

Electronic Change in Circumstances

This guide outlines the Council's Change in Circumstances functionality and will take you through how to record and submit changes to your circumstances for Council Tax and Housing Benefit purposes.

Prior to submitting your details, you must be [logged into your Self Service account](#). If you do not have an account, you can [register for a self service account](#).

How to report your changes

Once you have logged into your Self Service account, you can access the Change in Circumstances facility through clicking on the **Show Details** button available for your account:

My Services

This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select 'Add / Remove Account' in the top right corner of each service tile.

[Add Service](#) Click Add Service to see the list of available services

Housing Benefits

13 TEST STREET, TOWN, AA4 9AA

| | |
|--------------------------------|------------|
| Reference | 2011111111 |
| Current Housing Benefit Award: | £19.44 |

[Show Details](#)

+ Add account - Remove Account

You will then be able to view the summary information for your claim. The option to report a change in circumstance is listed among the functions available:

Benefit Summary

13 TEST STREET

04 April 2016 - 03 April 2017

Benefit Claim Reference: 201111111
Claimant Name: MS MARIA MARIE
Last Claim Received Date: 01.01.1970
Total Payment: £219.30
Discretionary Housing Payment (weekly): £11.75
Invoice Recovery From Next Payment: £33.30
Next Payment Amount: £186.00 on 03.10.2016
Next Payment Period: 05.09.2016 - 26.09.2016

e-Notification Sign-Up
 Report A Change In Circumstance
 Household Summary

Liability Summary
 Upload Change In Circumstance Proof

| Housing Benefit Award | Council Tax Award | Payments | Overpayments | Correspondence |
|-----------------------|-------------------|----------|--------------|----------------|
| Date From | Date To | Amount | Address | Award Type |

You will then see the Main Menu for reporting changes in circumstance.

Tell Us About Changes in Circumstance

Benefit Claim Reference 201111111

Services Available To You

Choose from the following options. After entering a change, you will be able to return to this page to add another change, or if you have finished entering changes you can submit your changes us. We will then review your changes and notify you separately about the effect to your award

Where you see the information icon in the top right hand corner of a box throughout the Change in Circumstance module you can click it for further information

About You and Your Household
 About Boarders and Sub-Tenants in Your Home
 About Your Household Income and Expenditure

Change your Benefit Payment Details
 About Your Rent

From here you can report the following changes:

- **About You and Your Household**
 - Here you can add new members or edit personal details or add new personal circumstances for yourself and any other household members. More information on adding a new member is shown below.
- **About Boarders/Sub-Tenants**
 - Add details of a boarder / sub tenant
- **About Your Household Income and Expenditure**
 - You can edit any existing income or benefit or add on any new income you are receiving or submit details of any expenditure
- **Change Your Benefits payment details**
 - You can change your method of payment
- **About your rent:**
 - You can advise of any changes to your rental charge.

Adding a new household member

If you want to tell us about a new member of your household, you should click on the 'About You and Your Household' option and then select 'Add a New Person'. The following screen will display:

Dashboard
My Services
My Activity

glasgow@glasgow.gov.uk
Help

Change in Circumstances - Add Household Member

Benefit Claim Reference 201111111

Go back

Please ensure that you add income and/or benefit details, if you know them, for all new household members before submitting your changes

Complete the following fields with the details of the new person

Please enter the date that changes to the information on this page took effect*

Title*

First name*

Last name*

Date of birth*

Gender*

Relationship to MS MARIA MARIE*

NI Number

What do you want to do next?


Continue

Add an income

You must add the person's Title, Name, Relationship to you, Gender, Date of Birth and National Insurance Number. You must also tell us the date that this change took effect from. You can now click on the Continue button to submit these details or, if you wish to tell us about the income of the new person, clicking on the Add an income button will bring up a screen allowing this.

Once you have submitted all of your changes, you will then be told if we require any evidence of these. Any

evidence required will then be listed:


 Change processed successfully

Thank you. To upload proof please follow guidance below.

Benefit Claim Reference 201111111

Household member: Non Dependant - Mr James Smith - entered household - w.e.f 01/11/2016

Household member: Non Dependant - Mr James Smith - unearned income added : ContributionBasedJobseekersAllowance - w.e.f 01/11/2016

 Required evidence

Household Entered - Upload Proof

To upload proof of your Change In Circumstances please click on the 'My Services' tab, select Housing Benefits 'Show Details' then from your Benefits Summary page and then click on 'Change In Circumstance Proof'

- You have 31 days to provide your proof of income and proof of identity for your household member:
- Employed: Provide proof of their earned income
- Benefits: Provide benefit award letters for all benefits they receive
- Student: Provide proof of student status for your household member
- Self Employed: Provide recent accounts showing their self employed income

Unearned Income - Upload Proof

To upload proof of your Change In Circumstances please click on the 'My Services' tab, select Housing Benefits 'Show Details' then from your Benefits Summary page and then click on 'Change In Circumstance Proof'

- You have 31 days to provide your proof, examples of acceptable proof of unearned income:
- DWP benefits: Your benefit award letter
- Tax Credits: Your tax credit award letter
- Occupational Pension: Your award letter or most recent pay advice slip
- Other Payments: i.e. Proof of child support, non UK pensions, bank statements for any other monies you receive

A facility to upload electronic or scanned documents is available [here](#). This allows up to 10 files at a time to be sent to us.