

- You can submit your claim up to 13 weeks before you become entitled to Housing Benefit, but you will not normally receive any money before you move in.
- If you claim Income Support or Jobseeker's Allowance you'll find the Housing Benefit forms in your claim pack. Complete and return the forms with your Income Support or Jobseeker's Allowance claim form
- If you don't claim Income Support or Jobseeker's Allowance you can get Housing Benefit forms from your local council. Please visit or contact your local Council to request a form, or if you have any other questions about claiming Housing Benefit:
 - Tonbridge & Malling Borough Council
 - Phone 01732 876376
 - <http://www.tmbc.gov.uk/cgi-bin/buildpage.pl?mysql=233>
 - Maidstone Borough Council
 - Phone 01622 602557
 - http://www.digitalmaidstone.co.uk/community/advice_and_benefits/housing-council_tax_benefits.aspx
- The Housing Benefit office will want to confirm your identity when you make a claim. They may need to ask you about your background and look at any official documents you have to support your claim. Please note that you will be expected to provide original documents, not photocopies.
- Progressing your claim is your responsibility, but our staff can provide advice if you are having problems. You must call us if a problem with your claim could result in you falling into rent arrears.
- Under some circumstances you may be entitled to Housing Benefit even if you leave your property i.e. if you go into hospital or residential care or are fleeing violence. If you think that this might apply to you please call us for advice on 01732 780999 x 2706, or email our Welfare Benefits Advisor, Lee Spring at lee.spring@russethomes.org. You can also contact your local council for more information on either of the numbers given above.