

If the change means we have to reduce your DHP, you might have to pay back some or all of the DHP we have already paid you.

## How can I apply for a DHP or find out more?

If you want to get an application form, or if you have any further questions, you can find our contact details on the back page. You can also download a form from our website.

## Do you need help with this leaflet?

Maybe English is not your first language, you have difficulty reading it because the print is too small, or you are not sure what it means.

Please phone  
**01395 517446.**

## Contact us



### Phone:

Our Benefits and Council Tax Helpline  
**01395 517446** between 8.30am and 5.00pm



### Visit us at:

- **The Council Offices, Knowle, Sidmouth**  
daily between 8.30am and 5.00pm
- **Exmouth Town Hall**  
daily except Wednesday  
from 9.00am to 1.00pm and 2.00pm to 4.30pm
- **One of our regular surgeries**  
in Axminster, Seaton or Honiton  
(phone **01395 517446** for dates and times)



### Write to us:

Housing Benefits  
East Devon District Council  
Knowle, Sidmouth EX10 8HL



### Email us:

[benefits@eastdevon.gov.uk](mailto:benefits@eastdevon.gov.uk)

### Visit our website:

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)



# Discretionary Housing Payments (DHP)

## Housing and Council Tax Benefit



## What are Discretionary Housing Payments (DHPs)?

DHPs are extra payments to help pay rent, Council Tax or both. We give DHPs to people claiming benefit who need more help with their housing costs, if these are more than the amount of housing or council tax benefit they get.

Each year, the government gives us an amount of money to pay out as DHPs and we cannot spend more than this.

## Can I get it?

You can only apply for a DHP if you are currently entitled to Housing or Council Tax Benefit. Contact us (see back page) if you want an application form.

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

We look at such things as:

- your total income and expenditure
- your savings
- if anyone else in your house can help you
- if you have any loans or debts
- if you could manage your money better to ease the situation
- if you or anyone in your family is ill or disabled
- if you have tried to put the situation right yourself.

We will ask you for a lot of information and may visit you or ask you to come and see us to discuss your claim in more detail.

We will send you a letter telling you our decision and our reasons for that decision.

## We cannot give DHPs:

- for service charges not covered by Housing Benefit;
- for any rent you owe;
- if your Housing or Council Tax Benefit payments are suspended;
- for rent, if you are only entitled to Council Tax Benefit;
- for Council Tax, if you only get Housing Benefit;
- if the only benefit you get is Second Adult Rebate;
- to cover a shortfall that is caused by the recovery of an overpayment of Housing Benefit or Council Tax Benefit.

## How much can I get and for how long?

We look at each person's case individually. If we award you a DHP, the decision letter will also tell you the amount we will pay and how long we will pay it for.

We cannot guarantee we will definitely give you a payment.

For Housing Benefit, we cannot give you more than your total rent (less amounts for services such as electricity or water). For Council Tax Benefit, we cannot give you more than the amount of your Council Tax.

## How will you pay the DHP if I get it?

We will usually pay it with any Housing or Council Tax Benefit that you get, although a DHP is **not** a benefit payment.

## What can I do if I disagree with your decision?

If you disagree with our decision not to give you a DHP, with the amount we have decided to give you, or how long we will give you a DHP for, you can ask us to look at the decision again.

You should write to us within **one calendar month** of the date on the decision letter, telling us why you do not agree with our decision.

You **cannot** appeal to the Tribunals Service if you disagree with our decision.

## What happens if my circumstances change?

You must write to us straightaway to tell us about any changes in your circumstances. We will look at your DHP again to see if we need to change it.