



Frequently Asked Questions

Completing a New Claim for Housing Benefit using an E form:

We have provided these instructions to assist you with completing a New Claim for Housing Benefits with an online E form.

- 1. What is an Eform?** EForms or electronic forms, allow you to process your application for a new Housing Benefit application via a secure website. This electronic form uses advanced internet technology to make it quick and easy for you to fill in and complete. The form is interactive, and will help and guide you to make sure it is filled in correctly. Once opened on the internet, you can fill in and save the form offline. Reconnection to the internet is only required when submitting the completed form.
- 2. Why have the City Council introduced self serve E –forms?** Nottingham City Council wants to make it easier for citizens to make a claim for Housing Benefit and also understand that more of the public have access to the internet than ever before. The E form will enable you to complete a New Claim at anytime so when we are closed you can still complete your claim.
- 3. What if I don't have internet access at home or can't use a computer?** We have considered the needs of all customers including those who may not be able to use the internet. Specifically, you can now complete the form in our **Easyonline Area** which is on the first floor of Angel Row Library in Central Nottingham where advisors will happily support the completion of the E form with you. You can now also arrange an appointment to attend the Contact Centre which will enable you to complete the form with one of our advisors. Please contact our office on **0115 7184444** for further details. Our office opening hours are between **8.30am and 5.00pm** Monday, Tuesday, Wednesday and Friday; **9.30am and 5.00pm** on Thursday.
- 4. What other E forms can I complete online?** The New Claim is the first of our online E forms for Housing Benefits and Council Tax related enquiries. We will shortly be introducing a range of new E forms to the Nottingham City Council website and more details will follow in due course.
- 5. Will my claim be processed any quicker by submitting it online rather than in person?** Yes, if you have all of your documentary evidence available that is needed to process the claim.
- 6. How do I present my proof of evidence that is required?** At the completion of the E form on page 44, you will be presented with a page which asks you to provide the Council with official evidence to support your New Claim for Housing Benefit, this could comprise of one or more of the following:
 - Current passport.
 - Current Tenancy agreement.
 - Copies of your most recent pay documentation.

A full list is at: www.nottinghamcity.gov.uk/article/23897/ApplyforHousingBenefit under **'What types of proof do I have to supply?'** If you are completing your claim at home or remotely you will need to scan your proof of evidence documents, save them as Tif or PDF files and email them through to the Council at this email address: scan.admin@nottinghamcity.gov.uk

It is vital that you provide your full National Insurance number on the subject field of the E mail in order for the Council to quickly process your claim. Your **National Insurance** number comprises of two letters followed by six numbers and finally one letter. For example: **AB123456C** All scanned documents need to be of a consistent quality and must be readable. We are afraid that we cannot accept low quality scans, scans that are in black and white or scanned images that omit any important information.

Alternatively, if you are completing your New Claim form at Nottingham Central Library & Contact Centre in the **Easyonline Area** on the first floor at one of our designated Computers you will need to request assistance from one of our advisors who will guide you through the process and scan in the documents for you.

7. What about my signature is this not longer a requirement of my claim?

You no longer need to print and sign a declaration after you have completed your claim. Instead you will be asked to read a number of statements, confirm that you understand their content, and agree to them.

8. How will I know that my form has been submitted to the Council? On page 44 of the claim you will be provided with a receipt page that you can either print off or write down the reference number for your records. Please keep this. This form will inform you of what proof of evidence you will need to present to the Council to ensure your claim is processed quickly. If you are making a claim at home and have access to a Scanning device you will be able to scan the documents and save them before emailing them to us for consideration.

9. What do I need to do should I encounter any problems with completing the E form? Please access the **Help ? button** which is located on the left hand side of the screen in the first instance. A range of answers are available and this should be your first port of call. You can also use the **'Contact Us'** button below the Help button on the left hand side of the screen. Here you simply need to fill in your details and your preferred method of contact telephone or email and we will get in touch with you.

Please only use this form to ask questions or make comments about the completion of the online claim E form. To help us to deal with your query more quickly, please tell us your address and National Insurance number in the queries/comments box.

However, should the Help option not provide the answer you need please contact us on **0115 7184444** between the hours of **8.30am – 5.00pm Monday, Tuesday, Wednesday and Friday; 9.30am – 5.00pm Thursday.**