

## What if I do not agree with your decision?

As Discretionary Housing Payments are **not** the same as benefit payments, the normal benefit rules on appeals **do not** apply.

You cannot ask for an Appeal Tribunal but you can ask the Council to look at the decision again. The decision will be final.

## What if my circumstances change?

You must tell us straight away if your circumstances change. We will look at your DHP again and may decide to reduce it or stop it. In some cases you may have been overpaid and be asked to pay the money back.

## Finally

If you have any questions about DHPs please contact the Benefits Section on 01276 707121 or visit the contact centre at the council offices.

### Contact Details:

The Benefits Section  
Surrey Heath Borough Council  
Surrey Heath House  
Knoll Road  
Camberley  
Surrey GU15 3HD

Telephone: 01276 707121  
Switchboard: 01276 707100  
Email: [benefits@surreyheath.gov.uk](mailto:benefits@surreyheath.gov.uk)



**You can request this leaflet in large print or Braille.**

**Please contact us on 01276 707121 and we will send you the format you ask for as soon as we can.**

## Discretionary Housing Payments (DHPs)



*'leading for tomorrow'*



## What are DHPs?

DHPs are extra payments that can be made to people claiming help with their rent, Council Tax or both. If you are receiving Housing or Council Tax Benefit and need extra money to help pay your housing costs, we may be able to pay you additional money over and above any benefit entitlement you already have, but we cannot give you more than your total rent or Council Tax.

## Who can claim a Discretionary Housing Payment?

You can claim a DHP as long as you are already receiving Housing or Council Tax Benefit.

## How do I apply?

Just ask for a Discretionary Housing Payment application form from the council offices. You can do this by telephoning 01276 707121, visiting the Council Offices (the address is on this leaflet), or printing one off from the Benefits website at [www.surreyheath.gov.uk/council/Benefits](http://www.surreyheath.gov.uk/council/Benefits).

## We cannot give DHPs for the following

- Rent, if you are only entitled to Council Tax Benefit
- Council Tax if you are only entitled to Housing Benefit
- Any arrears of rent that you owe
- Service or support charges not covered by Housing Benefit
- When your Housing and Council Tax payments are suspended
- Reductions in any benefit because your jobseeker's allowance has been sanctioned (not being paid because you have broken the terms of your claim)

## How do you decide if I can have a DHP?

We will look at the following things when making a decision:

- How much income and savings you have
- Whether you have anyone else who can help you
- If you have any debts or loans
- How you manage your money and your expenses
- If there is any income available to you from any other sources
- If anyone in your household is ill or disabled
- What steps you have taken to improve the situation for yourself

## How much extra can I get?

DHPs are **not** the same as benefit payments and the Council only has a limited fund of money to make additional payments. We will consider your circumstances fully and if you are given a payment, we will decide how much it should be and the period of time it will be paid for.

It is important to know that a DHP is only a temporary arrangement. For example, it could be awarded for 2 weeks or 12 weeks but it will only be for a fairly short period of time. This is because you will be expected to take action to improve your own situation during the time you are receiving the payment.

If we decide not to give you a payment it will be because we do not think you have been able to prove that you need extra help. Either way you will be notified of the outcome in writing.

## How will I be paid a DHP?

If your application is successful your DHP will be paid alongside your Housing Benefit or Council Tax Benefit, although it is **not** a benefit payment.