

Housing and Council Tax Benefits

The documents you need to supply

When you make a claim for Housing Benefit and/or Council Tax Benefit we always need to see original documents for you, your partner and any other people who live in your household. Copies will not be accepted.

Documents can be brought to or sent to our Charlotte House office. Any documents posted to the Council will be returned by second-class post. However the Benefits Section will not accept responsibility for the loss of any documents sent by post. It is therefore recommended that you bring any valuable documents to our office at.

Charlotte House

Commercial Road

Lerwick

Shetland

ZE1 0LX

In order to process your claim for Housing Benefit and/or Council Tax Benefit we will need to see the following:

- Evidence of identity for both you and your partner (proof of who you are, for example, a passport, birth certificate or driving licence);
- Evidence of the National Insurance Number for you and your partner;
- Evidence of all income for both you and your partner and any other people who live in your household (for example last five payslips if paid weekly or your last two payslips if paid monthly). Don't worry if you haven't got payslips, you can ask your employer to fill in a form which you can get from us or download the form [click here](#)
- Evidence of all capital (for example statements for all bank and building society accounts, investments, cash, property etc) for you and your partner.

In order to process your claim for Housing Benefit we will also need to see the evidence of the rent you pay.