

**Cyngor Sir
CEREDIGION**



**CEREDIGION
County Council**

DISCRETIONARY HOUSING PAYMENT PROCEDURAL FRAMEWORK

Introduction

Ceredigion County Council was actively involved in The Welfare Reform Club Pan-Wales Discretionary Housing Payments project. The project was sponsored by the Welsh Local Government Association and was supported by the Welsh Government.

Working with 20 of the 22 Welsh councils, the project has explored the case for more consistency in the administration of Discretionary Housing Payments (DHPs), whilst recognising that the nature of the scheme is essentially discretionary. During the course of the project a framework, strategy, model application form and booklet were developed.

Framework - by following the framework councils will have a consistent approach to the financial assessment and general procedural considerations that are necessary parts of the scheme. They will also have a framework for deciding which sets of circumstances warrant high, medium and low priority for awards, which can be tailored to suit local needs.

Strategy – provides a suggested framework for ensuring that potential applicants, advice agencies and other interested parties are aware of the DHP scheme, whilst not raising expectations.

Model application form and booklet - designed to capture all the information required on an application form but it is then up to each authority to develop their own forms, tailored to local circumstances.

I can also confirm that from the introduction of this revised procedural framework, consideration may also be given to awarding a lump sum DHP to assist with moving costs i.e. rents in advance or deposits and removal costs. The strict qualifying criteria for assistance towards these costs are outlined in Annex 5.

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DISCRETIONARY HOUSING PAYMENT (DHP) FRAMEWORK

INTRODUCTION

1. This framework sets out an agreed approach to deciding who should get a DHP award. It is designed to make discretionary decision-making more systematic, consistent and transparent. However, it is definitely not intended to impose a one-size-fits-all solution. The exercise of discretion remains at the heart of the scheme.
2. DHPs are paid from a cash-limited budget and are intended to help people meet housing costs, usually where there is a shortfall between their Housing Benefit (or housing element of Universal Credit) and their rent.
3. It is not possible (and not the intention) to make an award in every case where there is such a shortfall. So this framework is a way of helping to decide priorities for payment when demand exceeds supply (as will usually be the case).

KEY OBJECTIVES

4. In making decisions about priorities there are some overall objectives:
 - To give all applicants as fair and consistent a decision as possible.
 - To make decisions that are designed to improve outcomes for people.
 - To spend the budget and keep to a minimum any in-year changes to priorities (which may be needed to avoid overspends or underspends).
 - Generally to give greater priority to:
 - helping those who are making efforts to help themselves;
 - supporting those who have done all they can to manage the situation they are in, and cannot realistically do anymore;
 - preventing negative outcomes such as homelessness which are likely to involve further hardship for the household as well as additional and avoidable costs for the council.

DECIDING PRIORITIES

5. In order to meet these objectives, it is insufficient to simply make awards to certain broad categories of people (such as lone parents and disabled people). It is necessary to define which people in these and other categories should, as a rule, have the most priority.
6. The critical factors in deciding priorities are:
 - The financial circumstances of the household;
 - The priority group that the household is in;
 - The extent to which members of the household are able, and willing, to manage the situation they are in, or cannot be reasonably expected to do more;

- The wider financial consequences of not making an award.

All of these factors are covered in more detail in the following paragraphs.

Stage 1: Financial assessment

7. For all applications, a financial assessment is made, comparing income with expenditure. This is as simple as possible but sufficient to make a reasonable judgement. All income (with the exception of Disability Living Allowance, Attendance Allowance and Personal Independence Payments) and outgoings are considered and any savings/capital taken into account. As noted, DLA, AA and PIP will not be taken into account in the calculation of your income for DHP, as these are intended to meet the disablement needs of the applicant. Likewise, an amount equivalent to the DLA, AA or PIP award will also be deducted from the calculation of weekly expenditure to represent the disability related spending which the above income is intended to meet. This is to be done as simply as possible but sufficient to make a reasonable judgement. However, if actual disability related expenditure is greater than the amount of DLA, AA or PIP that is received, the calculation of expenditure can be varied to reflect the additional spending – upon receipt of a detailed breakdown of the relevant spending. If there are non-dependants in the household, the income they contribute to the household is normally included in the financial assessment, though it is accepted that household expenditure on food and heating will be higher. (See Annex 2 for a fuller explanation and details relating to non-dependants). The fundamental principle is that help should go to those who have no other means of meeting the need.
8. Therefore, the first test is whether or not a household's total commitments are equal to or exceed their income. If there is income available, or could be made available, sufficient to meet the shortfall in rent or other housing need, a DHP application will not succeed unless or until circumstances change.
9. If there is some income available, but insufficient to meet the shortfall in rent, the application for a DHP is processed and if other criteria are met and it is decided to make an award, the available income is deducted from the award.
10. Annex 3 contains a proposed list of income, savings and outgoings.
11. Please note that the Council does not need to know about and will not take into account what is deemed to be non-essential items of expenditure. These include things such as cigarettes, alcohol, takeaways, eating out, cinema, coffee, gym and sport clubs, presents. However, you may want to include these items when outlining your expenditure to help you understand your budgeting as small items, which by themselves may not seem like a drain on your budget, can add up to quite a lot over a year. For example, it is not uncommon to discover that spending on something like a regular coffee from a cafe can easily end up costing £700.00 per year.

Stage 2: Priority Groups

12. Having applied the financial test, the next stage is to decide the priority to be given to particular circumstances a household may be experiencing. To make the process as simple

as possible, the particular circumstances are put into five groups, A-E, in descending order of priority. See Annex 4 for the categories in each group.

Stage 3: Ability to manage the situation

13. The next stage is to look at general considerations. DHPs can often be most effectively used as a temporary measure whilst a household seeks a more long-term solution to the situation they are in. Where this is possible, higher priority is given to those who are actively taking steps themselves. For example, those with a Local Housing Allowance shortfall looking for cheaper accommodation or those with spare rooms who are arranging to move or take in a lodger.
14. However, increasingly, there are also some situations where a DHP may be needed for a longer period. There will be some households who cannot realistically alleviate the situation they are in by taking action themselves. For example, a household with a severely disabled member unable to work or take in a lodger and who are already managing the household budget as effectively as possible. Such households are also given higher priority.
15. There are also households who are not currently helping themselves in the way described above but who are prepared to start doing so. In these cases, the DHP may be conditional on certain action being taken and the award may be of shorter duration

Stage 4: Avoid further costs (and hardship)

16. DHPs can be used imaginatively to help prevent further hardship such as eviction and the associated costs to the council of dealing with homelessness. The risk of losing a tenancy could arise for a number of reasons but no judgement is made about the factors giving rise to the problem. This criterion is simply about avoiding further cost and hardship.
17. However, it is unlikely to be viable to pay DHPs indefinitely in these circumstances. If a household is threatened with eviction, the situation cannot be left to continue indefinitely. A solution needs to be found, whether it is the provision of alternative accommodation or some action by the household to reduce arrears. The highest priority under this criterion is applied when there is a solution in sight.

PRIORITY SETTING MATRIX

18. In order to help with deciding priorities, a simple matrix has been constructed, which combines priority groups with the considerations outlined above. Each applicant is given a baseline score based on the priority group, A-E, they are in.
19. Additional points are then awarded depending upon the extent to which the general considerations (stages 3 and 4 above) are met.
Generally certain points will be awarded to those who are:
 - a) Actively trying to manage the situation they are in, or
 - b) Cannot reasonably do any more to help themselves, or

- c) Where paying a DHP avoids further costs to the council (and hardship to the applicant), particularly where a solution is possible.
- d) Reduced points may be awarded where these considerations are met in part

No additional points are scored for meeting more than one consideration.

20. Whilst the matrix will be helpful in dealing with most applications, Ceredigion County Council will equally apply flexibility to individual cases that will occasionally fall outside the guidelines but which justify an award.

21. In Ceredigion the matrix will be used in one of two ways:

- a) During the assessment stage as a guide to deciding an application in the first place, or
- b) As a check list after the decision has been made, as a way of helping to ensure that decisions are as consistent as possible.

22. An award of DHP will be made where the applicant meets the required level of priority based on the matrix points awarded. It would be rare to meet low or lowest priority applications.

CONDITIONALITY

23. Most of the highest priority awards are paid unconditionally, either because there is not likely to be any short-term change in the circumstances giving rise to the DHP, or the household is already doing everything possible to manage the situation they are in.

24. All other awards are subject to at least some conditionality which are designed to encourage the applicant to resolve the shortfall in rent without access to DHPs. The extent of the conditionality depends on the circumstances. In some cases it is relatively light touch; in others it is very strict. In certain cases, conditionality will involve signposting to support and advice agencies

LENGTH OF AWARD

25. The length of the award is related closely to the level of conditionality attached.

Where no conditionality is attached to an award, i.e. a longer-term need, the length of an award can be made up to a maximum of 52 weeks (or more in exceptional circumstances) as the situation giving rise to the DHP is very unlikely to change.

In other cases, where conditionality is applied, the duration of award typically varies between 6 and 26 weeks depending on the length of time needed to meet the conditions successfully. There is no standard period for an award

REPEAT AWARDS/EXTENSIONS

26. Again, conditionality is the key factor in deciding whether a repeat award should be made. There are normally no restrictions on repeat awards where no conditionality has been set. In these instances, the applicant is asked about any changes that have occurred rather than be expected to complete a new application form.
27. Where there are conditions attached to the award, the award is usually terminated after the initial award period. If the applicant then applies for a further award, this is made only if the applicant is meeting the conditions of the initial award. Where a further award is made, it may be a partial award (see paragraph 29).
28. An award may be extended for a short period, without the need for a new application, in certain circumstances:
- Where a request has been made by support workers for a valid reason;
 - When awaiting a change of events (e.g. house move, birth of child);
 - When further time is required to meet the conditions attached to an award.

Partial Awards

29. The DHP award is usually for a weekly amount which will meet in full the shortfall between the rent and Housing Benefit payable. However, there may be occasions when it will be more appropriate to make a partial award. Partial awards may be made where:
- Some income is available to the household (but not enough to pay the rent shortfall), including situations where more income becomes available when debts are paid off;
 - Time is given to allow a household to adjust gradually to a new situation e.g. the benefit cap;
 - Conditions have been attached to an award but the conditions have not been met;
 - At the discretion of the council in certain other circumstances (e.g. where there is an unreasonably high rent in private sector cases).

CHANGE OF CIRCUMSTANCES

30. All applicants are expected to report changes of circumstances as they would for Housing Benefit. It is particularly important that applicants notify changes in income, expenditure patterns or the composition of the household. Most notifications of a change of circumstances are related to Housing Benefit in the first instance but, where a DHP is payable, they usually trigger the cancellation of the DHP award. This can be followed by a new application if appropriate.
31. An overpayment of a DHP following a change of circumstances will be repayable in full. An invoice will be issued to the applicant or in certain circumstances to the person who received the payment e.g. the landlord.

CONCLUSION

32. This framework is not intended to fetter Local Authorities' discretion in matters of DHP decision making. In a discretionary scheme, there will always be some cases with special or unusual circumstances where a decision-maker will consider a DHP award justified. The advantage of a discretionary scheme is that, whatever framework is used, such awards can and should be made.
33. However, the framework does provide a structure for deciding who should be awarded DHPs. It is designed to achieve a reasonable amount of fairness and consistency both within Ceredigion and between those councils adopting it.
34. Annex 1 explains in the eligibility and claims process for a DHP along with the decision and dispute process.

1. A DHP can only be awarded where a claimant is entitled to:
 - Housing Benefit (HB); or
 - Universal Credit (UC) that includes a housing element towards rental liability; and
 - Requires further financial assistance with housing costs
2. What types of shortfall can DHPs cover?
 - Reductions in HB or UC as a result of local housing allowance restrictions.
 - Rent Officer restrictions such as local reference rents or shared room rate.
 - Rent shortfalls from existing tenancies to prevent a household becoming homeless whilst the housing authority explores alternative options.
 - Reductions due to income tapers.
 - Non-dependant deductions in HB, or housing cost contributions in UC.
 - Reductions in HB or UC following the removal of spare room subsidy in the social rented sector.
 - Reductions in HB or UC where the benefit cap has been applied.
 - From August 2015 a DHP may be considered to assist with deposits, rent in advance and removal costs. (Please see Annex 5 for more detail on claiming a DHP with these costs).
3. What DHPs cannot cover
 - Ineligible service charges or water charges.
 - Any increase in rent due to outstanding rent arrears.
 - Certain sanctions and reductions in benefit.
 - A suspension of HB or UC.
 - A reduction in HB or UC caused by an overpayment recovery
 - A shortfall between a Council Tax Reduction and Council Tax liability.

Claims process

4. The claimant or their representative must make a written claim for a DHP via the on-line Council's approved form. The word version of this document can be downloaded and completed on-line and sent as an attachment via email to revenues@ceredigion.gov.uk or alternatively delivered or posted to one of the addresses listed on the form.
5. The form has been designed to capture all the required information and a booklet "Applying for a Discretionary Housing Payment" is available on-line to provide some guidance on completing the DHP form. Help in completing the form is also available at any of the council offices listed in the booklet or on the form.
6. The Council does not need to know about and will not take into account what is deemed to be non-essential items of expenditure. These include things such as cigarettes, alcohol, takeaways, eating out, cinema, coffee, gym and sport clubs, presents. However, you may want to include these items when outlining your expenditure to help you understand your budgeting as small items which by themselves may not seem like a drain on your budget can add up to quite a lot over a year. For example, it is not uncommon to discover that spending on something like a regular coffee from a cafe can easily end up costing £700.00 per year.
7. The Benefit Section may request any reasonable evidence in support of a claim for DHP.

8. A letter will be sent to the claimant or their representative as soon as a decision has been made.
9. Where the Benefits Section has decided not to award a DHP, the notification letter will provide the reasons and the customer's right to dispute the decision
10. Where a DHP is awarded the notification letter will include the following information:-
 - The start date of the award.
 - The weekly amount of the award.
 - The length of the award.
 - Any conditionality attached to the award.
 - How the payment is to be made.

Disputes

11. DHPs are not payments of Housing Benefit and therefore do not carry the statutory right of appeal to The Tribunal Service. However, Ceredigion has set up the following procedures for dealing with a claimant or their representative that would like an explanation or dispute a decision made by the Benefit Section on their DHP.
 - A claimant or their representative can ask the Benefit Section to **explain** their decision at any time. The Decision Maker will provide an explanation either verbally by telephone or in writing.
 - A claimant or their representative who does not agree with the decision made by the Benefits Section can **dispute** the decision. Any dispute must be made in writing and received within one month of the decision giving reasons for the dispute along with any additional information to support the dispute. A dispute received outside the one month time limit may still be considered if the claimant has good reasons why the dispute is late.
 - Any dispute will be dealt with by a Decision Maker who was not involved in making the original decision. This Decision Maker will review the original decision and all the information and evidence used to make that decision. They will also take into account any new information if they consider it necessary. The claimant or their representative will be advised of the outcome of this review, in writing, within 14 days of the date the dispute was received by the Benefit Section (or as soon as is practicable thereafter). This decision will be final and binding and may only be challenged by the judicial review process. In cases of alleged maladministration by the council, the claimant must follow the council's complaints process before contacting the Local Government Ombudsman.

If a dispute against a decision not to award DHP is not successful, this does not prevent a further application being made in the future if the circumstances of the claimant have changed.

Fraud

Ceredigion County Council along with the Department for Work and Pensions is committed to the fight against fraud in all forms. A claimant, who tries to fraudulently claim a DHP by falsely declaring their circumstances or providing a false statement or evidence in support of an application, may have committed an offence under the Fraud Act 2006. Where it is alleged, or the Council suspects that such a fraud may have been committed, the matter will be investigated. If fraud is found to have occurred action will be taken including the recovery of overpaid monies and if appropriate, prosecution.

Non-Dependant and DHPs – Information Sheet

What is a Non-Dependant?

A non-dependant is an adult who lives in the household on an informal basis. This will usually be an adult son, daughter, relative or friend.

How does having a non-dependant affect an application for a DHP?

To determine if a household is eligible for a DHP, the household expenses are deducted from the household income to identify if there is enough money left to meet rent charges.

It is expected that any non-dependant living in the home will contribute to the household costs. Therefore, the council will include in the applicants' income either the amount received from the non-dependant or an amount that it would be 'reasonable' for the non-dependant to contribute.

When household expenses are calculated, any additional costs that are due to the non-dependant living in the household will be included. The council will expect the costs of the household to be higher because of the additional person living there.

How much is the non-dependant expected to contribute?

In most cases it is reasonable for the non-dependant to make a fair contribution to the household costs. The applicant will need to inform the council of the actual income contribution made by the non-dependant together with the gross weekly/monthly income of the non-dependant.

In calculating household income the council will include as income either the actual contribution from the non-dependant or an amount equivalent to the relevant HB non-dependant deduction, whichever is the higher. However, where non-dependants are exempt for Housing Benefit purposes, any actual contribution that can be made should be taken into account.

If an amount equal to the HB non-dependant deduction is used in the calculation of household income, the applicant will be notified so that they can ask their non-dependant to contribute this amount. If the non-dependant cannot contribute this amount, the applicant should inform the council.

Where the non-dependant has a gross income that puts them in the highest category of non-dependant deduction for HB purposes they would be expected to have sufficient income to contribute further to the household and therefore make up any household rental shortfall. In these cases, the DHP application would usually not proceed. However, if circumstances mean that this is not possible the applicant will need to inform the council.

What happens if the non-dependant cannot meet the contribution?

Where the council is informed that a non-dependant cannot meet the contribution expected of them, the council would examine the financial situation of the non-dependant more closely and then determine if the actual amount the non-dependant is contributing is reasonable given their circumstances.

INCOME

Some examples of income and outgoings are shown below. The list is not exhaustive but it designed to give you some idea of what you should include.

From Working	From Benefits	Other Income
• Wages • Income from self-employment (net) • Earned income (net) • Partner's earned income (net) • Sick pay • Maternity pay • Other earned income	• Jobseeker's Allowance (contributory and income-based) • Income Support • Employment Support Allowance (contributory and income-related) • Pension Credit (guaranteed and savings credit) • Child Benefit • Incapacity Benefit • Widows Benefit • Bereavement Allowance • Carers Allowance • Other benefits Although declared on the form the disability benefits listed below are disregarded as income: • Disability Living Allowance (both care and mobility components) • Personal Independence Payment (both daily living and mobility components) • Attendance Allowance	• Tax Credits • Working Tax Credit • Child Tax Credit • Pensions • Occupational pension • Partner's occupational pension • State pension • Partner's state pension • War Widows Pension • Maintenance • Income from any other source • Rent from lodger/tenant • Contribution from Non-Dependent • Student income

SAVINGS

You may also have some lump sum accessible funds such as:

- Accessible savings/ Investments
- Money from family or friends
- Other money you can access

OUTGOINGS

The list below is also for guidance. Please try to be as accurate as possible about your expenditure. It will help both you and the council have a good understanding of how you are spending your income.

Housing Costs	Housing Services	Household Goods & Services
• Rent (net of Housing Benefit) • Council tax (net of any Council Tax Support through a CTRS) • Mortgage • Ground rent • Service charges • Endowment	• Water charges/water rates • Household fuel • Gas • Electricity • Other fuel • Household insurance	• Digital TV/internet • Subscriptions to services e.g Netflix, ancestry, Amazon prime, Cloud services, etc • TV licence • Telephone • Mobile telephone • Prescriptions • Toiletries • Newspapers / magazines

Other Household Costs	Travel	Debt
• Food costs • School meals • Clothing • Childcare costs • Private pension payments • Holidays • Maintenance/CSA • Baby (nappies, baby food etc) • Disability related expenditure	• Petrol • Car tax and insurance • Train fare • Bus fare • Taxi fare • Car repairs	• Catalogues • Credit cards • Hire purchase • Priority fines • Magistrates fine • County Court Judgement • Other debts • Payday loan • Other loans

The Council does not need to know about and will not take into account what is deemed to be non-essential items of expenditure. These include things such as cigarettes, alcohol, takeaways, eating out, cinema, coffee, gym and sport clubs, presents. However, you may want to include these items when outlining your expenditure to help you understand your budgeting as small items which by themselves may not seem like a drain on your budget can add up to quite a lot over a year. For example, it is not uncommon to discover that spending on something like a regular coffee from a cafe can easily end up costing £700.00 per year.

Priority Groups

GROUP A –

Households where alternative arrangements are not a realistic option:-

(Top priority – exceptional circumstances where moving is difficult or having severe obstacles preventing the applicant or partner from improving their financial position).

- Under-occupied and disabled where adaptations made or suited to their needs.
- Victims of domestic violence / moved due to threats of this elsewhere.
- Moved due to children being bullied/at risk of peer pressure of gangs/substance abuse.
- Single parent subject to benefit CAP with 3 or more children and at least one child is under 5.
- Pensioners in the Private Rented Sector who have an increase in rent above the Local Housing Allowance.
- Children been removed into foster care for their safety but evidence they will return.
- Serious medical reason for additional bedroom supported by medical opinion.
- Applicants who would break a court order by moving to a smaller property.
- Where someone in household is pregnant (including shared accommodation or under-occupying).
- Applicants waiting for court judgement regarding custody of children.
- Applicants with joint custody arrangement of children but not receiving Child Benefit for those children.

GROUP B –

Households where the applicant and/or partner support other household members or are being supported themselves and moving would jeopardise the support:-

(2nd highest group – if moved would have a negative impact on level/type of support given).

- Under-occupied by a foster carer whose circumstances mean they are not exempt.
- Active Social Services intervention e.g. highly dependent adult/children at risk or involvement in a family intervention project.
- Caring full time for a family member and face additional difficulties/obstacles entering work.
- Single parent subject to benefit CAP with 1 or 2 children and at least one child is under 5.
- Household where there are young people who have left local authority care.
- Former homeless people being supported to settle in the community.
- Under-occupied but where the age of a child means that the number of bedrooms will soon increase.
- There is evidence to support that children cannot share a room, where an application for Disability Living Allowance/Personal Independence Payment has been made or refused, awaiting the outcome of an appeal.
- Single person placed by Social Services after a period of rehabilitation for addiction and where living in suitable sized accommodation would present risk of relapse.
- Shift-workers at risk of losing their job if they moved.
- Where there is a baby under 6 months old.

GROUP C –**Households where there are exceptional short-term personal/social barriers to moving:-**

(The challenges may be addressed through additional external support by the council/its partners or 3rd parties, charities, voluntary sector).

- Pensioners lived in an area a long time would find it difficult to establish support links in a new area.
- Living in a rural area who because of caring or similar responsibilities would find it difficult to move or to obtain employment locally.
- Single parent subject to benefit CAP with 2 or more children over the age of 5.
- Registered Social Landlord not able to offer suitable alternative accommodation (as defined in the Homelessness Suitability of Accommodation Wales Order 2006).
- New baby in the household who is less than age of 1.
- Single claimant under 35 who has children staying at least 1 night per week but they do not receive Child Benefit for the children.

GROUP D –**Households where moving would affect ability to maintain employment:-**

(Where employment/additional work offers them best chance to improve their circumstances but risk of moving would reduce their prospects).

- Household subject to benefit CAP where there is a child/children resident.
- Working in a temporary job where moving could impact their ability to secure more stable work.
- People living near their jobs because they work unsocial hours/split shifts.
- If moving would increase travel costs so that retaining the employment would not be viable.
- Claimant/partner has children but they do not receive Child Benefit as they are deemed to be living with another adult.

GROUP E –**Households with rent shortfalls but would benefit from short-term financial support:**

- Households not in Groups A-D with rent shortfalls arising from welfare reforms and who need to maintain their accommodation whilst seeking alternative arrangements.

DHP for Moving Expenses (Rents in Advance, Deposits and Removal Costs).

A DHP claim for moving expenses should only be made if the money is not available from any other source e.g. borrowing from family, credit union, budgeting loan, savings, expecting a rent in advance/deposit back from a previous property etc.

1. There has to be entitlement to Housing Benefit/Universal Credit at the point an award is made.
2. DHP is not a benefit payment and cannot be guaranteed.
3. Normally an application for DHP for moving expenses will not be successful if:
 - The current home is suitable for the family requirements.
 - There are no exceptional circumstances for moving.
 - It is obvious that the new property will be unaffordable and could lead to future eviction/homelessness.
4. Awarding a DHP for moving costs results in the new property being affordable and sustainable so that on-going DHP assistance is not required
5. If a claimant is successful in their application they will not normally be considered for any further DHP for moving expenses in the future.
6. All contact details of the prospective landlord or agent will need to be provided to enable the council to try and negotiate a potential waiver of a rent in advance or deposit in exchange for direct payment of Housing Benefit.
7. Any successful award of DHP for rent in advance or a deposit can only be paid direct to the new landlord or agent.
8. If a request is made for assistance with removal costs the following will be required:
 - If a claimant or their family can move themselves the council will need at least 3 private van hire quotes.
 - If due to a medical condition a claimant or their family cannot move themselves the council will need at least 3 quotes from removal companies.
9. A DHP claim for moving expenses must be made via the on-line Council's approved form. The word version of this document can be downloaded for completion by the claimant (or representative) and prospective landlord. Once fully completed it can be scanned and sent as an attachment via email to revenues@ceredigion.gov.uk or alternatively delivered or posted to one of the Council Offices in Aberystwyth, Aberaeron, Cardigan, Lampeter or Llandysul. Full postal addresses of the Local Offices along with opening times are available on the Council website (select Resident and then the contact us tab (top right) and select Customer Service Centres – Local Offices).