your landlord is an English non-metropolitan county, a DWP funded resettlement hostel, a housing association, a registered charity or a voluntary organisation

There are the following exceptions that prevent you claiming Housing Benefit;

- Some people with capital and/or assets of £16,000 or more
- Certain people from abroad
- Most full-time students
- People whose tenancies are not on a commercial basis or that have been created to take advantage of the Housing Benefit Scheme
- Some people who previously owned the home they are now renting
- People living in registered Nursing / Care homes

You can only get Housing Benefit if you are responsible for paying the rent for your home, or live with your partner who is responsible for the rent. Only one member of a couple who live together can claim Housing Benefit. You must also live in the accommodation for which you are claiming Housing Benefit.

There are some people who will be treated as though they are not responsible for paying rent even though they are paying it, for example, if you are renting from a close relative who also lives in the home.

You must be living in the UK to claim Housing Benefit. If you are from overseas or have recently come to live in the UK you may have difficulty claiming the benefit, depending on your immigration status.



If a tenant is unsure about whether he/she can claim, they should contact us, contact details are on the back of this leaflet.

Even though a tenant might be entitled to claim benefit, this does not necessarily mean that he/she will qualify for benefit. As a landlord, you should try and obtain some payment of rent from tenants who are waiting the outcome of a benefit claim. This will guard against tenants falling into arrears if they do not qualify for Housing Benefit, or only qualify for partial benefit.

How do I claim?

There is no automatic entitlement to Housing Benefit. Housing Benefit cannot be paid unless a valid claim is made in one of the following ways.

If you make a claim for Pension Credit, the information that is used for your Pension Credit claim is passed to the Local Authority if you want to make a claim for Housing Benefit. If you do not claim the above you will need to complete an online application form, this is available at www.northtyneside.gov.uk. For further guidance you can visit a local Customer First Centre.

Sometimes we will write to you and ask you to fill in another form or to provide some further information or evidence.

You must provide the necessary information or documentary evidence as requested on the claim form in support of your claim; failure to do so may delay your claim. If further information is requested by us, you must reply within one calendar month from the date it was requested. Failure to provide it within the time limit may result in loss of entitlement.



All claimants must provide a fully completed claim form (unless claiming Pension Credit where this will be done automatically by the Jobcentre on their behalf) plus all relevant evidence to support their claim. This will vary from claimant to claimant but mainly consists of the following:

- Proof of their identity and evidence of their National Insurance Number. A list of what evidence can be accepted is provided with the application form.
- Proof of all income and capital for everyone in their household.
- Evidence of the rent being charged for the property, preferably in the form of a tenancy agreement. Full details of the accommodation and tenancy must be provided (length of tenancy, details of any charges included in the rent, amenities provided, number of rooms available to the tenant and the type of property).

As a Landlord, you can help by ensuring that all tenants are provided with a tenancy agreement which is current and in date. Also by ensuring that tenants are fully aware of all the charges included in the rent. (i.e. water rates, heating, lighting etc).

Regular visits to your tenants to ensure that they are still resident will help reduce instances of overpayments.

If the Housing Benefit is paid directly to yourselves and not your tenant, keep accurate and up-to-date records of all Housing Benefit received. If you believe that a tenant is in receipt of payments direct to themselves and they accrue arrears in excess of 8 weeks rent, inform the Local Authority immediately.

What will you use to work out my benefit?

When we work out your benefit we take into account a number of things such as:

- the age, health, income and capital for you and your partner if you have one.
- your applicable amount (we will tell you more about this later on)
- dependant children that live with you
- the age and income of any non-dependants that live with you (non-dependants are explained in more detail later on)
- the rent that you pay

What savings count?

We need to know about all of your savings and investments. This includes things like Shares, National Savings Certificates, Investment plans and any other properties you own. You need to tell us about all Bank or Building Society accounts that you have even if they don't have any money in them or you only use them to have benefits or wages paid into them. If you have savings or investments worth more than £16,000, and you are not claiming Guarantee Pension Credit, you are not entitled to Housing Benefit.

- For working age claimants we ignore any savings up to £6,000 and for every £250 or part of £250 that you have over £6,000, we add £1.00 a week to your income.
- For claimants who are pensionable age we ignore any savings up to £10,000, but for every £500 or part of £500 that you have over £10,000, we add £1.00 a week to your income.

What expenses are taken into account?

We can take into account some expenses such as deducting 50% of pension contributions if you work. If you are working or considered to be in remunerative work we can take into account child care costs if you use registered childcare.

What is an 'Applicable Amount'?

This is the amount we compare your income against to decide how much Housing Benefit we can award you. The Applicable Amount is what is considered by Government as an amount you need to live on each week. The level of Applicable Amount depends on how your household is made up. We take into account you, your partner (if you have one), children you have and add in any premiums you may be entitled to.

Premiums are awarded in certain circumstances for example if you or your partner is elderly or you, your partner or a dependant child is disabled.

What is a non-dependant?

We call any adult who lives in your household but is not your partner, a 'non-dependant'. We normally deduct some of your benefit for each non-dependant who lives with you. This is called a non-dependant deduction. The amount that we take off depends upon the income and age of the non-dependant.

We won't make any deduction for a non-dependant if you are blind; receive the care component of Disability Living Allowance (DLA), Attendance Allowance (AA), Daily Living Component of Personal Independence Payment (PIP) or Armed Forces Independence Payment (AFIP).

When will Housing Benefit start?

Generally a claim will start from the Monday following the date the claim is made, although there may be circumstances when a claim can start earlier depending on when a tenancy starts.

Where a claim is received during the week that the tenancy starts it may be awarded from the commencement of the tenancy date, as long as you, the claimant on the date that the tenancy started has physically moved into the property.

If a claim is submitted late, it can only be backdated to an earlier date in exceptional circumstances if the claimant can show "Good Cause" for failing to claim earlier. Only you, the claimant, can make a request for backdated benefit, the request has to be made in writing and must provide full details of why you made a late application.

Can you backdate my claim?

Housing Benefit can be backdated in certain circumstances. For working age claimants, benefit can be backdated by a maximum period of one month. You will need to prove that you had 'Good Cause' for not claiming sooner and that 'Good cause' existed throughout the whole of the period you are claiming backdated benefit for.

For claimants considered as pensioners, the maximum period for backdating is three months. However Pensioner claimants do not have to prove 'Good Cause'.

You can request that your Housing Benefit is backdated on the application form, when you first make your claim or when you receive your decision notice.

What is an extended payment?

An Extended Payment is an extra 4 weeks of Housing Benefit which you may be entitled to, if you or your partner start work after receiving certain state benefits continuously for 26 weeks. We pay this at the same rate as you were getting before you started work.

How much will I get?

Housing Benefit is a means-tested benefit, which means that entitlement is affected by the amount of income and savings that you, the claimant /and partner and in some cases the other household members may have. This may fluctuate depending on your personal circumstances and no two claims are the same, for example you may receive more or less money than your neighbour/friend etc.



The amount of Housing Benefit that your tenant will get will depend on their personal circumstances, household income and the number of bedrooms that their household needs. The Local Housing Allowance rates can be found at www.voa.gov.uk

Is there a minimum amount of Housing Benefit?

Yes, the minimum amount we can pay is 50 pence per week.

How will I be paid?

In the majority of cases we will pay you directly straight into a bank or building society account for reliability and safety. We can in exceptional circumstances pay your landlord direct if you are 8 weeks in arrears and we believe that you are unlikely to pay your rent or the Local Authority considers that paying your landlord direct will assist you to secure or retain a tenancy. We normally pay your benefit in arrears every fortnight.



The Government wants to give individuals and families more responsibility for managing their money, including paying their rent themselves. Housing Benefit will therefore be made direct to the claimant. We usually pay benefit direct to a Bank Account, so you may be able to ask your tenant to set-up a standing order to pay their rent to you.

Even if both the claimant and the landlord want payment to go direct to the landlord, this cannot automatically be granted.

However, the Local Authority does accept that there are certain circumstances where a claimant would find it difficult to manage their benefit entitlement themselves, and in these circumstances, we can consider paying the landlord direct. In these circumstances, the tenant, or someone who is acting on their behalf can complete a form to apply for benefit to be paid directly to the landlord.



Some examples of people who may find it difficult to manage their benefit payments are:

- People who have certain medical conditions
- People with learning disabilities
- People fleeing violence
- People with addiction to drugs or alcohol.

Every case will be decided on an individual basis, a decision being made about whether the claimant's circumstances will cause them difficulty in paying their rent. If payments are made to the landlord, this will not always be indefinite. We will usually review the situation regularly to check whether the claimant's circumstances have changed, in order to see if they are able to manage their benefit again. Where we are happy that they are able to manage, we will make payments to the tenant.

How is Local Housing Allowance worked out?

From April 2013 Local Housing Allowance moved to annual CPI (Consumer Price Index) up ratings, which measures the rate of inflation. This brings Local Housing Allowance in line with the CPI figure and will bring stability and ensure expenditure in the private rented sector is contained at a reasonable level. It also brings Housing Benefit into line with the annual uprating of other benefits and the integration of Housing Support within Universal Credit.

Annual up rating makes Local Housing Allowance simpler to understand and easier for people to plan for the future when they know the maximum amount of Housing Benefit that will be available for the year ahead.

The rates are set by the Valuation Office and the rate applies for 12 months, from 1st April – 31st March each year unless the claimant has a relevant change.

A relevant change would be:

- Moving house
- A change in circumstance that affects the number of bedrooms needed by the claimant; for example another adult moving in or out
- A rent increase or decrease

The maximum Local Housing Allowance you can get is set for the area in which you live, and is also limited to the size of property deemed appropriate for your household. You can't get more than your actual rent.

Local Housing Allowance is based on the household needs regarding the number of bedrooms require for the household rather than the size of the property the claimant is intending to rent.

The maximum amount we can use to work out entitlement is the Local Housing Allowance rates for the number of bedrooms the claimant's household needs or the contractual rent which ever is lower:

We work out the number of bedrooms a claimant's household needs up to a maximum of four bedrooms. The maximum LHA allowance is restricted to four bedrooms.

Local Housing Allowance rates are referred to as the 30th percentile, which means that out of every ten properties available to rent, there will now be three properties affordable to Housing Benefit Customers.

We calculate one bedroom for:

- Every adult (see section "Single claimants under 35 and those living in shared accommodation")
- Any other adult
- Any two children of the opposite sex under the age of 10
- Disabled member of a couple who is unable to share a bedroom
- A carer who regularly provides overnight care for the claimant, partner or other household member and does not reside with them
- Any two children of the same sex aged 10-15
- Any other child
- Approved foster carer
- Adult, child in armed forces
- Disabled child who is unable to share a bedroom

Children who only visit absent parents are not included in the household.

Example 1

Bill and Joan are a couple who have a child Olivia, who is ten years old. They are allowed one bedroom for themselves and one for Olivia. This means any benefit they are entitled to will be based on the Local Housing Allowance rate for two bedrooms.

Example 2

Gary and Susan are a couple. They live in a self-contained flat which has two bedrooms. They are allowed one bedroom for themselves. This means any benefit they are entitled to will be based on the Local Housing Allowance rate for one bedroom.

Who does not fall under Local Housing Allowance?

There are a number of claimants who Local Housing Allowance does not affect, these are:

- Tenancies that began before January 1989
- Housing Associations and other Registered Social landlords
- Exceptional cases – caravans, houseboats, mooring charges, mobile homes and hostels
- Cases where board and lodging is substantial
- Housing provided by the Local Authority, social landlords, charities and voluntary organisations, where support and care are provided by the landlord.
- Some co-operatives

Rents higher than the Local Housing Allowance rate

The Local Housing Allowance rate is the maximum amount benefit can be based on, so if the rent is higher than the Local Housing Allowance rate, the Local Housing Allowance rate is what will be used to calculate benefit.

Rents Lower than the Local Housing Allowance rate

Where rents are lower than the Local Housing Allowance, the claimants actual rent is the maximum amount benefit can be based on.

What if Local Housing Allowance (LHA) doesn't fully cover my rent?

The amount of Local Housing Allowance you get may not be enough to pay all of your rent. If this happens, you will need to think about how you could make up any shortfall.

- increase hours of work
- move into employment
- ask non dependants to contribute
- look at your monthly outgoings to see if you can make any savings
- negotiate a cheaper rent with your landlord
- move somewhere cheaper
- apply to the council for a Discretionary Housing Payment

Paying your rent

As a tenant you are responsible for paying your rent to your landlord. If you do not pay the rent your landlord may apply to the Local Authority to have it paid to them, or take other action to recover their money. Your landlord may also be able to go to the courts and ask that you be evicted from your home. Eviction means that:

- you will lose your home
- your benefit may not be paid to you in the future
- you may have difficulty finding new accommodation, as your landlord is unlikely to give you a reference
- you will still have to pay the landlord the money you owe and possibly extra money to cover any court costs
- an application for re-housing could be affected as you may be considered to have made yourself intentionally homeless.

If you cannot pay your rent because of money problems you should ask for help. There are many organisations that can give you advice about debt and money problems. Please see the back of this booklet for a list of useful numbers.



Paying the Landlord due to arrears

If the claimant is falling behind on their rent the landlord should make the Local Authority aware of this, so they can start to look into it. Where the arrears are 8 weeks or more, we will usually make payments direct to the landlord, but a landlord should not wait until the arrears are 8 weeks before informing us that their tenant is falling into arrears.

Where it has been decided that we will pay Housing Benefit to you, the landlord direct, the following things must be considered:

- The Local Authority does not assume any of the landlord's or the tenant's responsibilities by making direct payments to the landlord (i.e. the tenant not the Local Authority is responsible for the payment of rent. It is the landlord's, not the Local Authority's responsibility to manage a property in such a way, that he/she is aware when a tenant vacates).
- The landlord may be responsible for any overpayments that occur whilst he/she is in receipt of direct payments.
- If the tenant shows that they may be able to begin managing their money effectively themselves, then we may decide to start paying Housing Benefit direct to the tenant.



- It remains the tenant's responsibility to pay any difference between the rent charged and the Housing Benefit received.
- The landlord has a duty to report any information that he becomes aware of which is likely to affect a claimant's benefit, for example:
- The number of people living in the property changes
- The claimant moves out of the property

Paying a Landlord to secure a tenancy

Where the Local Authority considers it will assist the customer in securing or retaining a tenancy they can make the payment of benefit direct to the landlord.

Single claimants under 35 and those living in shared accommodation

Single claimants under 35 years are only entitled to the rate for a shared accommodation, unless they:

- Rent from a Local Authority or Housing Association
- Are in receipt of DLA Care component at the higher or middle rate or Personal Independence Payment Daily Living Component (PIP) or Armed Forces Independence Payment (AFIP) and no one receives Carers Allowance for caring for them
- Are entitled to an additional room due to a non-resident carer
- Are under 22 years and leaving care
- Have spent time in a hostel for 3 months or more and have been offered and accepted support services with a view to assisting them to be rehabilitated or resettled within the community.
- Are an ex- offender living in self-contained accommodation, whom when released from prison are managed under the Multi Agency Public Protection Arrangements (MAPPA).

Single claimants and couples without dependant children or dependants who choose to live in shared accommodation are also only entitled to the shared rate.

Example 3: Marcus is single. He is aged 33 he rents a one bedroom flat but because he is under 35, his benefit is based on Local Housing Allowance shared accommodation rate.

Example 4: Bill is aged 26 and has his own room but shares a kitchen and bathroom with two other people. As he shares facilities, any benefit he is entitled to will be based on the Local Housing Allowance shared accommodation rate.

Claimants, partners or other household members who are provided with overnight care

Where a claimant, partner or other household member needs, and is provided with overnight care which is provided by someone who does not live with them, we can allow a bedroom for the carer.

To qualify for this the claimant must show:

- That regular overnight care is needed and is provided by someone who does not live with them, and
- There is a bedroom available for that carer to use.

Foster carers

An additional bedroom may be allowed when working out a household's bedroom assessment if either the claimant or partner is an approved foster carer.

To qualify either the claimant or partner must match one of the following criteria:

- Approved foster carers who have a child placed with them
- Approved foster carers who are between placements, but only for a period of up to 52 consecutive weeks from the date of the last placement
- Newly approved foster carers but only for a period of up to 52 consecutive weeks from the date of approval if no child is placed with them during that period.

Before we can consider awarding an additional bedroom we require evidence of the letter from the social worker approving you as a foster carer.

A child is unable to share a bedroom

An additional bedroom may be allowed for children with serious disabilities that make it inappropriate for them to share a bedroom.

The child must be in receipt of the Disability Allowance Care Component at the middle or higher rate.

Before making a decision we will need to consider the nature and severity of the disability, the frequency and nature of care required during the night and the extent and regularity of the disturbance to the sleep of the child who would normally be expected to share the bedroom.

Each case will be judged on its own merits and we should be provided with sufficient.

A member of a couple who is unable to share a bedroom

An additional bedroom may be allowed for a member of a couple with serious disabilities that makes it inappropriate for them to share a bedroom.

The person must be in receipt of either the Disability Living Allowance Care Component at the middle or higher rate, the Daily Living Component of Personal Independence Payments, higher rate of Attendance Allowance or Armed Forces Independence Payments.

Before making a decision we will need to consider the nature and severity of the disability, the frequency and nature of care required during the night and the extent and regularity of the disturbance to the sleep of the person who would normally be expected to share the bedroom.

Each case will be judged on its own merits and we should be provided with sufficient medical evidence.

Adult children in the armed forces

An additional bedroom may be allowed for an adult child in the armed forces while they are away on deployment. However the child must continue to live with their parents whilst they are not being deployed.

During the periods that they are not deployed (including time in barracks) the appropriate non-dependant deduction will be taken off your Housing benefit.

If my circumstances change do I have to tell you?

If you have a change in your circumstance that you think might affect your benefit **you must tell us about it** – a phone call may not be enough. We may require a signed statement or evidence. You must do this without delay and within 21 days at the latest. If you do not tell us you may lose benefit to which you are entitled to, or you may get too much benefit, which you may be asked to repay.

If you fail to notify a change in circumstance you may be liable to prosecution or the Local Authority could impose a penalty.

Changes you should tell us about

The list is not exhaustive but a change in your circumstance could be something like:

- Any of your children leave school or leave home;
- Anyone moves into or out of your home, including lodgers and sub tenants;
- Your income or the income of anyone living with you, including benefits, changes;
- Your savings or investments changes
- You or anyone living with you becomes a student, goes on a Youth Training Scheme goes into hospital or a nursing home, goes into prison, or changes or leaves a job.

Changes in circumstances are effective generally from the Monday following the date of change.

If the change means that you are entitled to more benefit, then we will only be able to increase your benefit from the Monday after you tell us about the change, if you do not tell us within one month of the change happening.

However, if the change means that you are entitled to less benefit, we will reduce your benefit back to the date the change happened. We will also ask you to pay back any overpaid benefit.

What happens if benefit is overpaid?

Overpayments of benefit can occur for a number of reasons including:

- The claimant moving out of the property
- A change in the claimant's financial circumstances

When an overpayment has been identified, the Local Authority will inform the claimant of the overpayment, and if the landlord is receiving direct payments, they will also be informed of the overpayment.

The Local Authority must then decide whether or not the overpayment is one that can and should be recovered before deciding who to recover the overpayment from.



Where Housing Benefit has been paid direct to the Landlord, overpayments of Housing Benefit can be recovered from the claimant or the Landlord

Where it can be shown that the landlord was aware that something had occurred which could affect Housing Benefit entitlement and the landlord delayed or failed to report the change, then he or she may be required to repay any overpaid benefit. This also applies if the landlord was unaware of a tenant leaving a property because of his own poor management of the tenancy.

It is a legal requirement that landlords, who are receiving direct payment, inform the Local Authority immediately when a tenant moves out.

Overpayments that are to be recovered from claimants will be deducted from their ongoing benefit, if they are still in receipt of benefit. If they are no longer in receipt of benefit they will be issued with an invoice.

Overpayments that are to be recovered from a Landlord can be recovered by issuing an invoice, or the Local Authority can seek recovery by deductions from payments made to the Landlord in respect of other tenants.

Can I make an Appeal about my benefit?

Yes you can make an Appeal. Appeals must be made within 1 month of the date of the decision letter. Appeals are heard by the Tribunals Service which is an independent body and is not part of the Local Authority. You can ask for an 'Explanation' of the decision if you want to know more about how a decision is made or for a 'Revision' if you think there may have been a mistake. You have one month in which to make an appeal, but the clock stops if you ask for a statement of reasons or reconsideration. Please ask for our appeal form if you wish to appeal your Housing Benefit decision.

Discretionary Housing Payments (DHP's)

These are extra payments that we can award a claimant to help them pay the shortfall in rent if they are unable to pay this from their income. They are a short-term solution only and awarded at the discretion of the Local Authorities. Further information can be found on the website.



Information you are entitled to as landlord

Like all public bodies, the Data Protection Act puts restrictions on the information that can be given to a landlord without the claimant's permission.

When a claimant receives his/her own payments of benefit, the Local Authority cannot divulge any information in respect of the claim, to the landlord.

Where payments of benefit are made direct to a landlord, the Local Authority must provide a Landlord with the following limited information:

- The start date of the direct payment
- The weekly amount of benefit awarded
- The period that the payment represents
- Changes in the amount of benefit awarded
- The date that direct payment ceases
- The amount and method of recovery of an overpayment. If the Local Authority is seeking recovery from a Landlord, they can provide him/her with a very brief explanation of the reason for the overpayment.



Landlord checklist - What you as a Landlord can do to help

To help the Local Authority to pay the correct benefit quickly and ensure there are as few problems as possible it would help them if you could:

- Ensure that your tenants are provided with up-to-date tenancy agreements or rent books that provide full details of all services and charges included in the rent.
- Make regular visits to your tenants to ensure that they are still resident. This will reduce the instances of overpayments.
- If you believe that a tenant is in receipt of payments of Housing Benefit direct to himself/herself and he/she accrues arrears in excess of 8 weeks rent, inform the Local Authority
- Keep accurate and up-to-date records of all Housing Benefit payments received.
- Re-pay overpayments promptly. In all cases where a landlord is receiving direct payments it is requirement of the law that a landlord informs the Local Authority of the following:
 - When a tenant vacates, even though they may still have the tenancy
 - When a tenancy ends
 - If a tenant moves between rooms in a property which is let on a room basis
 - If the Landlord is aware of it, any change in the number of people residing in the property or any change in a tenant's income or personal circumstances, which could affect his/her benefit entitlement.

Useful contact numbers

Working Homes Outreach Team

The Working Homes Outreach Team can help you with employment advice; they provide one to one advice on job search, support with application forms, interview coaching and provide access to training.

Tel: (0191) 643 8504

Email: employability.skills@northtyneside.gov.uk

Citizens Advice Bureau

Telephone advice line: 0344 245 1288

Email: www.ntcab.org.uk

StepChange

Debt charity

Tel: 0800 138 1111

www.stepchange.org

Five Lamps (Registered charity)

General enquiries, utility bill arrears, support & guidance moving into work.

Tel: 01642 608 316

Email: info@fivelamps.org.uk

Jobcentre Plus

Tel: 0800 055 6688

www.gov.uk/contact-jobcentre-plus

Money Advice Service

Tel: 0300 500 5000

www.moneyadviceservice.org.uk

You can get more information at www.gov.uk
it provides information on public services in one place.



Accreditation Scheme

The job of a private landlord can be very difficult, as it requires a variety of skills and a wide breadth of knowledge, ranging from your legal obligations and duties as a landlord through to how to employ cost effective and trustworthy trades people. North Tyneside Council realise that if we can help you run a successful business this will enable you to provide good quality accommodation for your tenants with minimum intervention from the local authority.

Why accreditation?

The aims of the scheme are to encourage, acknowledge and actively promote good standards of privately rented accommodation and to assist landlords and tenants to undertake their respective responsibilities to each other.

How much will it cost?

The Scheme is VOLUNTARY and FREE for landlords and agents and covers all types of residential letting.

Benefits

- Improved and up-to-date knowledge of the key issues of property management and landlord-tenant legislation
- sector letting
- A lower turnover of tenants
- Access to services at preferential rates
- Landlords Forum
- Free model tenancy agreement, inventories and rent card
- Vetting service for prospective tenants through Northumbria Police and North Tyneside Council Safer Estates Team

For information contact the Housing Strategy Team on (0191) 643 6214.

Council contact numbers and addresses

Telephone Contact Centre

Tel: 0345 2000 101

Monday to Friday, 7.30am - 8pm

Email:

contact.us@northtyneside.gov.uk

benefits@northtyneside.gov.uk

envirolink@northtyneside.gov.uk

repairs@northtyneside.gov.uk

Killingworth Customer Service Centre

White Swan Centre, Citadel East, Killingworth, NE12 6SS

Monday to Thursday, 9am - 4.30pm

Friday, 9am - 4pm

North Shields Customer First Centre

Northumberland Square, North Shields, NE30 1QU

Monday to Thursday, 9am - 4.30pm

Friday, 9am - 4pm

Wallsend Customer First Centre

16 The Forum, Wallsend, NE28 8JR

Monday to Thursday, 9am - 4.30pm

Friday, 9am - 4pm

Whitley Bay Customer First Centre

York Road, Whitley Bay, NE26 1AB

Monday to Thursday, 9am - 4.30pm

Friday, 9am - 4pm

Report fraud

Tel: 0800 854 440

Text phone: 0800 328 0512



North Tyneside Council

North Tyneside Council
Revenue and Benefit Services
Quadrant East, The Silverlink North
Cobalt Business Park, North Tyneside, NE27 0BY