

Discretionary housing payments

Do you need extra help with paying your rent? HB(DHP)1



What are discretionary housing payments?

The council has a limited amount of money that can be paid to people who need extra help with their housing costs. These payments are known as discretionary housing payments.

Do you need extra help with your rent?

If you receive housing benefit and still find it difficult to pay your rent you may request a discretionary housing payment.

To receive extra help with your rent you must already be receiving some Housing Benefit, however please note that we are unable to pay more than your weekly rental liability.

How do you request a discretionary housing payment?

If you would like to request a discretionary housing payment please contact the office for a form; see the next page of this leaflet for our contact details.

How will we decide if you qualify for extra help?

We only have limited funds to pay discretionary housing payments so we will only be able to pay those in greatest need.

We will consider your financial circumstances and any other special conditions that may apply, such as illness in the family or any special requirements.

The aim of this extra help is to:

- Alleviate poverty
- Encourage and sustain people in employment
- Help to avoid homelessness
- Protect people in their own home
- Help keep families together

- Support the vulnerable
- Help claimants get through personal and difficult events
- Support young people in the transition to adult life

Can payment be backdated?

We will consider backdating a discretionary housing payment when there is a good reason for the delay in applying.

If we decide not to pay you any extra benefit what can you do?

We will notify you of our decision and the reasons for it. If you are unhappy with our decision you should let us know. You should do so in writing within **one calendar month**. Although normal appeal rights do not apply to discretionary housing payments, we will reconsider our decision and revise it if possible.

If you would like further information please

- Phone 01753 475111
- Visit MyCouncil at Landmark Place, High Street, Slough, Cippenham Library, Langley Library or the Britwell talk Shop
- Visit the council's website www.slough.gov.uk

Please remember this leaflet is a guide only. It does not say exactly what your legal rights are. While we have tried to make sure that the information contained in this leaflet is correct at the time of publication, it is possible that due to changes in the law the information contained in this leaflet may become less accurate over time.

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज में दी गई जानकारी के अनुवाद किए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔

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