

Housing payments

What you need to know

Income Support
Social Security Department
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Jersey

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Email:
Income.Support@gov.je

www.gov.je/incomesupport

We need this information to update your claim **You must supply the information within 14 days of any change**

I have moved address

You must complete an Income Support Change of Address form and give us either a letter/email from your landlord, or a copy of your lease. It needs to show:

- The date you moved in
- The type of property (e.g. 1 bed flat)
- The weekly/monthly rent
- Whether any bills are included (and how much they are)
- Daytime contact details for your landlord
- If you are sharing a property – who lives with you?

The size of property that we will help with depends on the size of your household. Our current rates are available on www.gov.je

Frequently Asked Questions

Why do I need to confirm the type of property?

Income Support pays different amounts of benefit depending on what type of property you live in (e.g. for a bedsit compared to a 3 bedroom house) and whether it is appropriate to your household. Please ask us about what is an appropriate rent.

What if I sell my property and buy a new one?

You will need to complete an Income Support Change of Address form but we will also require evidence of the sale of the previous property, and the purchase of the new one.

I'm 19 and need help with rent?

If you are under 25 you will not receive help with rent costs unless you can prove you have lived independently for at least a year and had a change in your circumstances beyond that was beyond your control.

My partner/child has moved out/in

If someone has moved in or out of your home we will require a signed declaration from you confirming:

- The date they moved out
- Confirmation of their new address
- A daytime contact number for the person who has left

If your partner has moved in you will need to complete a new Income Support form. Please contact us now so that this form can be issued to you.

Frequently Asked Questions

I don't know where my partner/child has moved to, what should I do?

We can still remove them from your claim. Please contact us and sign a declaration of the date they moved out, and your most up to date contact number for them.

I've just had a new child, what should I do?

We will need the child's full birth certificate so that we can register them with the Social Security system. We allow up to 28 days from the date of birth for this to be provided as we know it can be difficult to get this in on time.

My adult child has moved out/in, do I need to inform you?

Yes, as this could have an effect on your Income Support payments. You must always tell us about changes to your household.

I have taken in a lodger

You will need to show us:

- Who is living with you
- When they moved in
- How much they are paying towards the rent and bills

Frequently Asked Questions

What if I sub-let my accommodation, do I have to tell you?

Yes. If you are sub-letting your accommodation it will affect your Income Support payments. If you would like us to estimate your benefit based on the sub-letting then please contact us.

**FAILURE TO NOTIFY INCOME SUPPORT WITHIN 14 DAYS OF A CHANGE MAY AFFECT
YOUR BENEFIT PAYMENTS**

This is NOT a complete list. If you are not sure, ask us for advice. You MUST tell Income Support about any changes and provide official supporting documents.

If you do not tell us about any changes, you may lose benefit that you could be entitled to or you may be overpaid benefit which you may have to repay.

You must make sure you tell Income Support about any changes that affect any member of your household; do not rely on someone else to pass the information on.

**PLEASE NOTE THAT FAILURE TO NOTIFY INCOME SUPPORT OF ANY CHANGES IS A
CRIMINAL OFFENCE. ANY OVERPAYMENT MAY BE RECOVERABLE AND YOU MAY HAVE
TO GO TO COURT**

We can be contacted by email, phone or a visit to the Income Support zone;

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Privacy Statement

The Social Security Department collects information for the purpose of dealing with all matters relating to the benefits and services it administers. We may check information about you with other information we have. We will not give information about you to anyone outside the Department unless the law allows us to or we have your consent. The Social Security Department is the Data Controller for the purposes of the Data Protection (Jersey) Law 2005.