



A guide to Discretionary Housing Payments



www.dundee.gov.uk

This leaflet explains Discretionary Housing Payments

What are Discretionary Housing Payments (DHPs)?

Discretionary Housing Payments are extra payments that we can give you for short periods of time to help you pay your rent.

The Department for Work and Pensions give us an amount of money to pay out each year as DHPs and we cannot spend more than they allow us to.

DHPs are not benefit payments and we decide who we pay them to based on people's circumstances.

Who can apply for a DHP?

- You can apply for a DHP if: you are already receiving Housing Benefit;
- Housing Benefit does not cover the full amount of your rent; and
- you need extra help.

How do I apply for a DHP?

To apply you need to fill in an application form. You can get a form by contacting our Customer Services Team on: 01382 431205 or by calling into one of the following offices.

- Dundee House
50 North Lindsay Street
Dundee
- West District Housing Office
3 Sinclair Street
Lochee
Dundee
- East District Housing Office
169 Pitkerro Road
Dundee

(You can find the opening times of these offices on page 7 of this leaflet.)

What information do I need to put on the application form?

Answer all of the questions on the form giving as much information as possible. Tell us why you need extra help to pay your rent.

Tell us about your weekly income and your weekly outgoings. We may ask you to provide evidence of this to support your application.

Tell us about any unusual or exceptional circumstances you have.

We may ask you to come and see us to discuss your claim in more detail.

How do you decide if I can have a DHP?

We look at the following when deciding to award a DHP.

- Your household income and spending
- Your savings
- Whether you or anyone in your family is ill or disabled
- Any exceptional circumstances associated with the claim
- The amount of Housing Benefit you receive

We can give DHPs for the following.

If we have reduced your Housing Benefit as a result of the benefit cap.

(The benefit cap applies from 1 April 2013 and restricts the total amount of benefit an individual or family can receive.)

- If we have reduced your Housing Benefit as a result of having more bedrooms than you need and you rent your home from a social landlord such as us or a housing association.
- If we have reduced your Housing Benefit as a result of a restriction on Local Housing Allowance (LHA), including if you are under 35 years of age and your LHA is restricted to the single room rent rate.
- If there is a shortfall between the Housing Benefit you are entitled to and the rent you have to pay.
- If you need help for medical reasons.

We cannot give DHPs:

- to help you pay your council tax;
- if you do not have to pay rent;
- for service charges not covered by Housing Benefit;
- if you have to pay more rent because the amount of rent you are due to pay has been increased as a result of previous rent arrears.
- if your benefits have been reduced as a result of action taken by the DWP (sanctions).

How much can I get and for how long?

If your application for a DHP is successful, how much we give depends on your circumstances.

We look at each case individually. However, we cannot guarantee we will definitely give you a payment.

We will tell you about the outcome of your application in writing and we will let you know how much we will pay and for how long.

We award DHPs for a limited period only to give you time to ease your financial circumstances.

When a DHP award ends, you can apply again. We will look at what you have done to make sure you can meet

your housing costs, before deciding whether we can help you again.

How will you pay the DHP if my application is successful?

We usually pay the DHP with the Housing Benefit you receive.

What should I do if I disagree with your decision?

If you disagree with our decision, you can ask for a further explanation. You should write to us within 28 days from the date of our decision.

You may also ask for a review of our decision. If you want a review, you should write to us within 28 days from the date of our decision.

What if my circumstances change?

If your circumstances change, you must tell us straight away. We will look at your DHP again to see if we need to change it.

If the change means we have to reduce your DHP, you might have to pay back some or all of the DHP we have already paid you.

Help and advice

If you want to talk about anything relating to Discretionary Housing Payments, **you can visit any of our enquiry offices.**

- Finance Department Office
Dundee House
50 North Lindsay Street
Dundee
Open from 8.30am to 5pm (Mondays, Tuesdays, Thursdays and Fridays) 9.30am to 5pm (Wednesdays).
- West District Housing Office
3 Sinclair Street
Lochee
Dundee
Open from 8.30am to 5pm (Mondays, Tuesdays, Thursdays, and Fridays), 9.30am to 5pm (Wednesday).
- East District Housing Office
169 Pitkerro Road
Dundee
Open from 8.30am to 5pm (Mondays, Tuesdays, Thursdays, and Fridays), 9.30am to 5pm (Wednesday).

Or, **you can phone us** on our Freephone number on **0800250025.**

Or, **you can write to us** at:

- Dundee City Council
Revenues Division
PO Box 216
Dundee
DD1 3YJ.

Or, **you can email us** at:

revenues.division@dundeecity.gov.uk.

If you need help with budgeting or want to make sure you are claiming all the benefits you are entitled to, contact Welfare Rights on 01382 431167 or email welfare.rights@dundeecity.gov.uk.

If you want to discuss your housing options, contact our Letting Centre on 0300 123 9023 or 01382 307400 or email lettings.centre@dundecity.gov.uk or contact one of the housing associations listed below.

Landlord	Phone	Email address
Abertay	01382 903545	CustomerService@abertayha.co.uk
Angus	0845 1772244	admin@aha.org.uk
Cairn	0131 5564415	enquiries@cairnha.com
Caledonia	0800 678 122	info@caledoniaha.co.uk
Hillcrest	0300 123 264	renthelp@hillcrestha.org.uk
Home Scotland	01382 203023	Scotland@homegroup.org.uk (select option 2)
Blackwood	01224 326331	alisonw@mbha.org.uk
Sanctuary	01382 823050	scotland@sanctuary-housing.co.uk

You can also get help and advice on a variety of matters from a range of advice services in Dundee.

- CONNECT Welfare Reform Team on 01382 (431205) – ask to speak to the CONNECT team
- Brooksbank Centre on 01382 432450
- Citizens Advice Bureau on 01382 307494 or 0844 848 9600
- Dundee North Law Centre on 01382 307230
- Dundee Carers Centre on 01382 200422
- Discovery Credit Union on 01382 431505
- Dundee Energy Efficiency Advice Project on 01382 434840
- Shelter on 0344 515 2527
- Craigowl Community (part of the Hillcrest Group) on 01382 315738 or 01382 315739 or 01382 315700
- Macmillan Tayside Welfare Benefits Partnership on 01382 431190

The information in this leaflet is for guidance only and is not a statement of the law. We will not be responsible for any loss you may suffer as a result of relying on any information in this leaflet.

If you would like this leaflet in large print, in Braille, on audio tape, on CD or in another language, please phone 01382 431205.

如果你需要此章程的大字版，凸字版，錄音帶，

光盤或其他語言譯本，請電 01382 431205

Jeżeli chcieliby Państwo tę ulotkę napisaną większą czcionką, alfabetem Braille'a, w innym języku lub nagrany na taśmie audio bądź płytę CD prosimy o kontakt pod numerem 01382 431205.

"Если Вы хотели бы получить этот рекламный листок в крупном шрифте, в шрифте Брайля, в аудио записи, на компакт-диске или на другом языке, пожалуйста позвоните по телефону 01382 431205."

اگر آپ یہ دستاویز بڑے پرنٹ، بریل، آڈیو ٹیپ پر، ڈی یا کسی دوسری زبان میں چاہتے ہیں تو برائے مہربانی فون نمبر 01382 431205 پر فون کریں۔
