

# Making a New Housing Benefit Claim

**Making a new Housing Benefit claim has changed from a paper form to an online form. It advises you how much benefit you can claim and makes the form easier to complete.**

## How do I access the online claim process?

You can access the Housing Benefit form by going to our website and typing 'new housing benefit claim' into the search box or by visiting:

[www.york.gov.uk/NewHousingBenefitClaims](http://www.york.gov.uk/NewHousingBenefitClaims)

## What if I don't have access to the internet?

Explore York provides customer access to computers where you can make a claim. Alternatively, visit the Customer Centre located at West Offices.

## How long does it take to make a claim?

The process can take 25 to 40 minutes depending on your circumstances.

You will receive a personal claim number which you must keep safe. You will use this to retrieve a saved claim.

You can stop and save your claim at any point and return to it later. Your claim will not be registered until you have completed and submitted the claim.

Click the 'save and come back later' button on the form and create your own password. **Keep your unique number and password safe.**

## What about proofs?

At the end of the process before you click 'submit', the system will produce a checklist showing all the proofs you need to give us. You can print this checklist.

Give your proofs to a Housing Benefit Advisor in West Offices. Please ensure that you receive a receipt.

## Your claim reference

Make a note of your online claim reference number.

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Telephone: 01904 551550  
Website: [www.york.gov.uk/Housing](http://www.york.gov.uk/Housing)  
Address: Housing Services  
West Offices  
Station Rise  
York YO1 6GA

### This information can be provided in your own language.

Informacje te mogą być przekazywane w języku ojczystym.  
Polish

Bu bilgi kendi dilinizde almanız mümkündür.  
Turkish

此信息可以在您自己的语言。  
Chinese (Simplified)

此資訊可以提供您自己的語言。  
Chinese (Traditional)

**Large print, CD and other formats available on request**