

Benefits FAQ's

How much Housing/Council Tax Support will I qualify for?

Any Housing Benefit/Council Tax Support claim is assessed on individual circumstances.

To see if you may qualify you can use our [online benefits calculator](#).

Alternatively, complete our [online benefits claim form](#) and a notification of your entitlement (if any) will be sent to you in writing, as soon as possible.

What is the threshold for savings/capital?

You usually cannot claim Housing Benefit or Council Tax Support if you have savings or capital with a value over £16,000.

How long will it take to assess my benefit entitlement?

How long it takes to work out your claim depends on how quickly you send in all the information and how busy we are when you make your claim.

If you are making a new claim for benefit our aim to assess your entitlement within 22 days, sooner if you supply all the supporting evidence.

If you have notified us of a change in your circumstances, our aim is to amend your benefit claim within 7 days.

If you disagree with our decision and have asked us to look at it again, we will respond within 28 days.

How can I get my supporting evidence to you electronically, for example, my wage slips?

You can email a clear picture of your supporting evidence to benefits@selby.gov.uk, make sure you include your name and address in your email. You are also able to do this when completing one of our online forms for either a new claim or a change in circumstances.

After my claim has been processed when will my payment be due?

Payments to claimants are made fortnightly in arrears, payments to landlords are made 4 weekly in arrears. Payments for council properties are made weekly in advance. Payments are normally made direct to claimants for privately rented properties but in certain circumstances payments can be made direct to landlords, for example if the tenant is in arrears or has difficulty managing their affairs.

If a normal payment is due on a bank holiday when will it be received? Your payment will usually be made on the next working day.

What if my circumstances change?

Let us know straight away if your circumstances change. You can do this online using our [Change in Circumstances](#) form.

Examples of changes you must tell us about include:

- you stop getting Income Support or Jobseekers Allowance (income based)
- your income changes
- changes to savings over £6000
- the circumstances of anyone living with you changes
- someone moves in or out of your home – we need to know the date the change occurred and for somebody moving in their name, date of birth, their relationship to you and their income

If a change in your circumstances occurs, which would mean you should receive more benefit and you do not let us know within one calendar month, we may only take account of the change from when you tell us, so you may lose money. If a change in your circumstances occurs, which means you should receive less benefit and you do not tell us straight away, we may pay you too much benefit that we will have to recover.