



Director  
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MA (Hons)  
CPFA

Postal Address:-  
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## LOCAL HOUSING ALLOWANCE

### Request for payment of Local Housing Allowance directly to Landlord

Please confirm the reasons for requesting payment of benefit (Local Housing Allowance) directly to the landlord by ticking the appropriate box below and adding the additional information requested.

Return the completed form to:

**Glasgow City Council**  
**PO Box 36**  
**Glasgow**  
**G1 1PR**

Telephone Contact: 0141 287 5050

Tenant has fallen into 8 weeks full rent arrears (*please supply proof - see below*)  tick box

In order for the Local Authority to consider safeguarding payment of Local Housing Allowance, the landlord must provide evidence to show:

- The exact amount of rent due
- Evidence of any recent payments made (bank statements, rent accounts, etc.)
- That the amount outstanding is in excess of 8 weeks full contractual rent

Landlords can also notify the local authority at an earlier stage (i.e. when the first payment of rent is missed) and this will be investigated at this point, prior to the tenant falling into 8 weeks full rent arrears.

Tenant's name and address: .....  
.....  
.....  
.....

Housing Benefit claim reference number: .....

Landlord's signature: ..... Date: .....

Landlord's contact telephone number .....

Tenant's signature: ..... Date: .....

Tenant's contact telephone number .....

**NB** In accepting Housing Benefit payments you are also deemed to accept responsibility with keeping the Housing Benefit Office informed of changes in circumstances or any other information which might affect entitlement to that benefit. You are also deemed to accept responsibility for the repayment of overpaid Housing Benefit in certain circumstances.

To create and manage your claim online log on to [www.glasgow.gov.uk/ben](http://www.glasgow.gov.uk/ben)

We aim to process new claims within 28 days and change of circumstance in 14 days. Please allow us this time to process your claim

**You must tell us of any changes to your circumstances that may affect your Housing Benefit or Council Tax Reduction. Help us keep your benefit right by telling us straight away.**

Log on to [www.glasgow.gov.uk/privacy](http://www.glasgow.gov.uk/privacy) to find out how we will use your information

## Local Housing Allowance: Safeguarded Claimants

Local Housing Allowance is usually paid to the claimant. The claimant cannot decide to have their Local Housing Allowance paid to their Landlord. But we can pay Local Housing Allowance to the landlord if we decide a claimant meets our safeguarding criteria.

### What do we mean by safeguard?

Someone who meets our safeguard criteria may have difficulty managing their money. We do not mean someone who does not want to pay his or her rent.

### Who decides who meets our safeguard criteria?

The local council decides if a claimant meets our safeguard criteria. We must have evidence that the claimant cannot manage their money. Evidence must usually be in writing. People who can provide evidence include:

The claimant  
Friends and family  
Welfare groups (including money advisors)  
Social Workers  
GP  
Criminal Justice Social Workers  
Jobcentre Plus  
The Pension Service  
The landlord **(a supplementary letter would be required from the claimant or a third party)**  
We will work with the claimant in making our decision.

### Who might meet the safeguard criteria?

There are many reasons why someone cannot manage their money. A claimant who may meet our safeguard criteria might be someone who:

Has a severe debt problem  
Has a recent Sheriff Court/County Court judgement against them  
Is an undischarged bankrupt  
Has some of their Income Support or Job Seeker's Allowance paid direct to gas or electricity company by Department of Work & Pensions  
Is getting Supporting People help  
Is getting help from a homeless charity

## We may look into whether the claimant:

Has learning difficulties  
Has an illness that stops them managing on a day-to-day basis  
Cannot read English  
Cannot speak English  
Is addicted to drugs, alcohol or gambling  
Is homeless

There may be other reasons why someone might require to be safeguarded. Ask us for more information. Details about how to get in touch with us are at the end of this leaflet.

## Making a decision

Once we have collected evidence we will decide as quickly as possible if a claimant requires to be safeguarded. We will still pay Local Housing Allowance to the claimant while we are making our decision.

We will tell a claimant they are safeguarded. We will write to the claimant and explain the decision.

## Reviews and appeals

If the claimant or landlord disagrees with our decision they can appeal. The rules for this are the same as the rules for Housing Benefit. Details about how to get in touch with us are at the end of this leaflet.

We can look at this decision again. This is called a review. We must get the request for a review within one month of the date of the decision notification letter. If we do not get it within one month, we may not be able to look again at the claim.

## Money Advice

Claimants can get help managing their money from: **Scotcash** Money Advice Service  
55 High Street  
Glasgow  
G1 1LX  
Telephone 0141 276 0525  
Quoting Reference Number: GCCHB

Or they can visit a welfare organisation such as Citizens Advice.

## Further Information

For more information on safeguarding, or to make an appointment to speak to an advisor in person, please phone us on 0141 287 5050