
Guidance on Discretionary Housing Payments

Discretionary Housing Payment is paid out of a limited fund. It is a discretionary award and not a statutory award. The applicant may need to provide evidence to support the reasons for applying. 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.

About you

- 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.
- Select whether the applicant has a partner because further information will be requested regarding the partner's circumstances.
- Confirm the date when the applicant moved into the borough and provide address history if within the last 6 months.

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
Capital	Savings, shares, cash
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.
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 dependent contributions	Payments received from an adult living in the property.
Any other income/benefits	Any other income/benefits 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'.

Partner income - please provide monthly amounts only

- Income as per the table below is requested for the partner.

Type of income	Description
Capital	Savings, shares, cash
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.
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 dependent 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. 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.



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 are 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 (£).

Type of priority debt	Description
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.



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.

DHP details	Description
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.

- Yes/No tick box to confirm whether Universal Credit is being claimed.
- If yes is selected, please upload evidence of the last 2 UC assessment periods which confirms the housing element, rent and any deductions used in the calculation

Information to provide	Description
Customer's bank details	<ul style="list-style-type: none"> • Name of bank • Name on bank account • Sort code • Bank account number
Landlord details	<ul style="list-style-type: none"> • Name and address of landlord

Confirmation

- 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.

Declaration

- Tick the box to declare that the information that has been provide on the form is accurate.
- Click on the submit button to submit the form.



Elmbridge
Borough Council