



## Housing Benefits Policy & Procedure

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## 1. Housing Benefit Arrears

- 1.1 Tenants who are eligible for housing benefit are responsible for ensuring that effective claims are made and maintained.
- 1.2 Staff will advise and support tenants to do this.
- 1.3 Tenants will be liable for rent which is unpaid by housing benefit.
- 1.4 Tenants that make applications for housing benefit are required to provide housing benefit, via staff, with all the information they require within 7 days of the date of their license agreement.
- 1.5 Tenants that have not provided this information within 7 days will be issued with a 7-day notice to quit which will be withdrawn if the information is provided within the timescale.
- 1.6 Tenants that do not inform us of a change of circumstances that will affect their housing benefit claim will be issued with a 28-day notice to quit.
- 1.7 This will be withdrawn providing that their claim for housing benefit has been addressed within the timescale.
- 1.8 If we choose to exercise the discretion it has retained to move the licensee from one premises to another within its stock this shall be without prejudice to the licensee's obligation to pay accrued rent arrears.