

Housing and Council Tax Benefits

How can I claim?

The Benefits Section is situated in the Finance Revenues office based at Charlotte House. The office has good access for disabled customers and customers who rely on public transport.

Good customer service is an essential part of providing a quality Benefit service. Our staff will respond promptly, politely and sensitively to all of our customers. We believe we communicate well with customers, which is helped by our face to face, personal approach, based way we prefer to deal with benefit matters.

To make a claim please print off, fill out and return the [application form request](#).

Alternatively complete and return either [Benefit Claim Form \(Printable\)](#) or [Benefit Claim Form \(Online\)](#).

Request an application form by writing to:

Benefits Section
Shetland Islands Council

Charlotte House

Commercial Road

Lerwick

Shetland

ZE1 0LX

Telephone Lerwick 744682 to request an application form or call in person at our Charlotte House office where a Benefits Officer will be available, if required, to help you complete the benefit application form and advise you of the information required to process the claim and give details of the time limits for providing information.

Benefits officers will provide additional support for vulnerable customers by offering a home visit to assist with the completion of forms and providing guidance on any element of the service.

If you would like to arrange for someone to act on your behalf for example a relative or solicitor, or would like to act on behalf of someone claiming benefit please contact us for further information.