



---

**Anglia Revenues Partnership work and processing information**

Our oldest New Claim application is dated 12 January 2023, oldest change in circumstances is dated 1 January 2023 and oldest DHP is dated 13 January 2023.

---

**Housing Benefit on two homes / DHP**

Housing Benefit on two homes, for periods on unavoidable rent liability, can be considered where a claimant is vacating Specified or Temporary Accommodation, and is in receipt of Universal Credit, as well as those in receipt of legacy benefits alongside their Housing Benefit.

Because these households will receive Universal Credit Housing Element, rather than Housing Benefit, following their move to general needs accommodation, it was previously accepted that this was a period covered by UC Rules and therefore they were not eligible for Housing Benefit on two homes. We had been asking these households to request DHP instead.

Please ensure any future requests for this additional support is made via our [Housing Benefit on two homes online form](#).

There are still scenarios where the tenant may have rent liability on two homes, and Housing Benefit or Universal Credit is not payable on both tenancies. In these circumstances the claimant can apply for a [Discretionary Housing Payment](#) which may be able to help.

---

**Housing Benefit change of address**

Please note a change of address within a Local Authority area isn't a change that would initiate a New Claim for Universal Credit (if this is the only change to the household circumstances).

We have seen some cases where a tenant has been advised to claim Universal Credit because they have moved home, and may have been able to stay on legacy benefits until such time they are invited to claim by DWP. Or they have a change that would trigger a new claim.

Cases that cause confusion are those that are living in Specified or Temporary Accommodation. If the tenant is not in receipt of Universal Credit alongside their Housing Benefit, they may be able to continue receiving Housing Benefit when they move to general needs accommodation. If the tenant is in receipt of Universal Credit alongside Housing Benefit they would need to apply for Housing Costs via their Universal Credit claim when they move home.

---

---

**Discretionary  
Housing Payments**

**Table highlights our percentage expenditure as of 1 January 2023**

Local Authority	Percentage
Breckland	72.1%
East Cambridgeshire	72.7%
East Suffolk	65.8%
Fenland	72.8%
West Suffolk	63.3%

Please raise awareness of DHP as soon as you think a tenant might have a shortfall in their rent. We appreciate this isn't always clear when they are in receipt of Universal Credit. If someone is struggling with paying their rent, or you think they may start to struggle, please encourage them to look into DHP and whether it could help. Please signpost customers to our website for further information about DHP and to apply [online](#).

If you are supporting a client/tenant to apply for DHP, please ensure they supply evidence of any rent arrears alongside their application.

If you are working on any cost-of-living campaigns with your client group or tenants, please raise awareness of DHP. If you would like a PDF of our DHP leaflet, you can download this from our [website](#).

If you have any Residents Magazines, or general communication with your tenants, we can put together some wording to promote DHP. Please email [sarah.hyman@angliarevenues.gov.uk](mailto:sarah.hyman@angliarevenues.gov.uk) if this is something you would like to consider.

Please keep a look out for some DHP social media posts to be shared via Facebook and Twitter in the coming weeks, in both East Suffolk and West Suffolk area.

---

**Benefit Cap**

The Benefit Cap levels will increase from April 2023. They will increase to -

- Greater London: £486.98 for couples, with or without children, and lone parents and £326.29 for single people.
- Nationally: £423.46 for couples, with or without children, and lone parents and £283.71 for single people.

Full details of weekly and monthly equivalents can be found in the [Benefit and pension rates 2023 to 2024](#) Policy paper.

---

**Council Tax Scam to  
be aware of**

Trading Standards have made us aware of a scam that it is worth being aware of -

*"Scams to watch out for in 2023 "*

*We have had reports of residents in Long Melford receiving telephone calls from an individual claiming to be from "the Council". The caller goes on to request bank details from the resident so that "Council Tax refunds" can be issued.*

*Your local Borough or District Council would never ring a resident to ask for their bank details to issue a refund. If an overpayment had been made, and a refund is due, they would either refund the money directly if it had been paid by direct debit or send a credit notice to the bill payer's address.*

---

*If you receive a similar call, please hang up and do not provide the caller with any personal details.*

*If you have given a scammer any financial information, please contact your bank immediately.*

*Report all scam calls to us via Citizens Advice Consumer Service on 0808 223 1133.*

---

## Meetings and Forums

ARP Stakeholders and Landlords Liaison Meeting – 26 April 2023 at 10am

ARP – UC RSL’s Financial Inclusion Officers meeting – 25 April 2023 at 10am

East Suffolk Homeless forum & stakeholders and landlords meeting –30 January 2023 at 10am

Please email [sarah.hyman@angliarevenues.gov.uk](mailto:sarah.hyman@angliarevenues.gov.uk) if you would like to attend any of these meetings and don’t currently receive a meeting invitation.

---

## Cost of Living – local Authority information

[Cost of living support in Fenland - Fenland District Council](#)

[Ease the Squeeze on cost of living » East Suffolk Council](#)

[Cost of Living - Breckland Council](#)

[Cost of living \(westsuffolk.gov.uk\)](http://westsuffolk.gov.uk)

[Cost of Living | East Cambridgeshire District Council \(eastcambs.gov.uk\)](#)

[Support with the cost of living - Cambridgeshire County Council](#)

[Cost of Living Support | Suffolk County Council](#)

[Help with living costs - Norfolk County Council](#)

---

## Local Authority news

### Local Authority access information

For the latest Local Authority Customer Service access information, news and service updates, please visit the relevant Local Authorities webpages.

[Breckland Council](#)

[East Cambridgeshire Council](#)

[East Suffolk Council](#)

[Fenland Council District Council](#)

[West Suffolk Council](#)

---

## Useful tools and links

[Free and impartial help with money, backed by the government | MoneyHelper](#)

[SCC Benefits, money and debt advice](#)

[Universal Credit landlord engagement newsletters](#)

[Understanding Universal Credit website](#)

[Universal Credit Guide Finder and helping someone claim](#)

---

---

[Get help with benefits and pensions if you have accessibility needs](#)  
[DWP British Sign Language videos](#)

---