

### **Q: I can't afford to pay my rent. What can I do?**

A: You can apply for **Universal Credit** for help with your housing costs unless –

You live in Temporary Accommodation (placed by Enfield Council) or  
You live in Supported accommodation or  
You are a Pensioner.

For more information on Universal Credit and how to claim visit [GOV.UK](https://www.gov.uk).

If you need to apply for **Housing Benefit** or you need help with your **Council Tax payments**, you can make a claim at [Benefits | Enfield Council](#)

### **Q: How often will my Housing Benefit be paid?**

A: If you are a private tenant your Benefit will normally be paid into your bank account. This is either 4 weekly or monthly in arrears. If you are a Council tenant your Benefit is credited to your rent account.

### **Q: I'm self-employed what information do I need to provide?**

A: You need to send us your last audited accounts. If you don't have these, we can send you a profit & loss declaration form. You need to list all your business income and expenses for the last 6-12 months, not just your self- assessment form.

### **Q: I'm on a zero-hour contract and my earnings change. What do I need to provide?**

A: You need to provide pay slips that cover a longer period, so we have an accurate estimate of your earnings e.g. the last 8-10 weeks if paid weekly or the last 3 months if paid monthly. If overtime is included you should say if it is regular or occasional.

### **Q: I am a Student, what information do I need to provide?**

A: You should provide your Student Finance letter and a breakdown of any Maintenance Grants you receive e.g. Parent Learning Allowance.

### **Q: I work term-time, what do I need to do?**

A: You should let us know your contractual arrangement, the hours worked and how often you receive your salary payments.

### **Q: I've had a change in my circumstances. What do I need to do?**

A: You should check for the changes you need to report at [Report a change in circumstances | Enfield Council](#) and email [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk).

You need to provide evidence of the change you are reporting e.g. payment for child care costs or the student status of your non-dependant.

It may take up to 14 days to deal with your change but it will take effect from the date you told us about the change.

**Q: The change I reported has only increased my Benefit from now and not from when it happened. What can I do?**

A: You have one month to tell us about a change. If you are late in reporting it, we increase your benefit from the Monday after the date you told us unless there is a good reason why you couldn't tell us about the change earlier.

**Q: I don't agree with the amount of HB I am receiving. What should I do?**

A: You should check the information we have used to calculate your Benefit. If you think this is wrong, you should request a review of our decision by emailing [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). We will look at your query quicker if you say what you think is wrong and you provide proof. Visit [Housing Benefit and Council Tax Support | Enfield Council](#)

**Q: My award isn't right because it's not showing an allowance for all my children.**

A: If you have more than 2 children and your benefit has been restricted to the 2-child limit, we can look at this again but you will need to provide the pages of your last Tax Credit award letter. If you are getting Child Tax Credit for more than 2 children, we can match this to your benefit award.

**Q: I'm receiving Universal Credit (UC), what changes do I need to tell you about?**

A: If you are receiving Council Tax Support, you'll need to tell us if your UC ends and you'll need to provide proof of your income and capital.

If you are on UC but still getting your rent paid by Housing Benefit, you will need to tell us if your UC claim stops. You do **not** need to tell us if the amount of your UC award changes as long as you continue to receive it.

If you are working and receiving UC, we use the earnings calculated by the Department for Work and Pensions (DWP). If you think this amount is incorrect you should contact DWP.

**Q: I have received an eviction notice from my landlord. What should I do?**

A: You should make a Housing on-line application. You will need to provide your eviction notice details.

[At risk of homelessness | Enfield Council](#)

**Q: I can't afford to pay my rent even though I am receiving Housing Benefit. What can I do?**

A: You may be entitled to a Discretionary Housing payment. For further information and to make an application visit-

[Extra help with rent and Council Tax | Enfield Council](#)

**Q: I can't afford to pay my Council Tax even though I receive Council Tax Support?**

A: You may be entitled to a Council Tax Hardship payment. For further information and to make an application visit-

[Extra help with rent and Council Tax | Enfield Council](#)

**Q: Where can I get more information on services and help with my Council Tax**

A: Visit [Enfield Council](#) to register for our Enfield Connected account. This will enable you to -

Pay your Council Tax simply and easily by direct debit;

Check your balance and payment history;

Inform us of a change in circumstances by editing your account profile;

Apply for discounts.

**Q: How can I contact the Council by telephone?**

A: You can call 020 8379 1000 between 9am and 5pm.

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