

Service summary

Do you need help with your rent?

Who can get Discretionary Housing Payments (DHP)

Local Authorities have discretion to award a DHP to a person who is entitled to Housing Benefit (HB), Housing Element of Universal Credit and who, in the opinion of the authority, requires some further financial assistance to help with their housing costs or to move to more affordable accommodation.

As part of the application process we may have to contact your landlord for information on your tenancy.

Period of claim

Authorities have discretion as to the period over which they award DHP and are free to decide the start and end dates of entitlement, whether to backdate, and the method and frequency of payment.

How to apply

You may wish to apply by clicking on the appropriate link:

Requesting support for help with the bedroom tax or the shortfall between your gross rent liability and your housing benefit/housing element please visit www.hartlepool.gov.uk/DHP/apply

Please telephone 01429 806895 during office hours. Alternatively, you can email welfaresupport@hartlepool.gov.uk for further information.

Please complete an application form for Discretionary Housing payment and return it to Welfare Support Team in Civic Centre.

Service provider

Hartlepool Borough Council

Client Groups Served

Adult Working Age **Older Person**

Accessibility

Physical Environment Accessibility

Are your premises accessible?

Yes

Other Accessibility

Could you provide a BSL interpreter?

Yes

Do you cater for religious/cultural needs?

Yes

Is a referral required to access your service?

No



☎ 01429 806895 ✉ welfaresupport@hartlepool.gov.uk

Visit service website

Address

Civic Centre
Victoria Road
Hartlepool

Plan your journey

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Similar services

Welfare Support Team
Hartlepool & Tees Valley Macmillan Benefits Advice Service
Anna Court