



## TELL US ABOUT CHANGES WHICH AFFECT YOUR ENTITLEMENT

If you receive Housing Benefit, Local Housing Allowance or Council Tax reduction you have a legal obligation to tell us about any change of circumstance which may affect how much benefit you get.

You must tell us about these changes straight away to avoid us paying you too much benefit then you having to pay it back.

Examples of changes you should tell us about are:

- you move home
- your rent changes
- someone moves into or out of your home
- the circumstances of a member of your household change (for example, someone becomes a student or becomes registered blind)
- you or your partners income changes
- the income of any member of your household changes
- the value of your money, savings or investments changes
- someone starts to get Carers Allowance for looking after you
- someone in your household reaches the age of 18 or you stop receiving Child Benefit for any children in your household
- the amount of childcare costs you pay change

This is not a full list. If you are not sure whether to tell us about a change, ask us for advice.

You can tell us by filling in the form on the back of this page and returning it to Customer Advice & Support Service, Council Headquarters, Newtown St Boswells, Melrose, TD6 0SA.

You can also tell us about a change(s) by contacting Customer Advice & Support:

- Online: [www.scotborders.gov.uk/ContactCASS](http://www.scotborders.gov.uk/ContactCASS)
- By email: [CustomerAdvice@scotborders.gov.uk](mailto:CustomerAdvice@scotborders.gov.uk)
- By telephone: 0300 100 1800
- Visit: Contact Centre/Library Contact Centre. For opening times and locations please visit [www.scotborders.gov.uk/contactcentres](http://www.scotborders.gov.uk/contactcentres)

Telling the Pension Service or Job Centre Plus of a change does not mean they automatically tell us.

It is an offence not to tell us about any change of circumstance that affects your benefit. If you do not tell us your changes you may lose money you are entitled to or you may get too much benefit. We may take court action against you and if we pay you too much benefit, you may have to pay it back

### Other Formats

This document is available in braille or large print. We can also provide the information in other languages. Please email at [CustomerAdvice@scotborders.gov.uk](mailto:CustomerAdvice@scotborders.gov.uk), or call Customer Advice & Support Service on **0300 100 1800** for more details.

To find out more about what we do with your data go to [www.scotborders.gov.uk/CASSPrivacyNotices](http://www.scotborders.gov.uk/CASSPrivacyNotices)