

# South Northamptonshire Council



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## Request for direct payment to landlord/third party for tenants who may have difficulty paying their rent

**Landlord's, tenant's and people acting on behalf of tenant's can use this form to request direct payment of Housing Benefit to a landlord because the tenant is likely to have difficulty paying their rent.**

### **When can the Council pay the landlord direct?**

We recognise that receiving Housing Benefit payments may cause problems for some tenant's. For example, tenant's with medical conditions, addiction problems, language barriers or severe debt problems. (This list is not exclusive).

To help these tenant's and their landlord's the Council has a 'Safeguard Policy'. This allows us to consider paying a landlord direct if the tenant is likely to have difficulty paying their rent.

In some cases we can also pay a landlord direct if the tenant has rent arrears or is unlikely to pay their rent. Please see our form 'Request for direct payments to landlords due to rent arrears'.

### **How can payment to the landlord be requested?**

If you believe the tenant is likely to have difficulty paying their rent please let us know as soon as possible by completing the attached form. We will also need to see evidence, eg, a letter from a GP, social worker or advice agency. Once we receive your form we will not make any further payments to the tenant while we look into the matter and make a decision.

We also recommend that you phone or visit us as soon as you want to request direct payment to the landlord. We can then stop any further payments being sent to the tenant while we await your form.

### **How will the Council make a decision?**

We will look at the information and evidence you provide and any information that we hold. In some cases we may also need to contact the tenant to ensure we make a fair and informed decision.

### **What if I disagree with the decision?**

If the landlord or tenant disagrees with the decision, either can ask us to look at it again. This request must be made in writing within one month of the date of our decision letter.

### **If the Council decides to pay the landlord, how long will this continue for?**

Any difficulty in paying rent may be permanent or just for a period of time. If we consider the difficulty is not permanent we will check from time to time if payments should still be sent to the landlord.

**Once you have completed the form please return it in person or post it to the Benefits Unit at the above address.**

## Request for direct payment to a landlord/third party

Tenants full name  
and address

Why do you believe the tenant is likely to have difficulty paying their rent?  
**Please provide as much information as possible.**

**Please continue on a separate sheet if necessary**

Do you have any evidence  
to support the above?

No

Yes - **please provide this evidence**

### Your declaration

**I declare the information I have given on this form is correct and complete.**

Signature

Date

Name  
(please print)

Telephone  
Number

Your relationship to tenant.  
**If you are not the tenant or  
landlord please also state your  
organisations name, address and  
phone number**

**Tenants declaration-this form does not need to be signed by the tenant but we may not  
be able to talk or write to you regarding this matter if it is not**

I agree the Council may disclose information about my Housing Benefit claim to the person or  
organisation who completed this form.

Signature

Date

**Please note all evidence must be original documents, we cannot accept copies.  
Important: Any information provided on this form may be shown to the tenant.**