

## Benefit cap

The cap was introduced in July 2013 and is applied to the combined income from the main out-of-work benefits, plus child benefit and child tax credits for people of working age only.

For more information on the changes log on to [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk) select "benefits" and scroll down to Welfare Reform.

## Universal Credit

The new Universal Credit was launched in October 2013 and replaced all these benefits:

- Income based jobseekers allowance
- Income support
- Income related ESA
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

For more information log onto [www.cannockchasedc.gov.uk](http://www.cannockchasedc.gov.uk) select "Benefits" and scroll down to Welfare Reform; or select "Housing" and go to "Housing Rents" and scroll down to "Welfare Reform". Alternatively, the Government website [www.dwp.gov.uk](http://www.dwp.gov.uk) also has information.

For further information please contact the Housing Benefit Section on 01543 464292.

### How we use your personal information

The information provided will be used by Cannock Chase Council, who are the data controller, to allow us to administer and manage your tenancy. We will only share your information when necessary, with other departments such as Housing benefits, Council Tax, Environmental Health and external agencies such as Social Services, Staffordshire Police, NHS Choices, or where the law requires or allows us to. For further information please see [www.cannockchasedc.gov.uk/PrivacyNotice](http://www.cannockchasedc.gov.uk/PrivacyNotice)

### Data Matching

Cannock Chase Council is under a duty to protect public funds and, to this end we may use the information held or provided by you for the prevention and detection of fraud. We may also share this information with other bodies including credit reference agencies, for these purposes and also for the administration and collection of taxes and charges and for performing other statutory enforcement duties.

Tenants are reminded of the conditions detailed in Sections 3.1 and 3.6 of CCDC's Tenancy Agreement which states 'You agree to live in your home as your only or main home and keep it secure', 'You agree not to part with possession of or sub-let the whole of your home'. Tenants found breaching these conditions may be prosecuted under the Prevention of Social Housing Fraud Act 2013.

This leaflet can be provided in Braille, on audio cassette tape/disk and **large print** on request to:  
Cannock Chase Council on 01543 462621.

Cannock Chase Council, Civic Centre,  
P O Box 28, Beecroft Road,  
Cannock, WS11 1BG

Tel: 01543 462621  
Fax: 01543 462317

Email: [customerservices@cannockchasedc.gov.uk](mailto:customerservices@cannockchasedc.gov.uk)

? =  **01543 462621**

Updated June 2018

# Tenancy Audits

## - Getting to know our tenants better

Cannock Chase Council Housing Services are carrying out tenancy audits at Council properties. When we visit, you can also raise any concerns with us or request information about the services we provide.

We are checking to ensure that the legal tenant is living in the property and that sub-letting or other activity that contravenes the Tenancy Agreement is not taking place.

### Why are we doing this?

- To ensure tenants are complying with the terms and conditions of their tenancy agreement
- To check that the legal tenant is living at the property and not occupied by someone other than the real tenant and that the tenancy is not being sublet to different people
- That the property is not abandoned or is empty for periods longer than a few weeks
- To ensure that the property is being used by the legal tenant as the main principal home
- To provide information on the services we provide
- To give advice on any new government changes that may affect your circumstances such as the welfare reform and under occupation rules (please see attached information on tear off slip)

### When we visit

Some visits will be made by a pre-arranged appointment. When we visit your home, we will ask you a range of questions and carry out a brief inspection of the inside and outside of your home.

We will ask you for two forms of identification so that we have proof that you are the legal tenant of the property.

One will be a document with your photograph such as:

- Your current passport
- Your photo driving license or your bus pass

- Your citizen photo ID card

In addition, proof that you live at the property for example:

- A recent bank statement or a recent utility bill

All Officers carrying out tenancy audit visits will carry a Cannock Chase Council Identification Card. Always ask to see identification and never let anyone into your home who cannot provide proof of who they are.

If you are not in when we visit, we will leave you a card or letter asking you to contact us to make an alternative appointment that is convenient for another visit to be made.

If you have any information about sub-letting, properties not being lived in, or other activity that contravenes the Tenancy Agreement, contact Housing Services, Neighbourhoods Team on 01543 462621 or email [EMTeam@cannockchasedc.gov.uk](mailto:EMTeam@cannockchasedc.gov.uk). An officer will investigate your complaint in confidence, and your personal details will be kept confidential and not disclosed.

### Useful Information

Please contact the Customer Services Team to report repairs, issues with bin collections and other general services:- 01543 462621 or email [customerservices@cannockchasedc.gov.uk](mailto:customerservices@cannockchasedc.gov.uk)

Cannock Chase Council Housing Benefits Team:- 01543 464292 or email [benefits@cannockchasedc.gov.uk](mailto:benefits@cannockchasedc.gov.uk)

We would recommend you register for our Self Serve Service by visiting:- [www.cannockchasehousing.co.uk](http://www.cannockchasehousing.co.uk)



### Underoccupation Rules (Bedroom Tax)

In April 2013 the Government changed the Housing Benefit rules and you no longer get any Housing Benefit to cover bedrooms that your family do not need. The rules are a bedroom is needed for:

- Every couple (married or unmarried)
- Any other adult aged 16 or over
- Any two children of the same sex under 16
- Any two children under 10
- Any other child, (other than a foster child or child whose main home is elsewhere)
- A carer (or team of carers) who do not live with you but provide you or your partner with overnight care

### Example of how much more you could be asked to pay

#### This does not affect tenants over Pension Credit age

	1 Spare Bedroom	2 or more Spare Bedrooms
Rent p/w	14% decrease h/b payment	25% decrease h/b payment
£65.00	£9.10	£16.25
£70.00	£9.80	£17.50
£75.00	£10.50	£18.75
£80.00	£11.20	£20.00
£85.00	£11.90	£21.25
£90.00	£12.60	£22.50

For more information speak to the Housing Benefit Section on 01543 464292.