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# Guidance on Discretionary Housing Payments

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Discretionary Housing Payment is paid out of a limited fund. It is a discretionary award and not a statutory award. The applicant will need to provide evidence to support the reasons for applying and we may request additional documents. Backdated applications are unlikely to be awarded without exceptional good cause. The online DHP form has 10 parts to complete which are broken down below.

## Address and contact details

- Benefit reference number and Council Tax account number are requested.
- An email address is mandatory on the online form. All notifications will be sent by email in reference to the DHP application unless a customer is digitally excluded.
- A daytime telephone number is requested as a means of contacting if further information may be required or to discuss the application further.
- Finally required to select whether the applicant has a partner because further information will be requested regarding the partner's circumstances.

## Your income

Income details on a monthly basis are requested on the form as per the table below. If an income on the list is not received, then a '0' should be added next to the relevant pound sign (£).

Type of income	Description
Average take home pay	Average monthly pay once employer has made deductions (e.g. Income Tax, National Insurance) from gross salary.
Universal credit	Monthly payment as per Universal Credit breakdown statement Income support, JSA and ESA Monthly payments of Income support, job seekers allowance or employment and support allowance.
Tax credit	Working Tax Credit (WTC) provides extra help if you work and you are on a low income. It is administered by



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Type of income	Description
	HMRC. You claim WTC with Child Tax Credit (CTC) if you are eligible for both (it is one claim).
Pensions	Pension payments received either privately or state pension.
Child Benefit	Total payment of child benefit received for all children that you or your partner personally claim for.
Maintenance payments received	Payment from father/mother of children or child maintenance service.
Non dependant contributions	Payments received from an adult living in the property.
Other	Any other income not already provided.

If a partner is selected when filling out the address and contact details, then the next part to complete will be 'Your partner's income'.

## Your partner's income - please provide monthly amounts only

- Partner's full name along with date of birth and National insurance number are requested.
- Income as per the table below is requested for the partner.

Type of income	Description
Average take home pay	Average monthly pay once employer has made deductions (e.g. Income Tax, National Insurance) from gross salary.
Universal credit	Monthly payment as per Universal Credit breakdown statement Income support, JSA and ESA Monthly payments of Income support, job seekers allowance or employment and support allowance.
Tax credit	Working Tax Credit (WTC) provides extra help if you work and you are on a low income. It is administered by HMRC. You claim WTC with Child Tax Credit (CTC) if you are eligible for both (it is one claim).
Pensions	Pension payments received either privately or state pension.
Child Benefit	Total payment of child benefit received for all children that you or your partner personally claim for.



Type of income	Description
Maintenance payments received	Payment from father/mother of children or child maintenance service.
Non dependant contributions	Payments received from an adult living in the property.
Other	Any other income not already provided

## Expenditure (You and your partner's outgoings) - please provide monthly amounts only

Expenditure as per the table below is requested for the applicant and partner combined. If an expenditure on the list is not paid, then a '0' should be added next to the relevant pound sign (£).

Expenditure	Description
Rent	Monthly rental payment minus any service charges.
Water rates	Monthly water payment – if not paid monthly then an average on a monthly basis.
Service charges	Monthly service charge – if not paid monthly then an average on a monthly basis.
Gas, electricity and other fuel costs	Monthly fuel costs for gas and electricity – if not paid monthly then an average on a monthly basis.
Car (including tax, petrol, insurance)	Monthly costs towards running a car including vehicle tax, petrol and car insurance. This does not include a car on hire purchase.
Insurance: building/contents/life/pensions	Monthly costs towards building insurance, contents insurance, life insurance or pension insurances
Housekeeping (food etc)	Monthly food shopping bill.
Television licence and rental	TV licence fee on a monthly basis – figure currently £13.25. If paid yearly, then monthly average.
Television subscription (e.g. Sky, Virgin etc.)	Monthly subscription charge to satellite or cable television. Also, on demand TV services such as Netflix.



<b>Expenditure</b>	<b>Description</b>
Average phone bill including mobile phones, landline and broadband	Monthly payments towards mobile phones in the household, landlines and broadband.
Loan repayments	Repayments of loans on a monthly basis.
Court fines	Court fine payments on a monthly basis.
Hire purchase	Monthly hire purchase payments for example, a car, laptop or television.
Travelling expenses	Costs associated with traveling for the purpose of conducting business related activities.
Prescriptions and health	Monthly prescription payments made including monthly costs of a prescription payment certificate if relevant.
School meals and meals at work	Monthly payments towards school meals or meals at work.
Clothing and laundry	Average monthly payments on purchase of clothing and laundry.
Childminding	Childminding costs paid to a registered childminder.
Other	

## Priority debts

- Priority debts of the applicant and partner on a monthly basis. The priority debts re highlighted in the table below. If a priority debt on the list is not paid, then a '0' should be added next to the relevant pound sign (£).

<b>Type of priority debt</b>	<b>Description</b>
Total Rent Arrears	Owed Rent payments that you have fallen behind with to a landlord or letting agent.
Total Council Tax Arrears	Owed Council tax payments that you have fallen behind with.
Total Fuel debts owed	Fuel payments for gas and electricity that you have fallen behind with.



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## Credit card debts

- Yes/No tick box on whether the applicant has any credit card debts that are being paid off monthly. If yes is selected, then the relevant number of creditors can be added. The requested info for each creditor will be their name, amount owed and agreed monthly sum paid.

## DHP details

- Specific information to support the DHP claim is requested under this section as per the table below.

<b>DHP details</b>	<b>Description</b>
Have you applied for an advance payment of Universal Credit?	Yes/No tick box if an advance payment of Universal Credit had been requested when initially claiming for Universal Credit. If Yes is selected, then the applicant will need to provide their current address if different to the address that wish to apply for DHP against.
Confirm how much rent you are paying per month for the property you want to apply for DHP against	Monthly rental payment minus any service charges.
Did you seek advice from the Benefits or Housing Advice team before renting your property?	Yes/No tick box if 'Yes' is selected and applicant is requested to provide name of the person they had spoken to and when.
Have you completed a Housing Register application form?	Yes/No tick box if 'Yes' is selected then option of bid for properties need to be selected if relevant e.g. Search Moves or Perfect it.
Are you reapplying for DHP?	Yes/No tick box if 'Yes' is selected then applicant needs to upload evidence of actions taken as part of DHP offer agreement.
Please confirm the reasons for applying or applying again	Confirmation of reason for applying.
Do you or your family have a medical reason for renting this property?	Yes/No tick box if 'Yes' is selected then need to upload evidence to support medical reason for renting property.
If DHP is awarded it will only be as a short-term solution, what	State other alternatives considered to DHP.



DHP details	Description
other options have you considered	
What date do you want to claim DHP from?	Date of award – possible to backdate but normally from date of application.
Reason for claiming from the date stated above	Reason for any possible backdate?

## Evidence and Payment details

- Standard evidence is requested to be uploaded to the DHP form which is highlighted in the table below. The evidence can be photographs however they need to be of good quality so it can be read.
  - UC calculation on journal showing rent & any deductions
  - Three months' worth of bank account statements
  - Three months' worth of partners' bank accounts if separate account held
  - Outstanding debts and credit card statements (if relevant)
  - Details of utility bills e.g. gas, electric, water.
- Final part of evidence required is Yes/No tick box to confirm whether Universal Credit is being claimed. If Yes is selected, then the following information in the table below needs to be provided.

Information to provide	Description
How shall we make your payment if awarded? <b>DHP payments are normally paid direct to the customer unless there is a direct payment/APA to your landlord from UC or high rent arrears.</b>	<ul style="list-style-type: none"> <li>• Pay into my UK bank account</li> <li>• Pay my landlord – Paragon/Elmbridge Housing Trust</li> <li>• Pay my landlord – other housing association</li> <li>• Pay my landlord - private</li> </ul>
If Pay into my UK bank account is selected, then need to provide:	<ul style="list-style-type: none"> <li>• Name of bank</li> <li>• Name on bank account</li> <li>• Sort code</li> <li>• Bank account number</li> </ul>
If pay my landlord – Paragon/Elmbridge Housing Trust is selected, then need to provide:	<ul style="list-style-type: none"> <li>• Name and address of landlord</li> </ul>



Information to provide	Description
If pay my landlord – other housing association or private selected, then need to provide:	<ul style="list-style-type: none"> <li>• Confirm name and address of landlord</li> <li>• Name of bank</li> <li>• Name on bank account</li> <li>• Sort code</li> <li>• Bank account number</li> </ul>

## Confirmation

- Confirmation page shows summary of income and outgoings. This includes highlighting the available income after normal expenditure, excluding priority debt and credit card debt commitments as well as available income each month after all expenditure, priority debts and credit card commitments taken into account
- Text box to include any other information that might help support the application for DHP.
- Yes/No tick box to confirm whether the applicant has submitted the form, or the form has been completed by someone else.
- If Yes is selected and the form is being completed by someone else, then the full name and reason for them completing the form and their relationship to the applicant/partner (if relevant) needs to be provided. Email and telephone number of person completing the form also needs to be provided.
- If no is selected, then a declaration tick box appears. The declaration needs to be read and agreed to by selecting yes.

## Next Steps

- Submit button needs to be clicked on to submit the form. Confirmation is sent and information provided to advise that the application for DHP will be reviewed within the next 7 working days. If further evidence is required, then the applicant will be contacted. If the request for SDHP is approved, then an award letter will be issued.

