InformationNOW
Information for people in Newcastle upon Tyne

Housing Benefit

What is Housing Benefit?

Housing Benefit aims to provide help towards rent and some service charges that you pay for to live in your home. You may be entitled to Housing Benefit if you are on a low income. Housing Benefit for most working age claimants is being replaced by Universal Credit.

Am I eligible for Housing Benefit?

To decide if you are entitled to Housing Benefit, Newcastle City Council will look at:

- **Your income:** the money you and your partner have coming in, including earnings, some benefits and tax credits, and things like occupational pensions;
- **Your savings** and your partner's savings; and
- **Your circumstances:** such as your age, the ages and size of your family, whether you or any of your family are disabled, and whether anyone who lives with you could help you with the rent.

To find out how to apply for Housing Benefit visit **Housing Benefit help to pay your rent at Newcastle City Council**

Universal Credit has replaced most new claims for working age means-tested benefits, including Housing Benefit, but some people still receive it. If you get Universal Credit you will get a housing costs element in Universal Credit instead of Housing Benefit. Housing Benefit is still payable for people of pension age and those in certain accommodation, like supported accommodation.

Newcastle Welfare Rights have useful webpages on **Universal Credit**.

How much Housing Benefit may I receive?

The amount of housing benefit that you get, depends on the the size of house you have, the total amount of benefits you claim and if you are at pension age.

Local Housing Allowance is housing benefit rates for private tenants who are renting a property or room from a private landlord. It does not apply to Newcastle City Council or Housing Association tenants. Local Housing Allowance is worked out and paid differently to Housing Benefit.

Further information about Local Housing Allowance from Shelter.

Your housing benefit may be reduced if you have a spare bedroom. This effects people who are are under pension age and a tenant of a Housing Association. This is because of the ‘Bedroom Tax’ or Under Occupancy Rule. For more information please visit Shelter.

Benefit cap

The benefit cap is a limit on the total amount of benefits you can get. It applies to most people aged 16 or over who have not reached State Pension age. You might not be affected by the benefit cap if you get certain benefits, you’re over State Pension age or are exempt.

Read more about benefits on **www.newcastle.gov.uk**

How do I apply for Housing Benefit?

- Claim online at **Housing benefit help to pay your rent**
- Contact the **Housing Benefit Enquiries at Newcastle City Council**

Remember, new Housing Benefit claims for most working age people is not possible and would have to be for Universal Credit instead. Please see the Newcastle Welfare Rights webpages on **Universal Credit** which advises when you have to claim Universal Credit and when you do not.

How can I check my Housing Benefit?

MyAccount allows you to access and check your housing benefit and council tax online for free. This is a secure online service for Newcastle residents and businesses.

Where to get benefits advice

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

Search for Benefits advice organisations

Location:
Postcode:
Search

Other useful information

- **Housing Payments** – are additional payments available from Newcastle City Council that you can apply for if you are finding it difficult to pay your rent and already receive Housing Benefit.
- **Housing benefit** – information from Age UK
- **Money Advice Service** provides online information on the full range of benefits that you may be entitled to. This also includes where to find more help and advice.
- **Payment Exception Service** is for those without a bank account to pay state benefits and Pension credit. Information Now has more details on the service available to those unable to use bank accounts.
- **Housing Benefit at Gov.UK** from the government

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Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: http://citizensadvice-newcastle.org.uk

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Housing Benefit enquiries at Newcastle City Council

Website: https://www.newcastle.gov.uk/services/benefits/housing-benefit/housing-benefit-and-council-tax-reduction-useful-forms

Telephone: 0191 278 7878

Address: Benefits Department, NE1 8QH

Money Helper

Email: pensions.enquiries@moneyhelper.org.uk

Website: https://www.moneyhelper.org.uk/en

Address: Holborn Centre, EC1N 2TD

Turn2us

Website: www.turn2us.org.uk

Address: Unit 9, CF15 7QQ

Related Articles

Council Tax Support

State Pension

Employment and Support Allowance (ESA)

Payment Exception Service

Universal Credit

Personal Independence Payment (PIP)

How to challenge a benefit decision

Managing your money