

### with an online E –form

This guidance has been compiled to assist you with completing your online application for reporting a change in your circumstances to your Housing Benefit claim. Please follow the **10 steps** below to assist you. The E form is interactive and will not allow you to move onto the next page until all the relevant information on each page has been provided.

Please note that a number of instructions are also available on the E – form to assist you before and whilst you complete it. These comprise of a series of '**E Form Controls**' which are located on the left hand side of the E Form at all stages of completing it.

Please access these controls and use the '**Help**' tab where applicable.

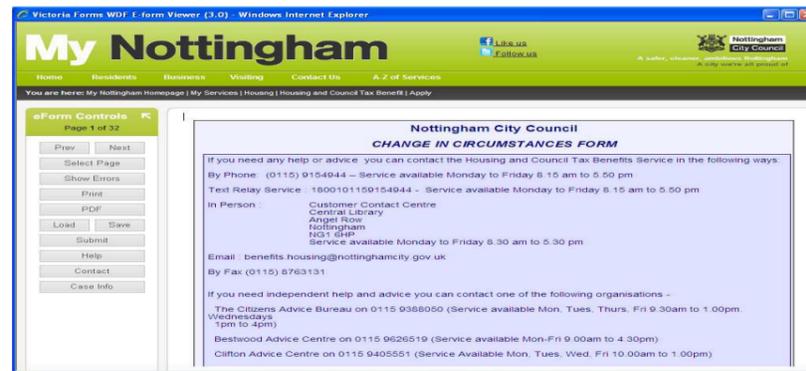


**Step 1** Connect to the internet and access the web address below:

[www.nottinghamcity.gov.uk/changeincircumstances](http://www.nottinghamcity.gov.uk/changeincircumstances)

You can also access this link easily from the Nottingham City Council home page by clicking the **Apply** link followed by **Apply for Benefits**.

**Step 2** You will be directed to a page that looks like this:



**Step 3** Next read the step by step instructions of how to complete the online form which are on page 2 and are called: '**How to use this online form**'.

**Step 4** Before you begin to complete the form please make sure you have to hand copies of your original documentary evidence that will enable you to provide evidence of your change. Please see: [www.nottinghamcity.gov.uk/changeincircumstances](http://www.nottinghamcity.gov.uk/changeincircumstances) and go to '**What types of proof do I have to supply?**'



Please also note that the more original proofs of evidence that you have with you, the quicker we can process your claim.

**Step 5** We strongly advise you to save the form following the completion of each page since the form will not save automatically and this will ensure any loss of information.

**Step 6** If for any reason you need any assistance with completing the form when you are at home please contact us by telephone: **0115 7184444**, our office opening hours are between **8.30am** and **5.00pm** Monday, Tuesday, Wednesday and Friday; **9.30am** and **5.00pm** on Thursday.

A member of staff will also be on hand in the **Easyonline area** on the first floor of Angel Row Library in Nottingham City Centre if you require any further assistance. Staff at the Ask Here Desks located in the 4 Joint Service Centres can also assist.

**Step 7** Once you have completed the form in full, you then need to ask a member of staff to scan in your appropriate documentary evidence. If you do not have all of the proof documents with you, then please take them to the Angel Row Contact Centre or at one of the offices below:

**Aspley Housing Office**

14 Strelley Road, Strelley, Nottingham, NG8 3AP

**Open:** 8.30am to 4.30pm Monday to Friday (10.30am to 4.30pm Wednesday)

**Bestwood Housing Office**

Elmbridge, Bestwood Park, Nottingham, NG5 5PF

**Open:** 8.30am to 4.30pm Monday to Friday (10.30am to 4.30pm Wednesday)

**Bulwell Riverside Joint Service Centre**

Riverside Building, Main Street Bulwell, Nottingham, NG6 8QJ

**Open:**

8.00am to 8.00pm Monday to Friday

8.00am to 4pm Saturday

**Clifton Cornerstone Joint Service Centre**

Clifton Cornerstone, Southchurch Drive, Clifton, Nottingham, NG11 8EW

**Open:**

8.00am to 7.00pm Monday, Tuesday, Thursday & Friday

8.00am to 8.00pm Wednesday 8.00am to 2.00pm

Saturday

**The Mary Potter Centre**

The Mary Potter Centre, Gregory Boulevard, Hyson Green, Nottingham, NG75HY

**Open:** 8.30am to 5.30pm Monday to Friday

**St Ann's Joint Service Centre**

St Ann's Valley Centre, 2 Livingstone Rd, St Ann's, Nottingham, NG3 3GG.

**Open:** 8.30am to 6.30pm Monday to Friday 10.00am to 2.00pm Saturday



**Step 9** If you are completing this application at home you will need to scan in the documents to an acceptable standard (in colour with all information clearly readable) and save them as either a **Tif**. Document or a **PDF**. The scanned documents then need to be emailed to [scan.admin@nottinghamcity.gov.uk](mailto:scan.admin@nottinghamcity.gov.uk) with the subject heading stating your National Insurance Number. The National Insurance Number must be in full to prevent delays and be presented in capitals as two letters, six numbers followed by one letter. Hence: **AB12345C**

**Step 10** If you are completing this form on a public computer in the Easyonline area, in a library or at a Joint Service Centre **you must** also delete the form if you have saved it anywhere on the Computer.

That's the end of the process for reporting a change in your circumstance.