

Nottingham City Council

Easyonline



If you receive Housing Benefit or Council Tax Support

Contact us quickly if your circumstances change

Go online at

**[www.nottinghamcity.gov.uk/
changeincircumstances](http://www.nottinghamcity.gov.uk/changeincircumstances)**

It's quick, easy and secure



**Nottingham
City Council**



How to inform us about your changes

If there are any changes in your household or personal circumstance you must inform us immediately. To make sure you are getting the correct amount of benefit, simply contact us:

- **Go online at:**
www.nottinghamcity.gov.uk/changeincircumstances and complete the electronic form, which is the quickest way.
- **Email us at:**
benefits.housing@nottinghamcity.gov.uk explaining your change and attach any relevant proof of change as a scanned document (JPEG or TIFF file only).
- **Telephone us on:**
(0115) 915 4944 (Monday – Friday 8.15 am – 5.50pm)
- **Visit our Easyonline suite:**
1st Floor, Nottingham Central Library or simply visit your local library or Joint Service Centre at the **‘Ask Here’** desk.



Why is this important?

It is important that you tell us whenever any circumstances change in your household or personal life, which may affect the Housing Benefit and Council Tax Support that you receive. We want to make sure that you receive the correct amount of benefit.

So please inform us of the following changes*

Personal Changes (you and your partner)

- If you stop receiving Income Support, Job Seekers' Allowance, Employment and Support Allowance
- If someone living with you, aged 18 or over, starts or stops work
- If someone you look after stops getting Attendance Allowance
- The birth of a child
- Starting or leaving work
- Changing your working hours
- If you receive any new income/benefits
- Changing from one benefit to another
- Changes in savings (increase or decrease)
- Changes in income (increase or decrease)
- If any of your children leave school or leave home

Housing changes

- If you move house
- Other people moving in or out of your home
- Change in rent charge (if private tenant)

Other changes

- If you or your partner go into hospital.
- If you get married or register a Civil Partnership
- If you or your partner are going to be away for more than one month.

All of the above are **examples**, so if you have any **other** changes to your circumstances that you think may affect your Housing Benefit and Council Tax Support **tell us anyway** and we'll check it for you.

* It is a legal requirement that you report any change in circumstance



What happens next?

When you submit your change online we will need to see proof of the change and will contact you if this is the case.

You can send in your proofs by emailing the scanned documents (as JPEG or TIFF files only) to

benefits.housing@nottinghamcity.gov.uk stating your claim reference number or National Insurance number or visit us at:

The Customer Contact Centre

Nottingham Central Library, Angel Row, Nottingham NG1 6HP
Monday to Friday 8.15am to 5.30pm

Joint Service Centres

Enquire at the 'Ask Here' reception desk.

- **Bulwell Riverside Centre**
Main Street, Bulwell, Nottingham NG6 8QJ
- **The Clifton Cornerstone**
Southchurch Drive, Clifton, Nottingham NG11 8EW
- **The Mary Potter Centre**
Gregory Boulevard, Hyson Green, Nottingham NG7 5HY
- **St. Ann's Valley Centre**
2 Livingstone Road, St Ann's, Nottingham NG3 3GG

We will contact you if we require any further information.

Did you know?

A full list of the documents we accept as proof of a change in your circumstance can be found at:

www.nottinghamcity.gov.uk/changeincircumstances