

## Benefits Services

### Backdating/Good Cause Questionnaire

We can usually award benefit from the Monday following the date on which your claim is treated as made under the benefit regulations. It may be possible to backdate your claim if you can show good cause as to why you did not claim earlier. You must be able to satisfy us that you had good cause for the **whole period** that you are asking for backdating to be granted. If we are satisfied with the explanation you give, we can backdate your claim, but we can't backdate your housing benefit claim for more than 4 weeks from the date we receive your backdating request, or your council tax reduction scheme award for more than 6 months, if you are of working age, and three months if you have reached pension age. The housing benefit rules are set by the Government and all Local Authorities must follow them.

Good cause is something that prevented you from being able to make your claim at the right time. Unfortunately, just 'not knowing' that you could have made a claim is not, by itself, a good enough reason to allow backdating.

We do look at each case individually but can only make a decision based on the information you give to us, so it is very important that you give us as much information as you can to support your request for backdating. If you have any documentation to confirm the information you are supplying e.g., from a medical practitioner, Social Services, the police etc., please could you include it when you return this form.


Should you require any assistance or clarification in this matter, please contact the benefits section on **0345 302 2315**

Please return the completed form to Vale of White Horse District Council, PO Box 880, Erith, Kent, DA8 1UN.

### Alternative formats

You can get our benefits backdating application in alternative formats, upon request. These include large print, Braille, audio cassette, computer disk and email.

Please contact the benefits section at Vale of White Horse District Council.

 0345 302 2315

 [vowh.benefits@secure.capita.co.uk](mailto:vowh.benefits@secure.capita.co.uk)

**Benefits Services**

**Backdating/Good Cause Questionnaire**

Name and address

Housing Benefit reference.....

Period for which backdating has been requested

From ..... To .....

In order that we can consider your request to have your benefit backdated, we need some further information. Please answer all the following questions.

- 1. During the backdated period (above) what prevented you from being able to claim benefit?**

Please supply as much information as you can.

- 2. Did you try to contact the Council about your claim during the backdated period above)?**

If so, please give details about who you contacted and when

- 3. If your reasons for making a claim were due you or a member of your family having any disabilities or health problems, will you authorise the Benefits Service to contact your doctor to confirm this?**

If yes, please complete the form of authority attached, and return it with this form.

- 4. During the backdated period (above) did your landlord contact you about your rent?**

If yes, please give details and dates.

- 5. During the backdated period (above) did you have problems with any other domestic matters?**

If yes, please give details, e.g. with bills, correspondence, other benefit claims, etc.

**6. During the backdated period (above) did you have anyone else to help you?**  
Please give details.

**7. What changed that prompted or assisted you to make your application for backdated benefit?**  
Please give details.

***DECLARATION***

**I declare that to the best of my knowledge the information given on this form is true and complete. I authorise the council to verify the information if it wishes to do so.**

Signature:

Date:

**Please return the completed form to Vale of White Horse District Council, PO Box 880, Erith, Kent, DA8 1UN**



Benefits Service  
Vale of White Horse District Council  
PO Box 880  
Erith  
Kent  
DA8 1UN

Telephone: 0345 302 2315

### Form of Authority

I,

Name:-

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Of,

Address:-

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Hereby authorise

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To disclose details of my financial affairs to officers of Vale of White Horse District Council.

Signed \_\_\_\_\_

Date \_\_\_\_\_