

How to gather your evidence

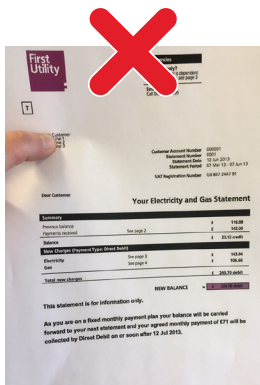
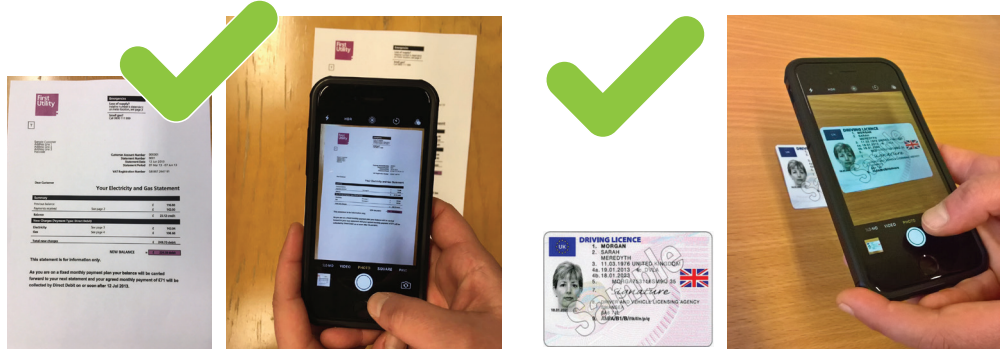
You can either:

- Take a picture of printed evidence - a passport, driving licence or printed bill for example
- Upload a PDF - Many banks and utility providers now have online account management facilities. Often you can view and download your latest bill with the help of an online guide. If you're unsure, contact them to find out how.
- Save a web page as a pdf

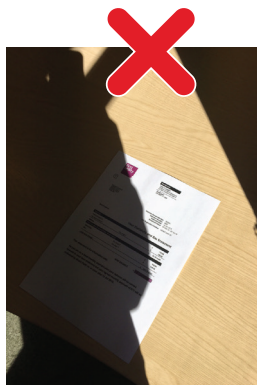
Please keep your file sizes small and the information readable.

• How to take a picture of your evidence

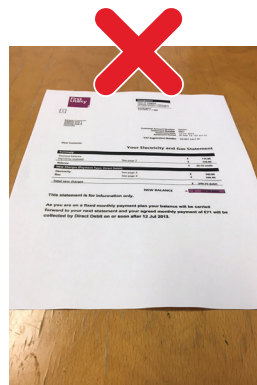
Take the picture from directly above, with your evidence in the centre and filling the screen.



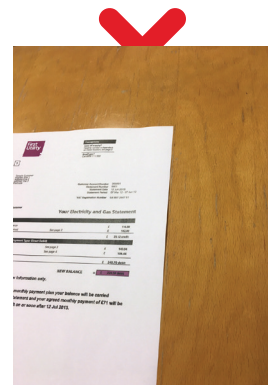
Do not obscure any part of the document. We need to see your full name and address.



Make sure the document is in good light and there are no shadows over the page.



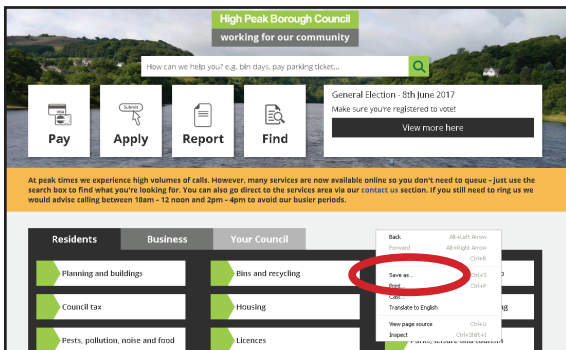
Do not take the picture at an angle.



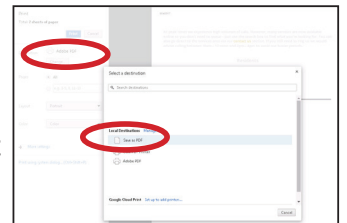
Include all the document.

• How to save a web page as a pdf

- 1 Find the page you want to save
- 2 Right click on the page and select print – this will open a new window



- 3 Each browser and device will display differently. However before pressing print, make sure you select Adobe PDF, save to PDF or similar from the list of printers



- 4 Once you have selected to print to PDF from the menu press 'Print'
- 5 A new window will appear – this will allow you to save the PDF you have just generated
- 6 Find where you would like to save the document and press 'Save'

Make sure all of the information requested is visible so we don't need to request it again.

How to add evidence to your claim

The best way to add evidence to your claim is to attach it whilst you are completing your application

In the evidence section of your application form click 'Add Evidence' under each section and follow the simple steps to add your evidence.

High Peak Borough Council
working for our community

Housing Benefit and Council Tax Reduction Claim

Your ref no:

Contents

Guidance notes

Tell us who you are

About your claim

About you

Special circumstances

Benefits

Your work

Bank accounts, savings and investments

Pensions

Dispossession

Evidence

We need you to provide the following documents to support your claim and confirm the details you have supplied in your application. These documents can be originals, photocopies or photographs.

Evidence of national insurance number

Such as P45, P46, wage/salary statement, tax letter, Department for Work and Pensions notification letter, National Insurance card, a benefit book (but not Child Benefit), for self-employed people a bank statement showing Class 2 national insurance payments paid by direct debit - providing it shows your N.I. number. We need to see one of these documents.

Add Evidence

Evidence of identity

We need to see 1 from UK Passport (current or expired), Photocard Driving License, UK residence permit, Foreign Workers registration card, Certificate of employment in HM Forces, DR 2 Birm Certificate, Marriage Certificate, Divorce/annulment papers, Medical Card, Recent Bank statements, Recent paid bill, for example, gas, electric, water (not Council Tax), A letter that has been sent to you from a solicitor, Her Majesty's Revenue and Customs, doctor, social worker or probation officer.

Add Evidence

Previous Save for later Next

Or, attach it later when you have your evidence ready

- 1 Save the application form, making sure you make a note of your reference number.

High Peak Borough Council
working for our community

Housing Benefit and Council Tax Reduction Claim

Your ref no: **USRWCOXU**

Contents

Guidance notes

Tell us who you are

About your claim

About you

Special circumstances

Benefits

Your work

Bank accounts, savings and investments

Pensions

Anything else

Evidence

Declaration

Add Evidence

Add Evidence

Save for later

- 2 Get your evidence ready, and log back in.

High Peak Borough Council
working for our community

Housing Benefit and Council Tax Reduction Claim

Choose one of the following options

Start a new form

Choose this option to start a new form - click on the Start button to get going

Continue a saved form

Choose this option to re-apply. If you have a previously saved form - enter your reference number from last time and click Continue to carry on

Enter your saved reference number:

Continue

If you need to email your evidence instead

- 1 Prepare your email to us, benefits@highpeak.gov.uk or revenues@highpeak.gov.uk
Make sure you include the following information:

- Name
- Address
- Ref number

- 2 Find your evidence and attach it.
If you don't want to download your documents, you can take a photo or a website pdf of your information.
View 'How to gather your evidence' to make sure you get it right.

✗ DO NOT send evidence that is password protected.

✗ DO NOT send evidence that is in a zip file.

✗ DO NOT send evidence that is a video

These will make the application process slower!

Attaching your evidence to your application or emailing it is much quicker than posting.
Your application will be processed faster