

Discretionary Housing Payment Guide

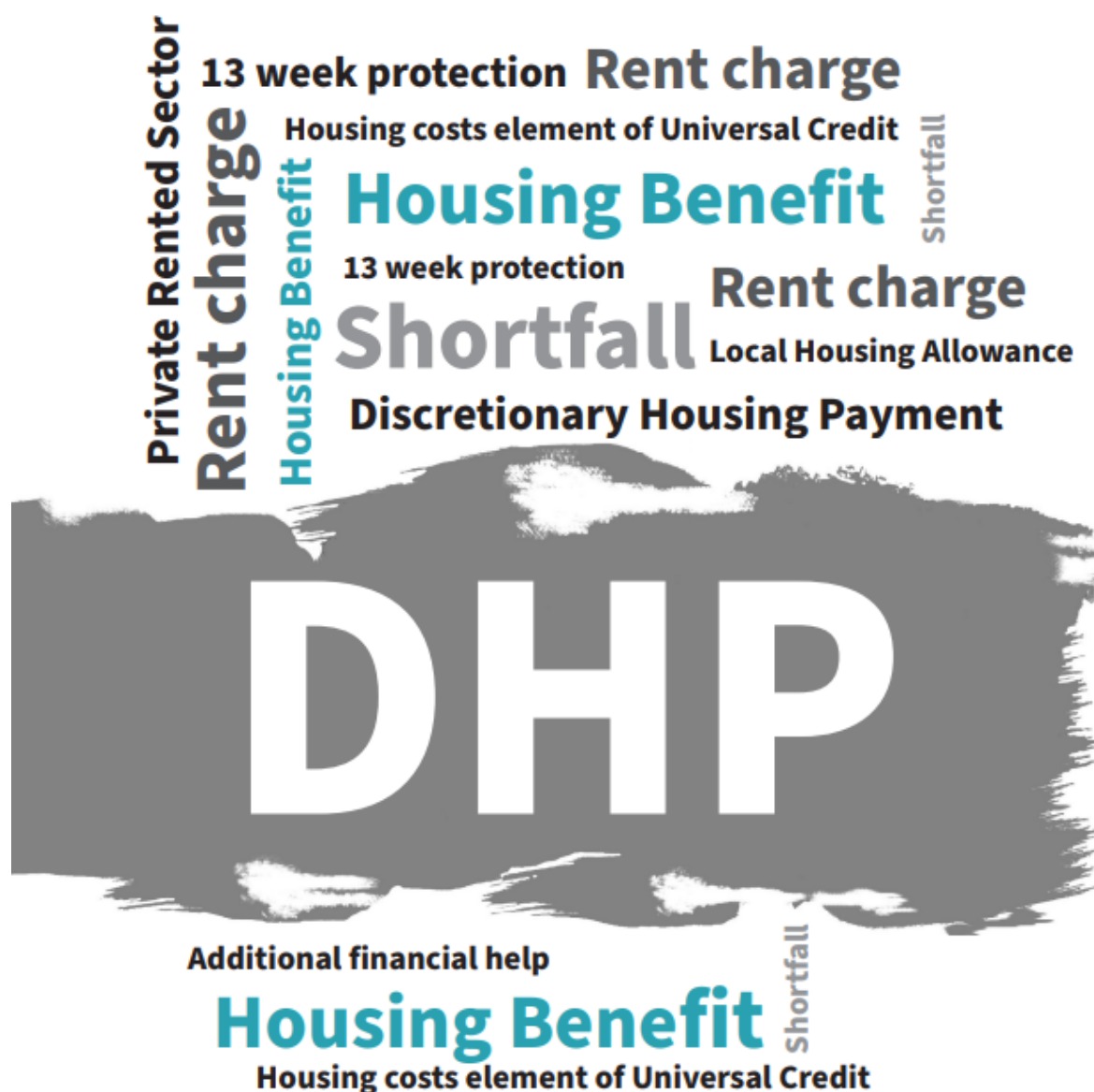


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Legislation

The relevant legislation is the Discretionary Financial Assistance Regulations (NI) 2001 (SR 216 of 2001).

Roles and Responsibilities

The Department for Communities legislation defines the broad policy objectives of DHPs. It is DfC's role to consider and approve any changes to the policy. The legislation then provides for the Housing Executive to operationally deliver the DHP scheme based on the agreed policy.

Objectives of the DHP Scheme

The primary policy objective of the DHP scheme is to prevent and alleviate homelessness and to sustain tenancies in the short term to enable customers to find an alternative, affordable housing solution.

From an operational perspective it is therefore vital that all reasonable steps are taken to prevent evictions and resulting homelessness or the need for housing support to facilitate rehousing. DHPs can play an active role in this.

The Housing Executive will operationally administer the DHP scheme with the direct aim of:

- homelessness prevention and sustaining tenancies;
- supporting those moving from temporary homeless accommodation to private rented sector accommodation;
- supporting care leavers moving to private rented sector accommodation;
- helping customers through personal and difficult events e.g. loss of employment, family bereavement within their household or illness;
- supporting domestic violence victims who are trying to move to a place of safety;
- supporting the vulnerable or the elderly in the local community;
- alleviating poverty;
- safeguarding residents in their own homes;
- keeping families together;
- providing stability for children; and
- supporting those with a disability living in the private rented sector who have had their accommodation adapted to meet their needs.

Purpose of this Guidance Manual

This document provides an overview of Discretionary Housing Payments (DHP). It provides guidance and advice on circumstances that are considered when an application is made for a DHP.

The guidance offers advice on how DHPs can be used to provide support to customers affected by some of the key welfare reforms, including:

- Introduction of Universal Credit
- Application of the Benefit Cap (Now limited scope)
- Loss of Family Premium
- Application of the local housing allowance which determines private sector rent allowances.

This guide is intended to provide information on how to apply for a DHP and the circumstances in which it can be awarded.

Due to the discretionary nature of the scheme, the Housing Executive is flexible in our decision making process.

Our Principles

The Housing Executive has a duty to act fairly, reasonably and consistently. All Discretionary Housing Payment applications will be treated fairly and assessed on their individual merits. Decision-making should be consistent throughout the year for all DHP applications.

How the DHP Scheme is funded

The DHP scheme is funded by the Department for Communities (DfC) on an annual basis from a cash limited budget.

We cannot exceed the DHP budget, retain any unused funds or use it for other activities.

As a result of working closely with our key stakeholders, particularly Housing Rights Service, Advice NI and the Law Centre and by looking holistically at the range of solutions and alternatives available to tenants, it is our aim that DHPs will be used to help the most vulnerable people living in the private rented sector often at very critical moments in their lives.

What are Discretionary Housing Payments

A DHP is financial support towards rental liability / housing costs.

For the purposes of DHPs, and as defined by The Universal Credit Regulations (Northern Ireland) 2016, housing costs are **rent only** and **exclude rates**. DHPs are paid by the Housing Executive when it is shown that a customer needs more help with their rental liability / housing costs, and they are currently in receipt of:

- Housing Benefit (HB); or

- Universal Credit that includes housing costs.

Please note that while the housing costs of the UC award notification may refer to support for mortgage interest payments, **owner-occupiers are not eligible to receive DHPs.**

Discretionary Housing Payments are not payments of Housing Benefit, but they are made in addition to Housing Benefit or Universal Credit housing costs.

What can a DHP be used for

The DHP scheme in Northern Ireland can be considered for:

- Shortfall between the eligible rent used to calculate Housing Benefit entitlement or Universal Credit (housing costs element) and the contractual rent charged by the landlord;
- Loss of the family premium for Housing Benefit customers;
- Shortfall created by the Benefit Cap prior to 10 February 2022, where Welfare Supplementary Payments did not fully cover the Housing Benefit deficit created by the Cap
- 13 weeks protection for Universal Credit customers who have been awarded housing costs for the first time due to:
 - a significant loss of income;
 - recently losing their job; or
 - being made temporarily redundant.
- 13 weeks protections for Universal Credit and Housing Benefit customers who are:
 - Care leavers moving into the private rented sector
 - Leaving temporary homeless accommodation to move into the private rented sector e.g. single let, hostels.
- Customers receiving UC housing costs who have had a bereavement in their household and as a result, have had a reduction in the eligible rent used to determine those housing costs, can request to have the reduction in their eligible rent covered in full by a DHP for a period of 9 months (under UC rules there is protection for the first 3 months); and
- Any Housing Benefit customer or UC customer in receipt of housing costs who have had a significant change in their income or circumstances can request a review of their DHP award.

Reg 2 of the Discretionary Financial Assistance Regs (NI) 2001 applies

What a DHP cannot be used for?

A Discretionary Housing Payment **cannot be used** to cover any shortfall as a result of:

- Ineligible service charges;
- Non-dependant deductions;
- Rates liability;
- A shortfall which is less than £5;
- Any shortfall within the social rented sector, unless the tenant is affected by the Benefit Cap prior to 10 February 2022 or the loss of the family premium for those claiming Housing Benefit;
- Housing Benefit awards impacted by the Benefit Cap after 10 February 2022;
- Universal Credit awards impacted by the Benefit Cap;
- Shortfall in Housing Benefit or Universal Credit awards due to sanctions imposed by the Department for Communities or the Child Maintenance Service;
- The normal level of HB award which has been suspended for any reason or any shortfall resulting from a suspension of any other benefit; or
- A shortfall caused by the customer having income in excess of their needs.
- A shortfall caused by recovery of a Housing Benefit or UC overpayment.

The legislation does not allow these items to be addressed by way of a DHP.

Reg 3 of the Discretionary Financial Assistance Regs (NI) 2001 applies

How to Apply for a DHP

In order to be considered for a DHP, regulations require that an application must be made to the Housing Executive.

An online application form has been developed and the link to it is:

[Victoria Forms | Online Forms Viewer \(nihe.gov.uk\)](https://www.nihe.gov.uk/victoria-forms)

Customers can also apply by downloading and completing the PDF versions of both our DHP forms by clicking at the links below. The completed forms can then be scanned and emailed to their local Housing Benefit office.

[Housing Benefit Discretionary Housing Payment Application Form \(nihe.gov.uk\)](https://www.nihe.gov.uk/housing-benefit-discretionary-housing-payment-application-form)
[Universal Credit Discretionary Housing Payment Application Form \(nihe.gov.uk\)](https://www.nihe.gov.uk/universal-credit-discretionary-housing-payment-application-form)

Requests for a Discretionary Housing Payment can also be made by:

- Telephoning 0344 8920 902;
- Emailing the local Housing Benefit Unit; or
- Writing to the local Housing Benefit Unit.

Contact details for the local Housing Benefit Unit can be found [here](#).

DHP Award Start Dates

The start date of a Discretionary Housing Payment will be decided as follows:

- A. If the application for a Discretionary Housing Payment is received within two months of the date of notification of the Housing Benefit award or Universal Credit housing costs award, the Discretionary Housing Payment will be considered from the same date as the start of the Housing Benefit or Universal Credit housing costs award; or
- B. If the application for a Discretionary Housing Payment is received more than two months after the date of notification of the Housing Benefit award or Universal Credit housing costs award, the Discretionary Housing Payment will be considered from the Monday of the week in which the application is received.

Backdating a DHP application

Each request for backdating will be considered on its own merits; however, a DHP can only be considered for a period when Housing Benefit or Universal Credit housing costs are in payment. The Housing Executive has the discretion to consider any earlier start date when the circumstances of the case merit such action; however, this will always be subject to budget availability and limited to the current financial year.

Special circumstances for deciding an earlier start date would include:

- To alleviate undue hardship and risk of eviction;
- Where the decision maker is satisfied that the customer was suffering a medical condition that prevented them from acting sooner;
- Where the Housing Executive is satisfied that failure to consider an earlier start date may impact on the customer's health / medical condition; or
- Where a notification letter was not issued following the rent restriction, Family Premium or benefit decision or where there was a delay in issuing that notification.

This list is not exhaustive.

Payment of a DHP award

Who is a DHP Award Paid to?

If the landlord is currently receiving direct payments of Housing Benefit or Universal Credit in respect of a customer's housing costs, the DHP will usually go directly to them; however, customers can request that the award is paid to them.

How are DHPs paid?

DHPs are paid to landlords every four weeks in arrears via BACS.

DHPs are paid to customers every two weeks in arrears via BACS.

How much DHP can be paid?

DHPs are funded by the Department for Communities (DfC) on an annual basis (1 April – 31 March) from a cash limited budget, which must not be overspent.

In any case a DHP award cannot exceed the shortfall between contractual rent and Local Housing Allowance.

Customers Receiving Universal Credit

Some customers receiving UC housing costs can have the full shortfall between their contractual rent and eligible rent under LHA met for a period of 13 weeks. They must meet the following conditions:

- Prior to making their claim were able to meet their private rent costs;
- They resided in the property from which they are now applying; and
- They did not receive Housing Benefit, Universal Credit or Tax Credits in the previous 12 months.

At the end of the 13-week period, the DHP award will be reviewed and further awards may be made without the need for a new DHP application.

The following regulations apply to the decision-making process; Reg 2,3, 4, and 5 of the Discretionary Financial Assistance Regulations (NI) 2001.

Leaving Temporary Accommodation

Customers moving from temporary accommodation can have the full shortfall between contractual rent and eligible rent under LHA met for a period of 13 weeks.

At the end of the 13-week period, the DHP award will be reviewed and further awards may be made without the need for a new DHP application.

Temporary accommodation is defined as accommodation in which a customer has been placed by the Housing Executive. This includes single lets, B&Bs, hotels, hostels and specialist hostels for people with high support needs.

Applicants who have passed all 4 tests for homelessness, but secured their own temporary accommodation will also be eligible.

Care Leavers

Customers who have left care, can have the full shortfall between contractual rent and eligible rent under LHA met for a period of 13 weeks.

At the end of the 13-week period, the DHP award will be reviewed and further awards may be made without the need for a new DHP application.

This will apply to customers who:

- Are under 25 years of age; and
- Ceased to be the subject of a care order made either after they reached 16 years, or before they reached 16 years, but had continued after they attained that age; or
- Were formerly provided with accommodation under The Children (Northern Ireland) Order 1995.

Bereavement

Customers receiving UC housing costs who have had a bereavement in their household and as result have had a reduction in the eligible LHA rent used to determine those housing costs, will have the reduction in the LHA rate covered in full by DHP for a period of 9 months (under UC rules there is protection for the first 3 months).

Loss of Family Premium

The maximum award of a DHP made in relation to the loss of the Family Premium in Housing Benefit is £12.04 per week; however, those customers living in the private rented sector impacted by the loss of the Family Premium may also be entitled to an award of DHP in relation to a restriction in their eligible rent. This element of any award will not exceed a two-year period.

The following regulations apply to the decision-making process; Reg 2, 3, 4 and 5 of the Discretionary Financial Assistance Regulations (NI) 2001.

Period of Award

In most cases awards will be paid for a maximum of two years; however, this will be kept under review and any future decisions will be dependent on budget availability.

Where an award has ended following the application of the two-year rule, customers will not normally be able to apply for a new award for at least one year from the date their previous DHP ended.

Each Discretionary Housing Payment is considered on a case-by-case basis and, the customer will be notified of the decision.

All decisions are subject to budget availability.

Notifying customers of DHP Decision

When a customer makes an application for a DHP, the Housing Executive will notify them of the outcome in writing.

Where a DHP has been awarded, the notification will include the following:

- Reason for a DHP award;
- Start and end dates of the award;
- Amount of award;
- Dispute rights; and
- Contact details if further help or advice is required

Where a DHP has been refused, the notification will include the reason for refusing the award and the rights to dispute this decision.

Review of DHP Awards

All DHP awards will be reviewed at the end of their award as notified in the letter to the customer; however, depending on budget availability we might need to review awards more frequently to ensure we are supporting as many customers as possible while remaining within budget.

All 13-week protection cases will be reviewed after 13 weeks and further awards made in line with available budget without the need for a further DHP application. Cases can be identified for review either by event date on I-World or via DHP monthly reports.

Customers must tell us immediately if their circumstances change as their Discretionary Housing Payment award may be affected.

It is important to note that Universal Credit will **not** inform the Housing Executive of any changes to customer's circumstances; it is therefore the customer's responsibility to report any changes to the Housing Executive directly.

A new Data Sharing Agreement is in place with the Universal Credit Team in the Department for Communities, providing monthly data sharing extracts. This will provide a data match to identify discrepancies. However, it is still the customer's responsibility to report Changes of Circumstances to the Housing Executive.

Ending a DHP award

A Discretionary Housing Payment award will end in the following circumstances:

1. When a person changes address, a new DHP application will be required in all cases.
2. When the Housing Executive becomes aware of a change in the customers financial / personal circumstances and is satisfied that this change results in the customer no longer being in financial / medical stress.
3. When the Housing Executive is satisfied that the customer misrepresented or failed to disclose a material fact (fraudulently or otherwise) and had the true information been available at the time of the decision, no DHP award would have been made. Any overpayments of DHP can be recovered.
4. When a DHP award has been made as the result of an error; any payment made in these circumstances can be recovered from another DHP award for the same period.
5. When a person no longer satisfies the conditions of entitlement e.g. their Housing Benefit or Universal Credit housing costs end.
6. When an award has been in payment for two years.
7. When the DHP budget has been exhausted and no further funds are available for the financial year.

When a DHP award ends as a result of the reasons listed above customers who wish to be considered again must complete a new DHP application.

Notification of an award ending

When a DHP award ends earlier than originally notified, the Housing Executive will issue a letter to the customer to advise that the award has ended, the date the award ended and the reason it ended.

Dispute procedures

Discretionary Housing Payments are not subject to the Housing Benefit Appeals process.

However, if the customer is not satisfied with the decision made on their DHP application, they can ask for the decision to be reviewed. This request can be made by telephone, email or in writing to the local Housing Benefit Unit.

A review can look at any part of the DHP decision:

- The amount of the DHP award;
- The period of the DHP award; or
- The decision NOT to make a DHP award.

Three Stage Process

Stage One

To request a review, customers should contact their local Housing Benefit Unit. If the decision is changed, the customer will be notified in writing, and the review will end.

Stage Two

If the decision is not changed, the local Housing Benefit Unit will forward the details to the HB Policy Team for reconsideration. The customer will be informed of the outcome of the reconsideration in writing.

Stage Three

If the decision is not changed in the customers favour, the customer retains the right to a Judicial Review.

Alternatively, if a customer wishes to make a complaint, they should contact the Housing Benefit Manager for the office that was dealing with the case.

How we publicise the DHP Scheme

The Housing Executive has been actively working to promote the DHP scheme.

In order to raise awareness of DHPs, we have:

- included information on how to apply for a DHP on all Housing Benefit award letters;
- targeted communications aimed at those likely to be affected through social media (Twitter & Facebook);
- presented policy changes to key stakeholders, including the Advice Sector;
- produced leaflets and posters for local offices and community groups;
- given advice on DHPs when people contact the Housing Executive to discuss a claim;
- informed external and internal bodies that give advice (money advice, welfare rights, homelessness, housing etc.) of the scheme;
- established close working relations with Homelessness Local Area Groups to promote the use of the DHP scheme;
- established and maintained links to ensure awareness of the scheme among staff working in Housing Services within the Housing Executive;
- included advice on the DHP scheme as part of general welfare advice services with the Financial Inclusion Officers within the Housing Executive;
- made private landlords aware of the scheme through our landlord forums;
- raised awareness of the scheme by having information available at tenants and residents' forums and the Welfare Reform Working Group; and
- included clear DHP eligibility requirements, application, and appeal information on the Housing Executive's website, ensuring it is visible and easily accessible to both Housing Benefit and Universal Credit customers.

Appendices

Appendix A – HB Discretionary Housing Payment Application

HB Ref No:



Discretionary Housing Payment Application Form Housing Benefit

Please complete this form if you are getting *Housing Benefit* and wish to be considered for an award of *Discretionary Housing Payment* from the

If you are struggling to pay your rent, you may be entitled to a Discretionary Housing Payment. A Discretionary Housing Payment allows us to give extra help with your rent when your Housing Benefit does not fully cover your rent charge and we are satisfied that you need that additional help. Discretionary Housing Payments are intended to help Housing Benefit claimants sustain their tenancy and prevent and alleviate homelessness.

A Discretionary Housing Payment can only be awarded by the Housing Executive to tenants where their award of Housing Benefit is affected by one (or more) of the following:

1. A rent restriction (for private tenants only)
2. the 'Family Premium' not being included in their Housing Benefit calculation because of a change in the law in September 2016

Housing Executive and housing association tenants *can only be considered* for a Discretionary Housing Payment because of 'Family Premium'.

You **cannot**, for example, qualify for Discretionary Housing Payment if your Housing Benefit has been reduced because of an increase in household earnings, a change in the number of people living in your household, a non-dependant has moved in or you are paying back an overpayment.

To apply please complete this form and email or post it to the Housing Benefit Unit for your area. If sending by email you can either scan or photograph the form on a mobile phone or tablet device and email it through to your local Housing Benefit unit as detailed below.

Antrim, Ballymena, Ballymoney, Carrickfergus, Coleraine, Larne, Newtownabbey, Moyle	Derry/Londonderry, Limavady, Magherafelt, Strabane
Twickenham House Mount Street, BALLYMENA BT43 6BP E: Northeast.housingbenefit@nihe.gov.uk	Richmond Chambers The Diamond LONDONDERRY BT48 6QP E: Westarea.housingbenefit@nihe.gov.uk
Armagh, Banbridge, Craigavon, Newry & Mourne	Belfast
Marlborough House Central Way Craigavon BT64 1AJ E: Southarea.hb@nihe.gov.uk	Housing Centre – 4 th Floor Adelaide Street Belfast BT2 8PB E: Belfasthb@nihe.gov.uk
Ards, Bangor, Castlereagh, Downpatrick, Lisburn	Cookstown, Dungannon, Fermanagh, Omagh
Strangford House 28 Court Street Newtownards BT23 7NX E: Southeast.housingbenefit@nihe.gov.uk	MacAllister House Woodside Avenue Omagh BT79 7BP E: Omagh.housingbenefit@nihe.gov.uk

Please complete the following in *black ink* and use *capital letters*:

About You:

Surname:			
First Name:			
Address: include any flat number			
Postcode:			
Contact Numbers:	Tel:	Mobile:	
Email:			

Date of birth								N.I. Number:									
---------------	--	--	--	--	--	--	--	--------------	--	--	--	--	--	--	--	--	--

Child / Young Person:

Are you responsible for a child or young person for whom you still receive payments of Child Tax Credit or Child Benefit?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Your Income and Savings:

If you or your partner (if any) currently have savings please confirm the total amount (we may ask you for proof of this)	£
If you or your partner (if any) receive DLA, Personal Independence Payments or Attendance Allowance, Armed Forces Independence Payment please tell us how much in total this is	£

Medical or special circumstances:

Please tell us about any medical / special circumstances that affect your need to live at this address. (For example: if you receive or provide family support, if you or a family member need access to hospitals or a medical facility, your property been adapted for your or your household needs, is the property near schools or your employment etc.)

--

About Your Landlord:

Your landlord / letting agent's name	
Your landlord / letting agent's telephone no	
Your landlord / letting agent's email	

Only complete this section if you pay rent to a private landlord / letting agent

Please do not complete this section if you are a Housing Executive or housing association tenant and you do not live in a hostel or in supported accommodation:

How much rent does your landlord charge?	£		
How often does this amount have to be paid?	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	
	Fortnightly <input type="checkbox"/>	4 Weekly <input type="checkbox"/>	
Does this charge include rates?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
After your Housing Benefit award is made, how much do you still have to pay each week towards your rent?	£		
Do you have any rent arrears?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
If yes, please tell us the amount	£		
Are you at risk of eviction because of rent arrears?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
How long have you lived at this address?	Years		Months

Declaration:

I declare that the information I have given on this form is correct and complete to the best of my knowledge.

I understand that action may be taken against me if:

- this information is found to be incorrect or incomplete; or
- if I fail to report any changes in my circumstances which may affect any award of Discretionary Housing Payment that I may receive.

Signature:

Date:

Further Information

If you have any queries regarding a Discretionary Housing Payment, you may find the answers on our website.

Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email (*please see page 1 for details of your local Housing Benefit Unit email address*) or by phone and a member of staff will be happy to help.

☐ **03448 920 902 | NGT*: 18001 03448 920 902**

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

Independent Advice

If you would like free independent and confidential advice on benefits, money worries or debt, you can contact:

Make the Call: 0800 232 1271

Advice NI: 0800 915 4604

Housing Rights: 02890 245 640

What we do with your information

You have applied to the Housing Executive to claim a Discretionary Housing Payment. The Housing Executive in processing your application is exercising its statutory powers using the lawful basis of public task. The Housing Executive requires the information as it is necessary for the purpose of deciding your Discretionary Housing Payment (if any), under the law.

Sharing your information with others

We will share your information to process your award for a Discretionary Housing Payment and any other claim for Social Security benefits. Your information is only shared where this is necessary to comply with our legal obligations or as permitted by General Data Protection Regulation or the Data Protection Act 2018. The Housing Executive protects your personal information. You have a right to know how we collect and use your personal information. These details can be found in our Privacy Notice which is on our website www.nihe.gov.uk/privacy_notice or we can post or email a copy to you.

Appendix B – UC Discretionary Housing Payment Application

Ref No:



Discretionary Housing Payment Application Form Universal Credit

This form should *only be completed* if you have applied for Universal Credit. It will be considered once you have received your *first payment* of Universal Credit, which must include a housing cost element.

If you are struggling to pay your rent, you may be entitled to a Discretionary Housing Payment. A Discretionary Housing Payment allows us to provide extra help with your rent when your Universal Credit does not fully cover your rent charge and we are satisfied that you need that additional help. Discretionary Housing Payments are intended to help Universal Credit claimants sustain their tenancy and prevent and alleviate homelessness.

A **Universal Credit Discretionary Housing Payment** can only be considered if you are renting from a **private landlord** and there is a shortfall between your actual rent charge and the eligible rent used in the calculation of your Universal Credit housing costs.

To apply please complete this form and email or post it to the Housing Benefit Unit for your area. If sending by email you can either scan or photograph the form on a mobile phone or tablet device and email it through to your local Housing Benefit unit as detailed below.

Antrim, Ballymena, Ballymoney, Carrickfergus, Coleraine, Larne, Newtownabbey, Moyle	Derry/Londonderry, Limavady, Magherafelt, Strabane
Twickenham House Mount Street, BALLYMENA BT43 6BP E: Northeast.housingbenefit@nihe.gov.uk	Richmond Chambers The Diamond LONDONDERRY BT48 6QP E: Westarea.housingbenefit@nihe.gov.uk
Armagh, Banbridge, Craigavon, Newry & Mourne	Belfast

Marlborough House Central Way CRAIGAVON BT64 1AJ E: Southarea.hb@nihe.gov.uk	Housing Centre – 4 th Floor Adelaide Street Belfast BT2 8PB E: Belfasthb@nihe.gov.uk
Ards, Bangor, Castlereagh, Downpatrick, Lisburn	Cookstown, Dungannon, Fermanagh, Omagh
Strangford House 28 Court Street NEWTOWNARDS BT23 7NX E: Southeast.housingbenefit@nihe.gov.uk	MacAllister House Woodside Avenue OMAGH BT79 7BP E: Omagh.housingbenefit@nihe.gov.uk

Please complete the following in *black ink* and in *capital letters*:

About You																	
First Name																	
Surname																	
Address																	
	Postcode:																
Date of Birth dd/mm/yyyy									N.I Number								
Telephone No.	Home :										Mobile:						
Email address																	

Your household details				
Please answer each of the following question				
Do you live on your own?	Yes		No	
Do you have a partner who lives with you?	Yes		No	
Do you have children who live with you?	Yes		No	
Within the past 12 months, has there been a bereavement in your household? (Please note we may need to contact you for further details).	Yes		No	

Your Previous Address

If you answer 'Yes' to any of the following questions, we may need to contact you for further information.

Are you aged between 16 – 25 years old and have recently left care provided by Social Services? e.g. foster care, children's home etc.	Yes		No	
If you answered yes, please provide details:				
Have you recently left temporary homeless accommodation?	Yes		No	
If you answered yes, please provide details:				

Your Income and Savings

If you or your partner (if any) currently have savings please confirm the total amount (we may ask you for proof of this)	£
If you or your partner (if any) receive DLA, Personal Independence Payments or Attendance Allowance, Armed Forces Independence Payment please tell us how much in total this is	£

Employment Related Circumstances

If you have been able to pay your rent when your tenancy first began and you have not claimed Housing Benefit or Universal Credit Housing Costs in the last 12 months, you may be entitled to receive a payment, which covers the shortfall between the LHA and your actual rent charge for a period of 13 weeks. After 13 weeks, this will be reviewed.

Please answer the following questions.

Has your income significantly reduced recently?	Yes		No	
If yes, please provide details:				
Have you received help with your rent from Housing Benefit or Universal Credit within the last 12 months?	Yes		No	

Have you recently been made unemployed or temporarily redundant?	Yes		No	
Please provide the name and contact details of your employer:				
Please confirm the date your employment ended:				

Medical Circumstances

Please tell us about any medical or special circumstances that affect your need to live at this address.

(For example: if you receive or provide family support, if you or a family member need access to hospitals or a medical facility, your property been adapted for your or your household needs, is the property near schools or your employment etc.)

--

About Your Landlord:

Your landlord or their agent's name	
Your landlord or their agent's telephone number	
Your landlord or their agent's email address	

Rent details:

What date did your tenancy start? (dd/mm/yyyy)				
How much rent does your landlord charge? <i>Please note we may ask to see proof of your rent charge. This may be either a tenancy agreement or a letter from your landlord.</i>	£			
Do you share paying the rent with anyone other than your partner? E.g. a joint tenancy	Yes		No	
If yes, what is your share of the rent?	£			
How often is this charged	Weekly <input type="checkbox"/>		Fortnightly <input type="checkbox"/>	

	4 Weekly <input type="checkbox"/>	Monthly <input type="checkbox"/>
Does this charge include rates?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Do you have any rent arrears?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If yes, please tell us the amount	£	
Are you at risk of eviction because of rent arrears?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How long have you lived at this address?	Years <input type="text"/>	Months <input type="text"/>

Payment Details:

We are obliged to pay Discretionary Housing Payments to the person who receives your Universal Credit housing cost payments. If your Universal Credit housing costs are paid directly to you, please provide details of your bank account below.

Name of bank or building society								
Branch Address								
Account Name								
Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sort Code	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Declaration

I declare that the information I have given on this form is correct and complete to the best of my knowledge.

I understand that action may be taken against me if this information is found to be incorrect or incomplete.

I agree to report any changes in my circumstances that will affect my award of Universal Credit Discretionary Housing Payment, namely:

- if I change address
- if there is a decrease in my rent charges
- if I stop receiving the housing cost element in my Universal Credit award

Signature: _____ Date: _____

Further Information

If you have any queries regarding a Discretionary Housing Payment, you may find the answers on our website.

Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email (*please see page 1 for details of your local Housing Benefit Unit email address*) or by phone and a member of staff will be happy to help.

☐ **03448 920 902 | NGT*: 18001 03448 920 902**

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

Independent Advice

If you would like free independent and confidential advice on benefits, money worries or debt, you can contact:

Make the Call: 0800 232 1271

Advice NI: 0800 915 4604

Housing Rights: 02890 245 640

What we do with your information

The Housing Executive requires the information contained on this form to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment

The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Appendix C – Discretionary Housing Payment Award Letters

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode



Date:

Claim No:

Dear

Discretionary Housing Payment- New DHP Award Letter

Thank you for your application for a Discretionary Housing Payment. We have considered your application and we have awarded you:

£WeeklyDhpAmount per week from FromDate To EndDate

DHPs are funded by the Department for Communities (DfC) on an annual basis (1 April – 31 March) from a cash limited budget, which must not be overspent.

They are used to help the most vulnerable people living in the private rented sector; . and to ensure we are helping as many customers as possible we have had to reduce your award.

Discretionary Housing Payments are not Housing Benefit payments and are normally awarded for a fixed period, though further awards may be made depending on available funds.

Please remember that if your Housing Benefit award and Discretionary Housing Payments do not fully cover your rent charge, then you must contact your landlord to make an arrangement to pay any shortfall.

Your Discretionary Housing Payment ends on the **EndDate**. At this time, you do **not** need to complete another application. We will look at your circumstances at that time and consider if you should be awarded further payments. Each Discretionary Housing Payment is considered on a case-by-case basis and if approved we will notify you of the new award.

If your circumstances change, you must tell us immediately as your Housing Benefit or Discretionary Housing Payments may be affected.

The types of changes we need to know about are:

- **any increases in you or your partner's income or savings;**
- **if anyone joins or leaves your household; or**
- **if you change address.**

A complete list of all the types of changes that you must report are available on our website or you can contact your local Housing Benefit Unit directly.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit award and the rent charged by your landlord. They are intended to help Housing Benefit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

However, if you still feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with the decision on your DHP application, you can ask for the decision to be looked at again. This is called a review and can be made by telephone, email or in writing to the address at the top of this letter. A review can look at different parts of the decision, including the amount of DHP you have been awarded, the length of time you will receive a DHP or the decision not to award you a DHP. You must tell us your reasons for requesting the review.

The Manager in your Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, they will notify you of this and your review will end. If the Manager does not change the decision, your request for a review automatically passes to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered, and you will be notified of the outcome.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment

The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and

- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

Your information may also be shared for other functions of the Housing Executive where it is relevant and necessary to do so. The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task.

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

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Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

*for use by those who are deaf, hearing or speech impaired a Textphone or App is required.

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment- DHP Renewal Letter
--

We have renewed your application for a Discretionary Housing Payment based on the information previously provided by you and we have awarded you:

£WeeklyDhpAmount per week from FromDate To EndDate

DHPs are funded by the Department for Communities (DfC) on an annual basis (1 April – 31 March) from a cash limited budget, which must not be overspent.

They are used to help the most vulnerable people living in the private rented sector; and to ensure we are helping as many customers as possible we have had to reduce your award.

Discretionary Housing Payments are not Housing Benefit payments and are normally awarded for a fixed period, though further awards may be made depending on available funds.

Please remember that if your Housing Benefit and Discretionary Housing Payments do not fully cover your rent charge, then you must contact your landlord to make an arrangement to pay any shortfall.

Your Discretionary Housing Payment ends on the **EndDate**. At this time, you do **not** need to complete another application. We will look at your circumstances at that time and consider if you should be awarded further payments. Each Discretionary Housing Payment is considered on a case-by-case basis and if approved we will notify you of the new award.

If your circumstances change, you must tell us immediately as your Housing Benefit or Discretionary Housing Payments may be affected.

The types of changes we need to know about are:

- **any increases in you or your partner's income or savings;**
- **if anyone joins or leaves your household; or**
- **if you change address.**

A complete list of all the types of changes that you must report are available on our website or you can contact your local Housing Benefit Unit directly.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit award and the rent charged by your landlord. They are intended to help Housing Benefit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

However, if you still feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with the decision on your DHP application, you can ask for the decision to be looked at again. This is called a review and can be made by telephone, email or in writing to the address at the top of this letter. A review can look at different parts of the decision, including the amount of DHP you have been awarded, the length of time you will receive a DHP or the decision not to award you a DHP. You must tell us your reasons for requesting the review.

The Manager in your local Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, they will notify you of this and your review will end. If the Manager does not change the decision, your request for a review automatically passes to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered, and you will be notified of the outcome.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment

The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and

- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

Your information may also be shared for other functions of the Housing Executive where it is relevant and necessary to do so. The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task.

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

*for use by those who are deaf, hearing or speech impaired a Textphone or App is required.

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment – One Off Payment
--

You have submitted an application for a Discretionary Housing Payment. We have considered this application and have advised you separately of the outcome.

I now wish to tell you that you are also entitled to a '**one off payment**' of a Discretionary Housing Payment of: **£ OneOffDHPAmount**.

The above award will be included in your normal Housing Benefit payment.

Please remember that if your Housing Benefit and Discretionary Housing Payments do not fully cover your rent charge, then you must contact your landlord to make an arrangement to pay any shortfall.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit award and the rent charged by your landlord. They are intended to help Housing Benefit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

However, if you still feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

Your information may also be shared for other functions of the Housing Executive where it is relevant and necessary to do so. The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

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Yours sincerely,

Unit Manager
Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

*for use by those who are deaf, hearing or speech impaired a Textphone or App is required.

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment - Landlord Receiving Direct Payments from UC New DHP Claim Letter
--

Thank you for your application for a Discretionary Housing Payment. We have considered your application and we have awarded you:

£WeeklyDhpAmount per week from FromDate To EndDate

If your landlord is currently receiving direct payments from Universal Credit in respect of your housing costs, the Discretionary Housing Payment will go directly to them.

Please remember that if your Universal Credit housing costs award and Discretionary Housing Payments do not fully cover your rent charge, then you must contact your landlord to make an arrangement to pay any shortfall.

DHPs are funded by the Department for Communities (DfC) on an annual basis (1 April – 31 March) from a cash limited budget, which must not be overspent.

They are used to help the most vulnerable people living in the private rented sector; and to ensure we are helping as many customers as possible we have had to reduce your award.

Your Discretionary Housing Payment ends on the **EndDate**. At this time, you do **not** need to complete another application. We will look at your circumstances at that time and consider if you should be awarded further payments. Each Discretionary Housing Payment is considered on a case-by-case basis and if approved we will notify you of the new award.

You must tell us immediately if your circumstances change as your Discretionary Housing Payments may be affected. It is important to note that Universal Credit will

not inform us of any changes to your circumstances and it is your responsibility to report any changes to us directly.

The types of changes we need to know about are:

- **if you change address;**
- **if there is a decrease in your rent charge; or**
- **if you stop receiving housing costs in your Universal Credit award.**

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

However, if you still feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with the decision on your DHP application, you can ask for the decision to be looked at again. This is called a review and can be made by telephone, email or in writing to the address at the top of this letter.

A review can look at different parts of the decision, including the amount of DHP you have been awarded, the length of time you will receive a DHP or the decision not to award you a DHP. You must tell us your reasons for requesting the review.

The Manager in your Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, they will notify you of this and your review will end. If the Manager does not change the decision, your request for a review automatically passes to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered, and you will be notified of the outcome.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment

The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- **The Data Protection Act 2018;**
- **The UK General Data Protection Regulation (UK GDPR); and**
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

Your information may also be shared for other functions of the Housing Executive where it is relevant and necessary to do so. The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task.

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

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Yours sincerely,

Unit Manager
Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

*for use by those who are deaf, hearing or speech impaired a Textphone or App is required.

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Dear Title Surname,

Claim No:

**Discretionary Housing Payment - Landlord Receiving Direct Payments from
UC Renewal Letter**

We have renewed your application for a Discretionary Housing Payment based on the information previously provided by you and we have awarded you:

£WeeklyDhpAmount per week from FromDate To EndDate

If your landlord is currently receiving direct payments from Universal Credit in respect of your housing costs, the Discretionary Housing Payment will go directly to them.

Please remember that if your Universal Credit housing costs award and Discretionary Housing Payments do not fully cover your rent charge, then you must contact your landlord to make an arrangement to pay any shortfall.

DHPs are funded by the Department for Communities (DfC) on an annual basis (1 April – 31 March) from a cash limited budget, which must not be overspent.

They are used to help the most vulnerable people living in the private rented sector; and to ensure we are helping as many customers as possible we have had to reduce your award.

Your Discretionary Housing Payment ends on the **EndDate**. At this time, you do **not** need to complete another application. We will look at your circumstances at that time and consider if you should be awarded further payments. Each Discretionary Housing Payment is considered on a case-by-case basis and if approved we will notify you of the new award.

If your circumstances change, you must tell us immediately as your Discretionary Housing Payments may be affected. It is important to note that Universal Credit will **not** inform us of any changes to your circumstances and it is your responsibility to report any changes to us directly.

The types of changes we need to know about are:

- **if you change address;**
- **if there is a decrease in your rent charge; or**
- **if you stop receiving housing costs in your Universal Credit award.**

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

However, if you still feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with the decision on your DHP application, you can ask for the decision to be looked at again. This is called a review and can be made by telephone, email or in writing to the address at the top of this letter. A review can look at different parts of the decision, including the amount of DHP you have been awarded, the length of time you will receive a DHP or the decision not to award you a DHP. You must tell us your reasons for requesting the review.

The Manager in your local Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, they will notify you of this and your review will end. If the Manager does not change the decision, your request for a review automatically passes to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered, and you will be notified of the outcome.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment

The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- **The Data Protection Act 2018;**
- **The UK General Data Protection Regulation (UK GDPR); and**
- **Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002.**

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

There are also several organisations that will be able to assist if you would like free, independent and confidential advice on benefits, money worries or debt. For more information, you can contact:

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- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

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If you are unhappy with the decision on your DHP application, you can ask for the decision to be looked at again. This is called a review and can be made by telephone, email or in writing to the address at the top of this letter. A review can look at different parts of the decision, including the amount of DHP you have been awarded, the length of time you will receive a DHP or the decision not to award you a DHP. You must tell us your reasons for requesting the review.

The Manager in your local Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, they will notify you of this and your review will end. If the Manager does not change the decision, your request for a review automatically passes to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered, and you will be notified of the outcome.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment - Family Premium

We recently advised you that because of a change in the law, the family premium was not included in the calculation of your Housing Benefit award.

You have since returned the application for a Discretionary Housing Payment that we sent to you.

We have considered this application and can now advise that you are entitled to a family premium related Discretionary Housing Payment award of:

£WeeklyDhpAmount per week from FromDate To EndDate

The above award will be included in your normal Housing Benefit payment.

If your circumstances change, you must tell us immediately as your Housing Benefit or Discretionary Housing Payment may be affected.

The types of changes we need to know about are:

- **If there are any increases in your or your partner's income or savings;**
- **If anyone joins or leaves your household;**
- **If you change address.**

A complete list of all the types of changes that you must report is available on our website or you can contact your local Housing Benefit Unit directly.

Already receiving a Discretionary Housing Payment?

If you are already receiving a Discretionary Housing Payment for another reason it is not affected by the award details set out above.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- **The Data Protection Act 2018;**
- **The UK General Data Protection Regulation (UK GDPR); and**
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

*for use by those who are deaf, hearing or speech impaired a Textphone or App is required.

✉ Email southhousingbenefit@nihe.gov.uk

Appendix D: Discretionary Housing Payment Refusal Letters



Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment – No entitlement to receive award

We have considered your application for a Discretionary Housing Payment and I regret to inform you that you are not entitled to receive an award.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit or Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Housing Benefit and Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

A Discretionary Housing Payment can be considered when there is a difference between the rent charged by your landlord (also known as the **contractual rent**) and the rent we actually use to work out your entitlement to Housing Benefit or Universal Credit Housing Costs (also known as the **eligible rent**).

The difference between the **contractual rent** and **eligible rent** is known as a shortfall.

In your case there is no shortfall between the contractual rent and the eligible rent therefore a Discretionary Housing Payment cannot be made.

If you would like free, independent and confidential advice on benefits, money worries or debt there are several organisations that will be able to assist. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with this decision on your DHP application you can ask for the decision to be looked at again. This is called a review and must be made in writing within one calendar month of getting your decision. You must tell us your reasons for requesting the review and send your letter to the address at the top of this letter. You must also supply evidence of all your current income and copies of all your bank statements for last 2 months when requesting a review.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment – Rent Restriction Case

We have considered your application for a Discretionary Housing Payment and I regret to inform you that you are not entitled to receive an award.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit or Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Housing Benefit and Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

A Discretionary Housing Payment can be considered when there is a difference between the rent charged by your landlord (also known as the **contractual rent**) and the rent we actually use to work out your entitlement to Housing Benefit or Universal Credit Housing Costs (also known as the **eligible rent**). The difference between the **contractual rent** and **eligible rent** is known as a shortfall.

Discretionary Housing Payments may be considered when there is a shortfall between the contractual rent and the eligible rent.

As your shortfall is less than £5.00 a Discretionary Housing Payment cannot be awarded in this case.

If you would like free, independent and confidential advice on benefits, money worries or debt there are several organisations that will be able to assist. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with this decision on your DHP application you can ask for the decision to be looked at again. This is called a review and must be made in writing within one calendar month of getting your decision. You must tell us your reasons for requesting the review and send your letter to the address at the top of this letter. You must also supply evidence of all your current income and copies of all your bank statements for last 2 months when requesting a review.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Discretionary Housing Payment – No UC or HB Entitlement
--

We have considered your application for a Discretionary Housing Payment and I regret to inform you that you are not entitled to receive an award.

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit or Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Housing Benefit and Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

A Discretionary Housing Payment can be considered when there is a difference between the rent charged by your landlord (also known as the **contractual rent**) and the rent we actually use to work out your entitlement to Housing Benefit or Universal Credit Housing Costs (also known as the **eligible rent**).

Under the Discretionary Financial Assistance Regulations (Northern Ireland) 2001 the Housing Executive can only make Discretionary Housing Payments to someone who is entitled to Housing Benefit or the housing costs element of Universal Credit.

As you are not entitled to help with your housing costs through Universal Credit or Housing Benefit a Discretionary Housing Payment award cannot be made.

If you would like free, independent and confidential advice on benefits, money worries or debt there are several organisations that will be able to assist. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you feel you are in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office or by phoning 03448 920 900.

If you are unhappy with this decision on your DHP application you can ask for the decision to be looked at again. This is called a review and must be made in writing within one calendar month of getting your decision. You must tell us your reasons for requesting the review and send your letter to the address at the top of this letter. You must also supply evidence of all your current income and copies of all your bank statements for last 2 months when requesting a review.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

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Yours sincerely

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Claim No:

Dear Title Surname,

Re: Discretionary Housing Payment – Ineligible Tenancy Type

Discretionary Housing Payments provide additional financial support towards your housing costs when there is a shortfall between your Housing Benefit or Universal Credit housing costs award and the rent charged by your landlord. They are intended to help Housing Benefit and Universal Credit claimants sustain their tenancy, as well as prevent and alleviate homelessness.

A Discretionary Housing Payment can be considered when there is a difference between the rent charged by your landlord (also known as the **contractual rent**) and the rent we actually use to work out your entitlement to Housing Benefit or Universal Credit Housing Costs (also known as the **eligible rent**).

We have considered your application for a Discretionary Housing Payment and I regret to inform you that you are not entitled to receive an award.

A Discretionary Housing Payment can only be awarded by the Housing Executive to a tenant living in the social sector when their award of Housing Benefit or Universal Credit housing costs is affected by a 'Family Premium' is not included in your Housing Benefit calculation because of a change in the law in September 2016.

As you are a Housing Executive or a Housing Association tenant you are not subject to a private rent restriction. Therefore, we cannot make an award of a Discretionary Housing Payment.

If you would like free, independent and confidential advice on benefits, money worries or debt there are several organisations that will be able to assist. For more information, you can contact:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you are unhappy with this decision, you can ask us to look at it again. This is called a review and must be made in writing within one calendar month of getting your decision. You must tell us your reasons for requesting the review and send the letter to the address at the top of this letter.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

***for use by those who are deaf, hearing or speech impaired a Textphone or App is required.**

✉ Email southhousingbenefit@nihe.gov.uk

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode

Date:

Ref No:

Dear

Discretionary Housing Payment (DHP) - Renewal Letter

Your Discretionary Housing Payment award has been renewed using the information provided in your last application.

Your award for the period **[Insert date]** to 31/03/23 has been reinstated at the original amount.

Your new award from 01/04/23 is: **[£amount]** per week.

Please be aware, if your **Housing Benefit or Universal Credit (delete as appropriate)** award and DHP award do not cover your full rent charge, you must contact your landlord to make an arrangement to pay any shortfall.

DHP's are not Housing Benefit payments and are normally awarded for a fixed period, further awards however may be made, subject to available budget.

Your latest DHP award ends on **[Date]** .

You **do not** need to complete another application; we will look at your circumstances at this date and decide if a further DHP award can be made.

Each DHP award is considered on a case-by-case basis and notification is issued when a decision is made.

If your circumstances change, you must tell us immediately as your DHP may be affected.

Some of the changes you need to report are:

- **Changes in your, or your partner's, income, or savings;**
- **Changes in your household - if anyone joins or leaves;**
- **Changes in the income or circumstances of a member of your household; or**
- **If you change address.**

A list of the changes that you must report is available on our website, or from your local Housing Benefit Unit.

If you are not satisfied with the decision made on your DHP application, you can ask for this to be looked at again. This is called a review and can be requested by telephone, email or in writing to the address at the top of this letter.

A review can look at each part of the decision; the amount of a DHP award, the period of the award or the decision not to make an award. You must provide the reasons for requesting a review.

The Manager in your local Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, you will be notified and your review will end.

If the decision is not changed, your request for a review will be referred to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered and you will be notified of the outcome.

If you require free, independent and confidential advice on benefits, money worries or debt, the agencies listed below can help:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you are still in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office, or by phoning 03448 920 900.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP).

Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

The Housing Executive is committed to protecting your privacy and maintaining your trust and confidence in how we handle your personal information. You can view our Privacy Notice at www.nihe.gov.uk/privacy_notice, pick up a copy at any Housing Executive office or you can ask us to post or email a copy to you.

Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

☎ 03448 920 902 | NGT*: 18001 03448 920 902

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✉ Email southhousingbenefit@nihe.gov.uk

Appendix E: Discretionary Housing Payment Refusal Nil Entitlement

Title Forename Surname
Flat No Building Name
House No Street Name,
Town,
Postcode



Date:

Ref No:

Dear

Discretionary Housing Payment (DHP) – Nil Entitlement

We previously wrote to you to inform you that your Discretionary Housing Payment award had been paused as the budget for 2022/23 had been exhausted.

We have now reviewed your award. To be entitled to a Discretionary Housing Payment, you must also be entitled to either Housing Benefit or the housing costs element of Universal Credit.

As your entitlement to Housing Benefit **or** the housing costs element of Universal Credit **(delete as appropriate)** ended on **[Insert date]**, we are unable to reinstate your Discretionary Housing Payment award for the period **[Insert date]** to 31/03/23.

If you are not satisfied with this decision, you can ask for it to be looked at again. This is called a review and can be requested by telephone, email or in writing to the address at the top of this letter.

The Manager in your local Housing Benefit Unit will look at your request and if the DHP decision is changed to your advantage, you will be notified and your review will end.

If the decision is not changed, your request for a review will be referred to the Central Housing Benefit Policy Team who will look at the decision again. Your case will be reconsidered and you will be notified of the outcome.

If you require free, independent and confidential advice on benefits, money worries or debt, the agencies listed below can help:

- **Advice NI:** 0800 915 4604
- **Housing Rights:** 02890 245 640
- **Make the Call:** 0800 232 1271

If you are still in financial difficulty, you may wish to apply for Housing Executive/housing association accommodation through your local Housing Executive office, or by phoning 03448 920 900.

What we do with your information

The Housing Executive requires the information you supplied to process your application for a Discretionary Housing Payment (DHP). Your information will be used to determine your eligibility for a DHP payment. The Housing Executive is processing your application for a Discretionary Housing Payment under the following legislation:

- The Data Protection Act 2018;
- The UK General Data Protection Regulation (UK GDPR); and
- Section 116C of the Social Security Administration (NI) Act 1992 (as amended by Section 6 of the Social Security Act (Northern Ireland) 2002).

The lawful basis for processing your information is UK GDPR Article 6 (1) (c) - Legal Obligation. The Housing Executive is responsible for administering the Discretionary Financial Regulations (NI) 2001.

Sharing your information with others

If you are receiving Universal Credit, we will share your information on a monthly basis with DfC in order to establish your eligibility. Your eligibility for a DHP relies on the continued receipt of the housing costs element of Universal Credit.

The lawful basis for processing your information is UK GDPR Article 6 (1) (e) Public Task

Your information is only shared where this is necessary to comply with our legal obligations or as permitted by UK General Data Protection Regulation or the Data Protection Act 2018.

How long we hold your information for

The Housing Executive will hold the information you have provided for 3 years after your award of DHP has ended.

Privacy Notice

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Yours sincerely,

Housing Benefit Manager

Further Information

If you have any queries regarding your Discretionary Housing Payment, you may find the answers on our website. Please visit: www.nihe.gov.uk

Alternatively, you can contact the Housing Executive by email or telephone and a member of staff will be happy to help.

 03448 920 902 | NGT*: 18001 03448 920 902

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 Email southhousingbenefit@nihe.gov.uk

Appendix F – Broad Rental Market Areas Boundaries and Postcode Districts

