

# Make a claim

## Customer guide

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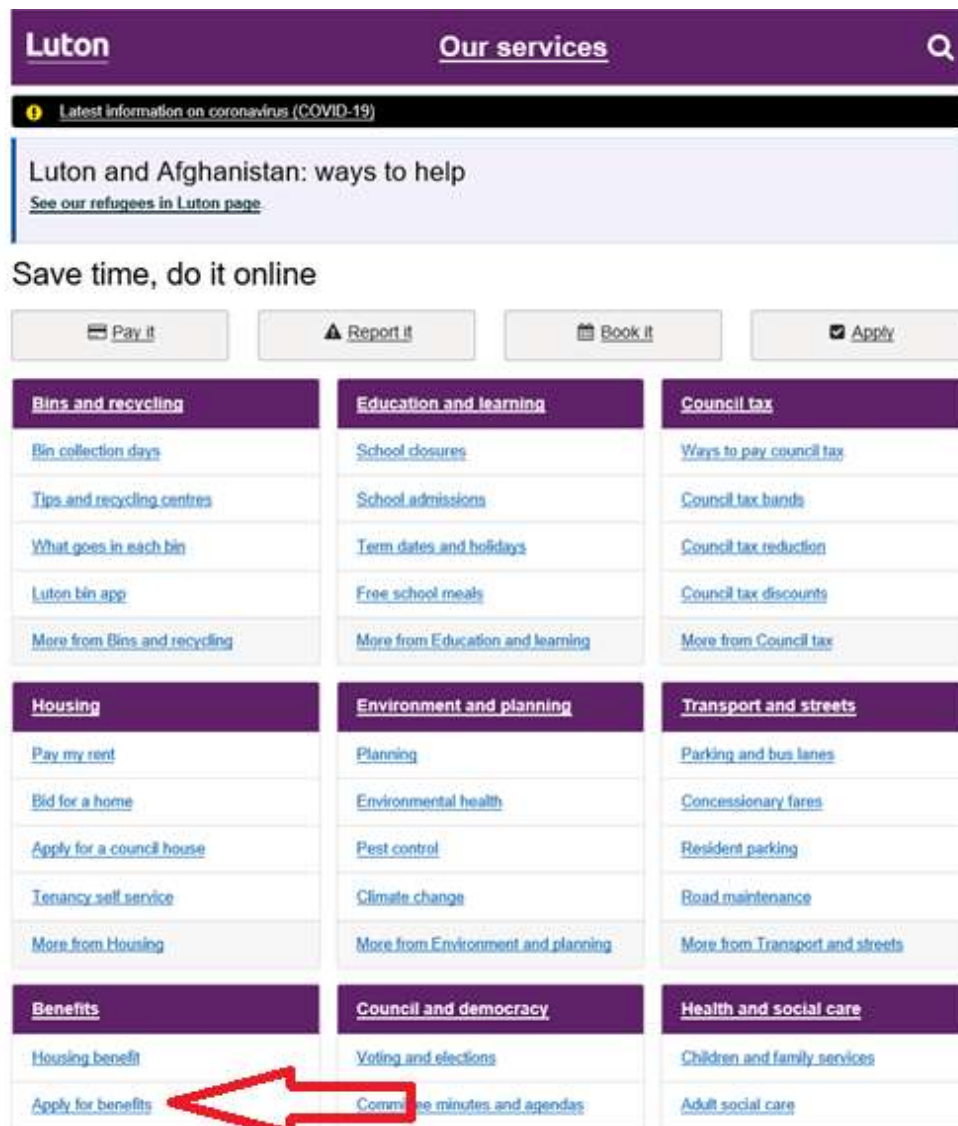
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# How to apply

From the Our Services page on the website, under the Benefits section select 'Apply for benefits'



This will take you to the Apply for Housing Benefit page.

Select 'Which benefits should I apply for?'

The screenshot shows the Luton website header with 'Our services' and a search icon. Below the header is a navigation breadcrumb: 'Home > Benefits > Housing Benefit'. The main heading is 'Apply for Housing Benefit' with a sub-heading: 'Complete our simple form to find out which benefits you should apply for, based on your circumstances.' There are three main navigation links: 'Which benefits should I apply for?' (highlighted with a red arrow), 'Apply for benefits', and 'Resume saved application'. Below these are several service tiles: 'Frequently asked questions', 'Understanding your award', 'Report a change in circumstance', 'Housing benefits overpayments', 'Discretionary housing payment', 'Upload documents', 'Benefits disputes and appeals', 'Other benefits and budgeting calculator', 'Backdating housing benefit payments', 'Council Tax Reduction', and 'Help with online council tax and benefits services'.

You will be asked to complete some questions based on your current circumstances. This will enable us to signpost you to the correct benefit.

Select 'Apply for Housing Benefit' or 'Apply for Council Tax Reduction'.

The screenshot shows the Luton website header with the 'Luton' logo. The main heading is 'Should I apply for Housing Benefit, Universal Credit or Council Tax Reduction'. The form contains three questions, each with 'Yes' and 'No' radio button options and a green checkmark to the right:

- Do you live in either a Hostel, Temporary Accommodation or Supported Accommodation? \*  
 Yes  No
- Are you over State Pension Age? \*  
 Yes  No
- Do you have a partner? \*  
 Yes  No

At the bottom of the form, there is a blue link: 'Apply for Housing Benefit', which is highlighted with a red arrow.

## Should I apply for Housing Benefit, Universal Credit or Council Tax Reduction

Do you live in either a Hostel, Temporary Accommodation or Supported Accommodation? \*

Yes ✓

No

Are you over State Pension Age? \*

Yes ✓

No

Apply for [Universal Credit](#).

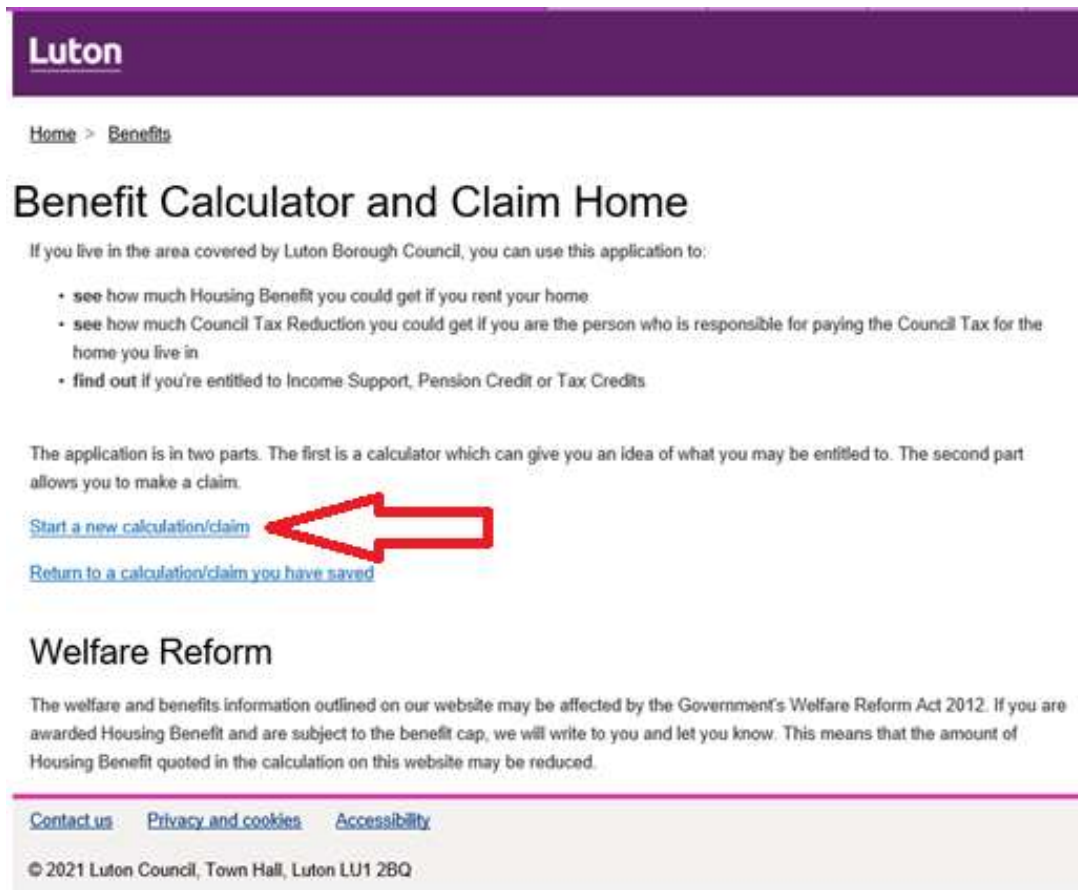
Don't forget you may qualify for [Council Tax Reduction](#) if you have to pay Council Tax. This is to [apply for Council Tax Reduction only](#).



# Applying for Housing Benefit and/or Council Tax Reduction

By selecting 'Apply for Housing Benefit' or 'Apply for Council Tax Reduction' this will bring you to the Benefit Calculator and Claim Home page.

To apply for benefits select 'Start a new calculation/ claim'.



**Luton**

[Home](#) > [Benefits](#)

## Benefit Calculator and Claim Home

If you live in the area covered by Luton Borough Council, you can use this application to:

- see how much Housing Benefit you could get if you rent your home
- see how much Council Tax Reduction you could get if you are the person who is responsible for paying the Council Tax for the home you live in
- find out if you're entitled to Income Support, Pension Credit or Tax Credits

The application is in two parts. The first is a calculator which can give you an idea of what you may be entitled to. The second part allows you to make a claim.

[Start a new calculation/claim](#)

[Return to a calculation/claim you have saved](#)

## Welfare Reform

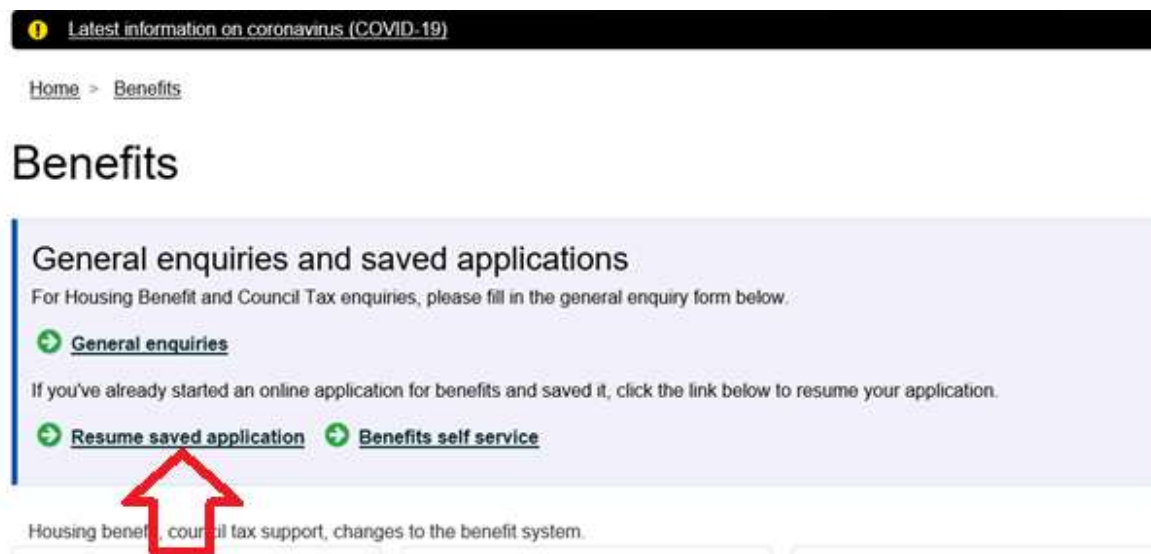
The welfare and benefits information outlined on our website may be affected by the Government's Welfare Reform Act 2012. If you are awarded Housing Benefit and are subject to the benefit cap, we will write to you and let you know. This means that the amount of Housing Benefit quoted in the calculation on this website may be reduced.

[Contact us](#) · [Privacy and cookies](#) · [Accessibility](#)

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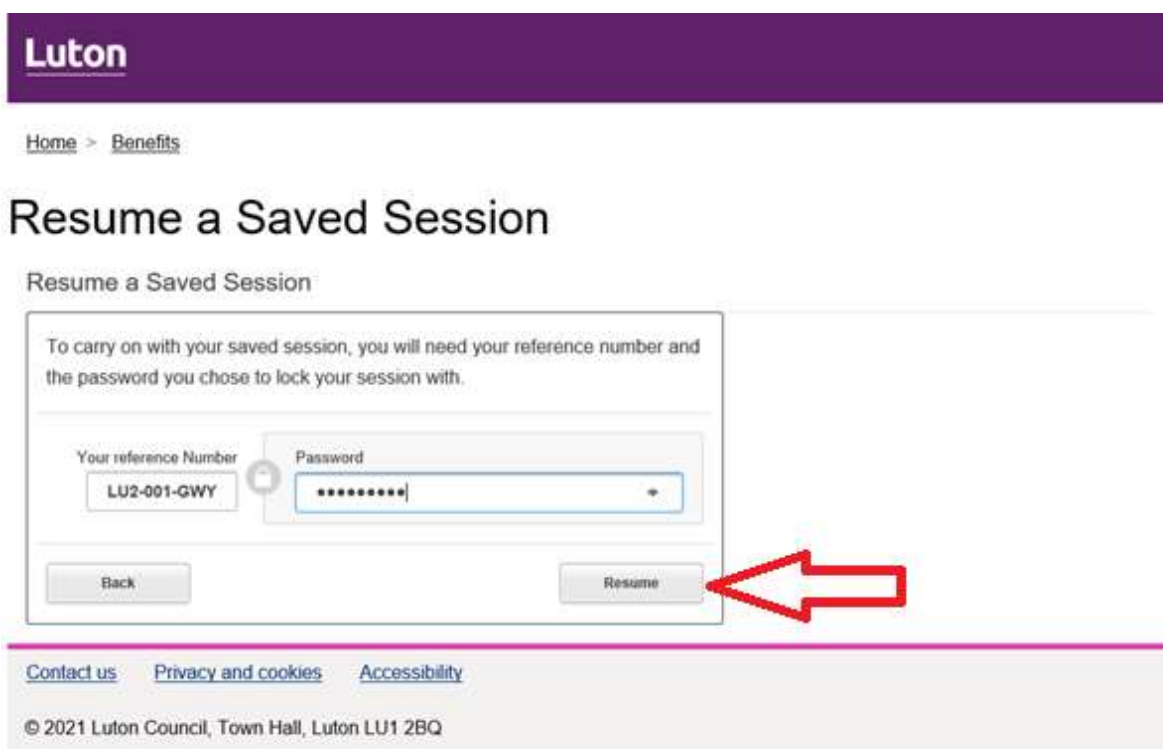
# Resume saved application

Should you need to log out before completing the application, you can resume your application from the Benefits webpage by selecting 'Resume saved application'



You will be asked to enter your reference number and password.

Select Resume to open your application from where you last saved it.



# Benefits calculator and claim

By selecting 'Apply for Housing Benefit and/or Council Tax Reduction' this will bring you directly to the benefits calculator. The application is automatically saved as you go along

## If resuming an application

When selecting the 'Resume' button to resume a saved session you will be able to see all the questions and answers completed so far. This allows you to go back to a particular question. By selecting the pencil icon you may change an answer without affecting any other answers (unless that change opens a new string of questions). Once changed you may select Return to current question.

Benefit Calculator and Claim

Your Answers So Far

2  **After this answer** with a partner as a couple?

3  **Do you own another property or any land in the United Kingdom or abroad?**

4  **Are you a student? By student we mean anyone who is attending a course of study at an educational establishment, including student nurses.**

These are the answers you've provided so far. Click the button below to go back to the main questionnaire.

[Return to current question](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

[Stuck? Get help](#)  
[Helpful tips](#)


[Your privacy](#)  
[Legal information](#)

## Help functions

The application form has help functions to explain more complex questions further.

Benefit Calculator and Claim

You and your household - Children

**Do you live with any dependant children?** 

A dependant child is one who you usually get child benefit for. Answer Yes if you are responsible for a child, even if you do not get child benefit for that child.

Do not count any child whose parent or guardian also lives with you or any child who has been in hospital continuously for 52 weeks (one year) or more.

To find out more about Child Benefit, click help above.

Yes  
 No

[Previous](#) [Show your answers](#) [Next](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

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You and your household - Children

Child Benefit is paid to parents (or guardians) for:

- all children aged under 16
- children aged 16, 17, or 18 who are in full time education
- children aged 16, 17, 18, or 19 who are on the Entry to Employment training scheme or the Programme-led Pathways into Apprenticeships scheme. They must have been under 19 when they started either scheme.

**Do you live with any dependant children?** [Help](#)

A dependant child is one who you usually get child benefit for. Answer Yes if you are responsible for a child, even if you do not get child benefit for that child.

Do not count any child whose parent or guardian also lives with you or any child who has been in hospital continuously for 52 weeks (one year) or more.

To find out more about Child Benefit, click help above.

Yes  
 No

[Previous](#) [Show your answers](#) [Next](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

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## Mandatory questions

All questions are mandatory and you will be prompted to answer any missed questions.

**Luton**

A-Z of services [A](#)

[Home](#)  
[My Account](#)

Benefit Calculator and Claim

You and your household - Children

**You must provide an answer for this question.**

**Do you live with any dependant children?** [Help](#)

A dependant child is one who you usually get child benefit for. Answer Yes if you are responsible for a child, even if you do not get child benefit for that child.

Do not count any child whose parent or guardian also lives with you or any child who has been in hospital continuously for 52 weeks (one year) or more.

To find out more about Child Benefit, click help above.

Yes  
 No

[Previous](#) [Show your answers](#) [Next](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

[Stuck? Get help](#)  
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The first part of the application is the benefits calculator, once that part is completed you'll be presented with a summary of your benefits entitlement based on what you've told us.

Your calculation

**A summary of your entitlement is shown below.**

You have not submitted a claim for benefit yet. If you wish to claim benefit press 'Next' and continue.

---

You could get **Council Tax Reduction of £13.30 a week**

Council Tax bill for your property is £17.74 per week.

You would have to pay the remaining Council Tax of: £4.44 a week.

---

**Claim your benefit online now**

Complete your claim for benefit online now. Click the **Next** button below and you will be asked to enter your personal details based on the information you have already provided.

At the end of the questions, we will remind you of how much benefit you could get if your claim is successful, based on the information you have supplied. We also advise you of what documents we need from you as evidence to support your claim and where to present the documents.

[Previous](#) [Show your answers](#) [Next](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

[Check? Get help](#)  
[Helpful tips](#)

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[Legal information](#)

If you chose to continue to make a claim select 'Next', some of the information you have already given will be used but please note you may be asked to repeat some information.

**Claim your benefit online now**

Complete your claim for benefit online now. Click the **Next** button below and you will be asked to enter your personal details based on the information you have already provided.

At the end of the questions, we will remind you of how much benefit you could get if your claim is successful, based on the information you have supplied. We also advise you of what documents we need from you as evidence to support your claim and where to present the documents.

[Previous](#) [Show your answers](#) [Next](#)



Once you've completed the claim part of the application you will get the opportunity to review your answers. At this Step 1 stage you will still be able to change an answer.

## Benefit Calculator and Claim

Step 1 of 3 : Review your claim for benefit

Please take the time to review your Claim Details by clicking on the **View your claim details** button.

[View your claim details](#)

You will not be able to change any of your answers after you proceed to Step 2 of 3.

If you want to change an answer:

- Close the Claim Details window if you have it open
- Press 'Show Your Answers' below
- Find the answers you want to change and click 'Alter This Answer'
- View the Claim Details again - your new answers will be shown

When you are happy that your Claim Details are correct, please click the Proceed button.

[Show your answers](#) [Proceed](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

[Stuck? Get help](#)  
[Helpful tips](#)

[Your privacy](#)  
[Legal information](#)

## Return to application

The Claim Details opens in a new tab, to return to the application just close the tab by clicking on the X.

The screenshot shows a web browser window with the URL [https://benefits.luton.gov.uk/services/QuestEngine/TNSA\\_Avclaim&TNSA\\_Svhtml&TNSA\\_UxLU2-302-2](https://benefits.luton.gov.uk/services/QuestEngine/TNSA_Avclaim&TNSA_Svhtml&TNSA_UxLU2-302-2). The browser's tab bar shows three tabs: 'View Income', 'Luton Borough Cou...', and 'Benefe Calculator an...'. A new tab titled 'BECS Claims > CL...' is open, and an arrow points to the 'X' icon in its title bar. The main content area displays the 'Claim Details' form, which includes a disclaimer and a 'Section A: Personal Details' with various fields and radio buttons.

**Claim Details**

This document contains your questions and answers; this document cannot be used as a claim for benefit and is for your reference only.  
Close this document to carry on and submit your claim.

**Section A: Personal Details**

Do you live with a partner as a couple?  No

Your first name(s)

Your surname

Your title

Do you use, or have you ever used, any other names?  No

Your date of birth (Enter year in the format YYYY)

What gender are you?  Male

Do you have a National Insurance number?  Yes, but I can't find the number

What is your nationality?  British

Have you lived in the United Kingdom for the last two years or more?  Yes

Are you a student? By a student we mean anyone who is attending a course of study at an educational establishment, including student nurses.  No

Please enter your email address:

Your telephone number

Step 1 of 3 : Review your claim for benefit

Please take the time to review your Claim Details by clicking on the **View your claim details** button.

[View your claim details](#)

You will not be able to change any of your answers after you proceed to Step 2 of 3.

If you want to change an answer:

- Close the Claim Details window if you have it open
- Press 'Show Your Answers' below
- Find the answers you want to change and click 'Alter This Answer'
- View the Claim Details again - your new answers will be shown

When you are happy that your Claim Details are correct, please click the Proceed button.

[Show your answers](#)
[Proceed](#)

This application is automatically saved every time you answer a question. You can resume a partially completed application when you log back into your MyAccount, by just clicking the link to 'Housing Benefit Claim' in the MyHistory section.

[Stuck? Get help](#)  
[Helpful tips](#)

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[Legal information](#)

If you're happy with your answers then 'proceed' to step 2, at which point you will not be able to change any answers.

## What evidence do I need to provide?

At the end of the application there will be an evidence checklist confirming what evidences you need to provide.

Select 'View my Evidence Checklist'.

Step 2 of 3: Complete your claim for benefit

Your claim has not been submitted yet. If you wish to claim benefit, please complete the current page and press "Submit my claim for benefit".

[View my Evidence Checklist](#)

**Important:** Do not delay sending any documents to us. If it takes longer than one calendar month for us to receive the evidence requested, you may have to claim again and you may lose benefit.

**Declaration**

Please read this declaration carefully before you agree to the terms.

I understand the following:

- If I give information that is incorrect or incomplete, you may take action against me. This may include court action.
- You will use the information that I have provided to process my claim for Housing Benefit, Free School Meals or Council Tax Reduction.
- You may check some of the information with other sources as allowed by the law.
- You may use information in connection with this and any other claim for Job Centre Plus benefits that I have made or may make.
- You may use my details to consider Council Tax liability at my address and to make sure I get the correct Council Tax discount.
- You may use the information provided for the collection and recovery of any outstanding sums owed to Luton Borough Council
- You will use the information that I have provided and share it with other council departments to check or prove my entitlement to other benefits, grants and services.

Your claim has not yet been submitted.

To complete your claim for benefit you must:

- View and read through your Evidence Checklist
- Read and agree to the Declaration printed below
- Press the 'Submit my claim for benefit' button at the bottom of the page.

## Submit claim

You'll need to tick to say you have read the declaration. Only then can you submit the claim. On successful submission you will see the following message.

allows this.

- I know I must let Luton Borough Council know immediately of any changes in my circumstances that might affect my claim. If I do not tell Luton Borough Council and I am paid too much benefit I know that the council will ask me to pay it back.
- I declare the information I have given on this form is correct and complete.
- I have read through my Evidence Checklist and know which documents I must provide to support my claim

Please be aware that a claim may also be adjusted periodically using Earnings and/or Pension details as verified by Real Time Information (RTI) received from Her Majesty's Revenue and Customs (HMRC). You do not need to contact us about this, if we need to discuss this further we will get in touch with you.

I have read and agree to the terms of the declaration.

Once you have agreed to the terms of the declaration, please press the button to submit your claim.

### Benefit Claim and Calculator

Step 3 of 3: Thank you, your claim has been submitted online

Your Claim Reference Number is:

**LU2-002-2G5**

Please quote your Claim Reference Number whenever you communicate with the Council regarding your online claim for benefits.

**Important:** Do not delay sending any documents to us. If it takes longer than one calendar month for us to receive the evidence requested, you may have to claim again and you may lose benefit.

#### Universal Credit Online

You have submitted a claim for Council Tax Reduction. As you are living in a Universal Credit online area you will need to make a claim for Universal Credit from the department for work and pensions for help towards your rent.

#### Problems using the service?

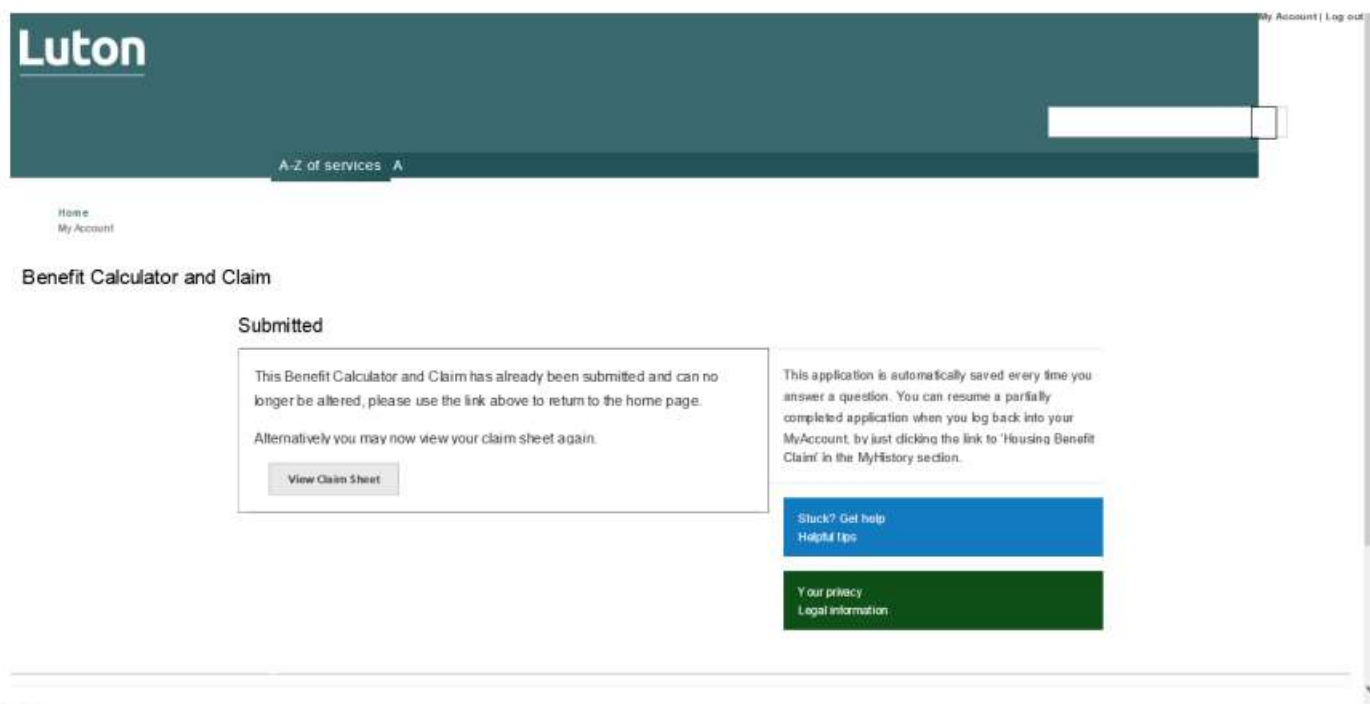
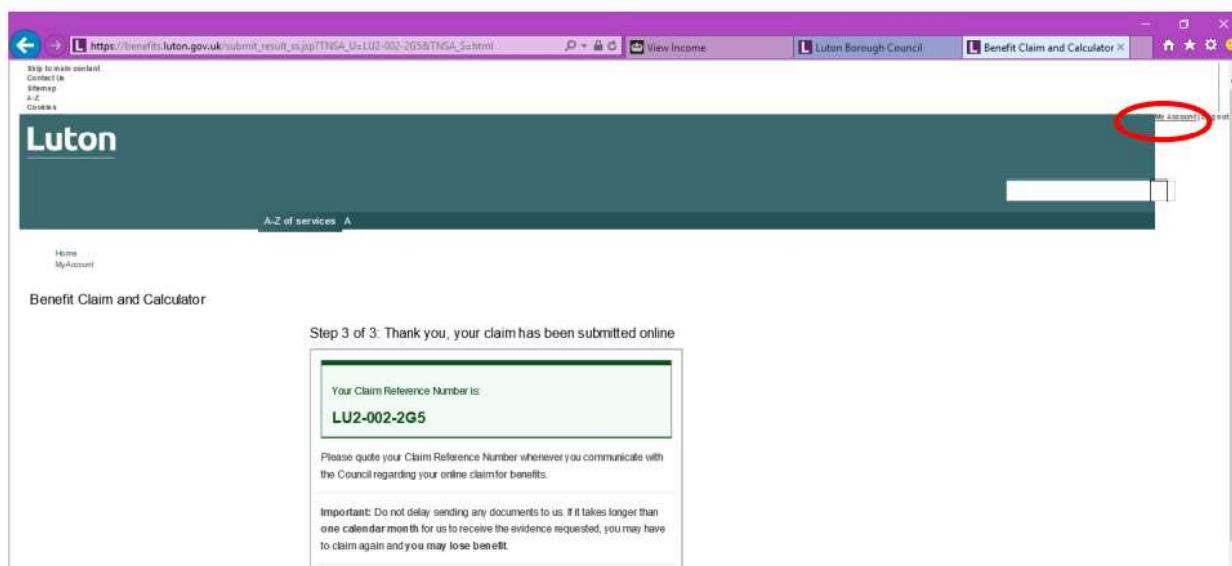
If you have encountered any problems using this service, please contact:

Email: [revenues@luton.gov.uk](mailto:revenues@luton.gov.uk)

Phone: 0300 790 0345

# Log out

Please remember when finished to log out of your session. You'll see a screen confirming your claim has been submitted.



You will receive an email confirming that your claim has been submitted. This will also confirm the reference number of your application.