

HOUSING BENEFIT

THE RENT SERVICE AND HOUSING BENEFIT



CUSTOMER SERVICE EXCELLENCE

the rent service 
specialists in rental valuations



TRANSFORM

The Rent Service (TRS) is currently undergoing a period of change, with the transfer of its operational functions to the Valuation Office Agency (VOA) in April 2009.

TRANSFORM is a dedicated change programme set up to ensure that both organisations work towards a seamless transfer.

Please be assured that our service delivery to you during this merger will not be affected in any way.



IMPORTANT – THIS LEAFLET MAY NOT APPLY TO YOU

The method of calculating Housing Benefit changed from 7th April 2008. The contents of this leaflet only apply to existing Housing Benefit claimants who have claimed Housing Benefit prior to 7th April 2008 and remain continually claiming Housing Benefit in their existing accommodation.

Most new claims, and existing claimants changing address from 7th April 2008 will be dealt with under the new Local Housing Allowance (LHA) Scheme, with few exceptions.

For further details of the new scheme and how this affects you, please contact your local Housing Benefit department or visit the LHA direct website: **<https://lha-direct.therentservice.gov.uk>**

WHAT HAS HOUSING BENEFIT GOT TO DO WITH THE RENT OFFICER?

Housing Benefit can help you pay a reasonable level of rent, but the amount you receive is also based on your personal circumstances and may not be the same as you have agreed to pay your landlord.

Housing Benefit levels are set by the local authority and if the Housing Benefit department asks, the rent officer will make a series of valuations. These are called 'determinations'. These determinations give the council the reasonable rent figure that they use to work out your benefit.

WHAT DOES THE RENT OFFICER DO?

The rent officer may look at the property before making the determinations, but it is not necessary for them to visit all properties. If a rent officer wants to visit you, they will make an appointment by phone or letter. If this appointment is not convenient, you can usually change it.

Housing Benefit does not cover the cost of certain things, which may be included in your rent, such as fuel, water charges, laundry or cleaning of your room. These items are called 'ineligible charges'. If these are included in your rent, the rent officer will take the value of these off the rent as Housing Benefit cannot pay for them.

The rent officer then makes the following valuations.

CLAIM - RELATED RENT - THIS HAS THREE PARTS

1 - SIGNIFICANTLY HIGH RENT

The rent officer will decide if the rent you pay is reasonable compared with other properties in the 'vicinity'. If it is too high, they will set a reasonable figure. 'Vicinity' means the immediate area around the property. If the property is in a town or city, this could mean just the street the property is in or a few adjoining streets. If the property is in the country, the 'vicinity' could be a small village.

2 - NUMBER OF ROOMS (SIZE CRITERIA)

The rent officer will consider whether your home has more rooms than the Housing Benefit rules say you need. If it has too many rooms, the rent officer will decide what the rent would be for a similar property with the right number of rooms. The rules are strict and the rent officer is not able to alter them.

The number of rooms allowed is as follows.

One bedroom for each of the following, counting each person once only, in the first group they come into.

- A couple.
- Someone who is 16 or over.
- Two children of the same sex.
- Two children who are younger than 10.
- A child (a 'child' is someone under 16).

You are also allowed one living room if there are up to three people living in your home. You are allowed a second living room if four, five or six people live there. You are allowed a third living room if there are more than six people living in your home.

The rent officer only counts children as living in the home where they normally live. They are not counted in a home where they visit, however often.

The Housing Benefit department decides who counts as living at a property and the rent officer can only include these people in the decision.

3 - EXCEPTIONALLY HIGH RENT

After making these decisions, the rent officer decides if the lowest figure is still much higher than most rents for the right number of rooms in the neighbourhood. This might be because of the high quality of the property or because of the services or amenities provided. If it is much higher, the rent officer must fix a figure that is in keeping with the general level of rents.

‘Services’ are things that the landlord does or supplies beyond providing the basic accommodation, such as doing the laundry or cleaning the property.

‘Amenities’ are the physical things at the property, such as a swimming pool or tennis court.

CLAIM - RELATED RENT

Once the rent officer has made these three decisions, the lowest of them is the **claim-related rent**.

LOCAL REFERENCE RENT

The rent officer will also decide a **local reference rent** for property with the right number of rooms in the same ‘locality’. This figure will apply if it is lower than the **claim-related rent**.

The local reference rent is the midpoint of the range of rents for all types of property with the right number of rooms in the same ‘locality’ as your home. The ‘locality’ is an area with at least two neighbourhoods. Within this area

there will be a mix of property types and alternative places to live within a reasonable travelling distance of similar public amenities. The range of rents used will not include any rent that is exceptionally high or low.

SINGLE ROOM RENT

If you are single and under 25, with no partner or children living with you, the rent officer will also decide how much is generally paid in the 'locality' for a single room with a shared living room, kitchen, bathroom and toilet, but without any food or fuel bills included. This is called the **single room rent** and will apply if it is lower than the claim-related rent or local reference rent. The rent officer will only give a single room rent decision if the Housing Benefit department asks us to provide one.

Rent officer decisions usually stay in force for 52 weeks, but the single room rent lasts for 52 weeks or until your 25th birthday, whichever is sooner.

WILL MY BENEFIT BE DELAYED?

The rent officer has fixed time limits to carry out the valuations. In most cases, the rent officer should be able to send a decision back to the council within a few days. If the rent officer needs to visit, there may be a short delay especially if the appointment has to be changed. The council can usually pay some benefit on account if there is a delay.

HOW DOES THE RENT OFFICER KNOW WHAT FIGURES TO SET?

Rent officers continually monitor the local rental market. They collect details about properties available to rent and the rents that have been agreed for properties let recently. This information comes from different sources, including letting agents, landlords and tenants and a range of advertisements.

CAN I ASK THE RENT OFFICER TO EXPLAIN THESE DECISIONS?

Yes, you have a right to ask your Housing Benefit office or the rent officer to give you reasons for all or any of these decisions.

WHAT IF I AM UNHAPPY ABOUT THE RENT OFFICER'S DECISION?

If you are unhappy about the rent officer's decision, you can ask the local authority for your case to be looked at again. You should give your reasons. The local authority will then ask for another rent officer (called a redetermination officer) to make a new decision. At this stage you can make representations about the rent officer's decisions, and give them any information you think would help. You should make your representations in writing to your Housing Benefit office.

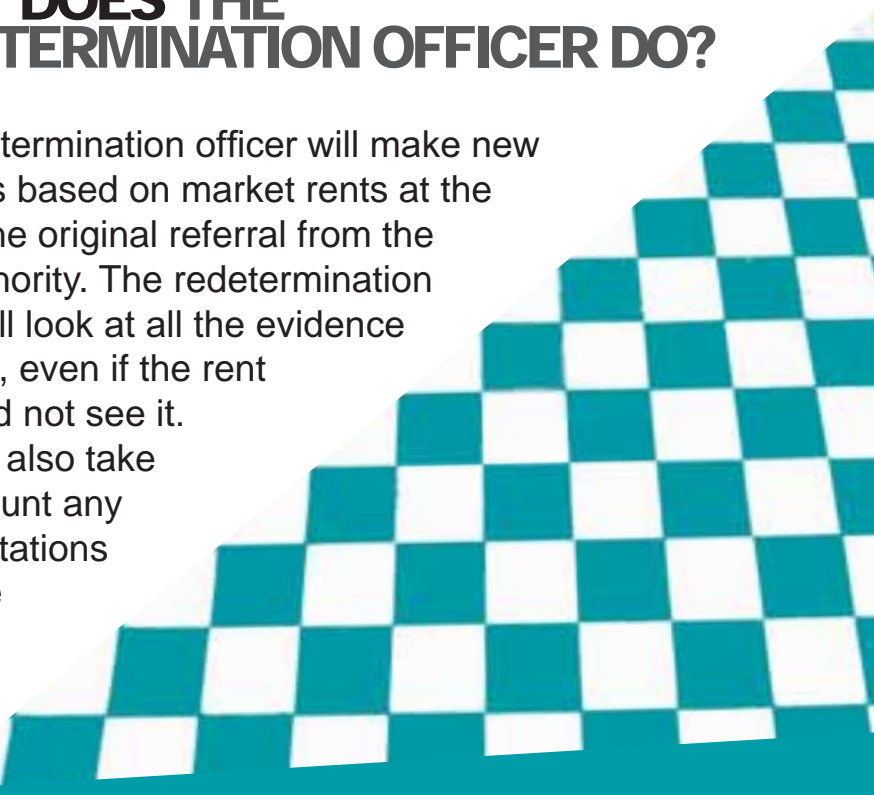
WHAT ARE REDETERMINATION OFFICERS?

Redetermination officers are experienced valuers who will make new decisions when a redetermination is requested. They work for a separate unit of The Rent Service.

The redetermination officer who deals with your case will not discuss your case with the rent officer who made the original decision, but will consult with another rent officer before making their redetermination decisions.

WHAT DOES THE REDETERMINATION OFFICER DO?

The redetermination officer will make new decisions based on market rents at the date of the original referral from the local authority. The redetermination officer will look at all the evidence available, even if the rent officer did not see it. They will also take into account any representations you have made.



WILL THE REDETERMINATION OFFICER VISIT MY HOME?

The redetermination officer may want to visit your home, but this is not always necessary. We will contact you by phone or letter if we need to visit you.

HOW WILL I FIND OUT ABOUT THE REDETERMINATION OFFICER'S DECISIONS?

The redetermination officer will send the decisions to you and your Housing Benefit office. The new decisions could be higher than, the same as, or lower than the rent officer's valuations. The redetermination officer will always send you written reasons for the decisions. They will also answer any specific points you raised when you or your Housing Benefit office asked for the redetermination.

WHAT IF I DON'T UNDERSTAND SOME OF THE INFORMATION I HAVE BEEN GIVEN?

You have the right to ask the redetermination officer to explain anything you don't understand.

Please let the redetermination officer or your Housing Benefit office know if you would like anything explained in more detail.

CAN I FIND OUT HOW MUCH I MIGHT GET BEFORE I TAKE A TENANCY?

If you are thinking of renting a different property after 7th April 2008 your claim for Housing Benefit will generally be dealt with under the new Local Housing Allowance (LHA) scheme. Some types of property are exempt from the new LHA scheme and you should ask your local Housing Benefit department if these exemptions apply to you.

If the property you are intending to rent is exempt from the LHA scheme, or you are remaining in your existing accommodation and your existing agreement is coming to an end you may be able to apply for a **pre-tenancy determination**.

The pre-tenancy determination will show you the figure that the Housing Benefit department will use to work out your benefit.

It does not guarantee that you will qualify for Housing Benefit or say how much your benefit will be.

You can find more details in the leaflet 'Pre-tenancy determinations' which you can get from any Rent Service office.

DO YOU WANT TO KNOW MORE?

For more information contact The Rent Service
on **08450 264696**

or e-mail **customer.services@therentservice.gov.uk**
or visit our website **www.therentservice.gov.uk**



The Rent Service is committed to providing services which embrace diversity and promote equal opportunity for our stakeholders, customers and staff. We aim to ensure this commitment, reinforced by our values, is embedded in our day to day working practices.

If you require our literature in an alternative format or language, we may be able to help you.