

# **The Crisis and Resilience Fund- Housing Payment (CRF- HP) Scheme**

**Preston and Lancaster Shared Services**

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**This form is not to be used for upfront rent, deposits or  
removal costs (to assist with a move to a new property). An  
additional form is available on our website for this.**

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## **The Crisis and Resilience Fund- Housing Payment (CRF- HP)**

A CRF- HP may be claimed if you receive Housing Benefit or the Housing Costs Element within Universal Credit but are having difficulty paying the rest of your rent yourself.

A CRF- HP may be used to pay for:

- Rent arrears (but not if you were receiving enough Housing Benefit or Housing Costs Element of Universal Credit, to pay all of your rent at the time the arrears built up).
- A shortfall between Housing Benefit or Housing Costs Element of Universal Credit and the eligible rent.

A CRF- HP cannot be paid towards ineligible service charges, or if the reason for the shortfall is that your Housing Benefit or Housing Costs Element of Universal Credit has been reduced to recover an overpayment, or because your benefits have been sanctioned.

The local authority will consider any special circumstances that contribute to your financial difficulties, for example, if:

- You are under-occupying a Council or housing association property
- You are impacted by benefit cap
- The Local Housing Allowance rate is lower than your rent charge
- You have additional travel costs because you travel to a doctor or hospital or you care for a relative or friend,
- You are likely to become homeless if payment is not made.

You will be asked for details of your income and outgoings.

You should send copies of relevant bills or bank statements along with your application.

Please also provide any information about your circumstances that make things difficult for you financially.

Please provide all details within fourteen days of the date of the request or a decision will have to be made based on the available information.

## **Council Tax Support Exceptional Hardship Payment Scheme**

If you want us to consider an Exceptional Hardship Payment (EHP) to help with your Council Tax, you must be the liable person at the address and you must be in receipt of Council Tax Support.

An EHP will be considered if you are of working age and cannot afford to pay the shortfall in your Council Tax Liability.

You will be asked for details of your income and outgoings.

You should send copies of relevant bills or bank statements along with your application.

Please also provide any information about your circumstances that make things difficult for you financially.

Please provide all details within fourteen days of the date of the request or a decision will have to be made based on the available information.

**RETURN ADDRESS:**

**HEAD OF REVENUE SERVICES  
PO BOX 4  
TOWN HALL  
LANCASTER  
LA1 1QR**

**Or hand in at Lancaster or Morecambe Town Halls**

Do not forget to enclose any documentary evidence that you have, to support your claim.



**Please tell us why you want a Crisis and Resilience Fund – Housing Payment/Exceptional Hardship Payment (CRF- HP/EHP). Tell us anything about your special circumstances, (please include information regarding health problems, disabilities, carers, recent “life events” including bereavements). Please provide as much supporting evidence as possible:**



### **Expenditure details**

Please complete the amounts in the relevant columns. There are some blanks at the end if there is expenditure that we have not listed.

<b>Outgoings</b>	<b>Amount per week</b>	<b>Amount per calendar month</b>	<b>Amount per year</b>
Rent (shortfall)			
Council Tax			
Gas			
Electricity			
Water Rates			
House insurance			
Life insurance			
TV licence			
Sky/TV Subscriptions			
Telephone			
Mobile Phones			
Internet			
Travel (bus/taxi fare)			
Clothing/Footwear			
Prescriptions			
Dentist/Opticians			
Court fines			
Cigarettes/tobacco/vapes			
Car/bike insurance			
MOT			
Car tax			
Petrol/diesel			
Car loan/finance			
Housekeeping/essential shopping			

Laundry			
Debt repayments			
<b>Total outgoings</b>			

**Please provide your last 2 months banks statements/building society accounts.**

**Details of your current property**

If you are in receipt of Universal Credit, we do not hold details about your tenancy. Please provide proof of your rent and your most recent Universal Credit statement, showing the breakdown of the award elements and any deductions.

**Name, address, and telephone number for your landlord:**

**Date moved in:** \_\_\_\_\_

**Date tenancy started** (please provide tenancy agreement):

\_\_\_\_\_

**Rent charge and how often** (e.g. £475.00 per calendar month):

\_\_\_\_\_

**Amount of rent arrears and period they cover:**

\_\_\_\_\_

**Please provide a rent statement showing where arrears accrued.**

**Type of property** (e.g., flat, house): \_\_\_\_\_

**Detail what rooms you have for you and your household and which, if any, you share:**

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**State which, if any, bills, and service charges are included in the rent charge:**

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**Debts – please list any outstanding debts, including rent, Council Tax, fuel, utilities, and credit cards etc. Please provide proof.**

<b>Company</b>	<b>Amount owing</b>	<b>Repayment amount and frequency</b>

**Loans/HP agreements - please provide copies of all agreements**

<b>Loan/Hire Purchase Company</b>	<b>Start date</b>	<b>Amount owing</b>	<b>Reason for loan</b>	<b>Repayment amount and frequency</b>

**DECLARATION**

The information on this form is correct and complete to the best of my knowledge. I give my permission for the Council to make necessary enquiries to check the information. I know I must tell the Benefits Team about any change in my circumstances which could affect my Crisis and Resilience Fund- Housing Payment/Exceptional Hardship Payment application. I also understand that any false declaration may be used by the Council in connection with its prevention and detection of fraud.

I give all other agencies (e.g. Social Services, Citizens Advice Service, NHS, support workers etc.) permission to discuss any relevant details and provide information pertinent to the CRF-HP/EHP claim with the officers dealing with my application.

*Personal information will be kept safe and secure and will only be kept for as long as is necessary. Further information can be found in the Privacy Notice on the Council's website <http://www.lancaster.gov.uk/benefits-and-support/housing-benefit-and-council-tax-reduction-scheme-privacy-notice>*

Your signature \_\_\_\_\_ Date \_\_\_\_\_

Name and telephone number of person filling in the form, if not you.

\_\_\_\_\_

Relationship to person \_\_\_\_\_

Signature of person filling in the form \_\_\_\_\_