

This checklist is for you to keep and to help make sure that the information on your award notice about your personal circumstances is correct and complete.

**Do not send this form back to us.**

The questions apply to you and your partner if you have one. If anything is wrong, missing or incomplete you must tell us **within 30 days** of the date of your award notice as you could

be building up an overpayment which we may ask you to pay back. If the award period ended on or before 5 April 2014, check your circumstances as they were on the date the period ended. Otherwise, check your circumstances as they are now.

If reduced payments mean you are not able to meet essential living expenses such as rent, gas or electricity bills, please contact us.

If shown on your award notice, are the following details correct?

**YES**

**NO**

Your name and address? (Please tell us if either of these have changed)



### Claimants

Whether you claim as an individual or a couple? (You must tell us if this has changed, see page 2)



The hours you work a week? (Please tell us if your hours have changed, see page 2)



Whether you receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit?



If you qualify for the disability element, is this shown?



If you receive the Highest Rate Care Component of Disability Living Allowance, enhanced daily living component of Personal Independence Payment or the higher rate of Attendance Allowance, is this shown?



### Qualifying children and young people

The number of children aged 16 and under?



The number of young people aged 16 to 20 who are in full-time, non-advanced education or approved training? (You must tell us if this has changed, see page 2)



The number of children who qualify for the disability element?



The number of children the Highest Rate Care Component of Disability Living Allowance or enhanced daily living component of Personal Independence Payment is paid for?



### Childcare costs

The number of children for whom you use a registered or approved childcare provider?



Your average weekly childcare costs? (You must tell us if these have changed, see page 2)



### Income

Your total income for each of the tax years shown? (Tell us straightaway if your current income changes so that we can make sure you are paid the right amount of tax credits, see page 2)



### Account details

Are the correct account details shown?



Do the payments you received from us match the payments shown on your award notice?



**Contact us now if you have answered NO to any of the above questions.**

Please keep this form for your records, **do not** send it back to us.

## Have your payments gone down?

We may have adjusted your payments to avoid paying you too much this year, or to collect back an overpayment from an earlier year or claim. Please contact us if:

- you do not understand why your payments have gone down
- the reduction in your payments means that you cannot meet your essential living expenses, such as rent or gas bills
- an overpayment is shown on the award notice and you think you should not have to pay it back because you met your responsibilities but we did not meet ours.

Usually you have three months from:

- the date of your final decision notice
- the date of the decision on your Annual Review notice (if your award is renewed automatically)
- the date of your Statement of Account
- the date of the letter which gives you the decision of your mandatory reconsideration
- the date of the letter from the Tribunal or Appeals Service which gives you their decision on your appeal

to dispute recovery of the overpayment occurring in the tax year the notice relates to. You will not normally be able to dispute any overpayments from earlier tax years. We will continue to seek recovery of the overpayment whilst we are considering your dispute.

In some cases we can revise an incorrect award up to five years later but only where the decision is incorrect because of an error by us and we find that you did not materially contribute to the error. For more information about how to dispute go to [www.hmrc.gov.uk/leaflets/cop26.pdf](http://www.hmrc.gov.uk/leaflets/cop26.pdf) or, phone our helpline on **0345 300 3900**.

## Changes you must tell us

For a list of changes you must tell us about, go to [www.hmrc.gov.uk/taxcreditschanges](http://www.hmrc.gov.uk/taxcreditschanges)

You must tell us about the following changes **within one month**.

You must tell us if you claimed:

- **as a single person** but you are now married, in a civil partnership, or living with a partner as if you are married or in a civil partnership
- **jointly with your partner** but you have separated or your partner has died.

## Childcare costs

If you claimed childcare costs, you must tell us if:

- your costs stop or your average weekly costs go down by £10 or more

- you no longer use a registered or approved provider
- you start using a relative to look after your child at home
- you start getting help with your childcare costs through your employer such as childcare vouchers or any other salary sacrifice scheme.

Please phone us for advice.

## Leaving the UK

You must tell us if you, or your partner if you have one:

- leave the UK permanently
- go abroad for a temporary absence of more than 8 weeks (or for more than 12 weeks if you go abroad because you are ill, or because someone in your family is ill or has died)
- lose the right to reside in the UK.

## Working hours

You must tell us if you, or your partner if you have one:

- start working, either in employment or self-employment
- stop working altogether or are laid off or your hours drop below 16 a week
- are a couple responsible for a child and your joint hours drop below 24 a week, but one of you must work at least 16 hours
- are working 30 hours or more a week and your hours drop below 30 (joint hours count for couples with children)
- have been on strike for more than 10 days in a row
- leave one job and there is a gap of more than 7 days before you start another job.

## Children and young people

You must tell us if a child or young person:

- moves out to live with someone else
- starts to claim Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance, Child Tax Credit or Working Tax Credit in their own right
- dies.

You must also tell us if a young person between 16 and 20:

- leaves full-time, non-advanced education or approved training
- starts advanced education, for example a degree course
- starts training provided under a contract of employment
- starts paid work for 24 hours or more a week and they're not in full-time, non-advanced education.

## Other changes to tell us

It is in your interest to tell us about any of the following changes within 1 month because they may increase the amount of tax credits you are due or you may be

paid too much. The changes you should tell us about are as follows.

- Your income drops by more than £2500.
- Your income goes up - this may not affect your current tax credits, but it will affect how much we should pay you for next year; if we pay you too much because you delay telling us about any changes, you will be asked to pay back any tax credits overpaid.
- Your average weekly childcare costs go up by £10 a week or more.
- Your usual working hours change from less than 16 hours a week to 16 or more.
- Your usual working hours change from less than 30 hours a week to 30 or more; for couples with children, it is your joint working hours that count towards the 30 hours.
- You are a couple with children and your joint working hours go up to 24 or more a week.

Child Tax Credit will stop on 1 September if a young person aged 16, 18 or 19 continues in full-time non-advanced education, joins an approved training scheme or registers with the careers service, Connexions, local authority support service or similar organisation within the EU and you do not tell us. If a young person is 17 you do not need to tell us.

## Housing Benefit, Council Tax Benefit or Council Tax Reduction Scheme

If you receive Housing Benefit, Council Tax Benefit or support from a Council Tax Reduction Scheme your tax credits payments are taken into account when working out these benefits. Contact your Housing Benefit, Council Tax Benefit or Council Tax Reduction Scheme office each time you are sent an award notice so they can reassess your benefit.

## If you think our decision is wrong

If you think that something on your award notice is wrong or missing then contact us straightaway and we will try to put it right.

If we cannot resolve your problem and you are not satisfied, write to us and ask us to look at the decision again. You must do this within 30 days of the date of your award notice. We call this mandatory reconsideration. When we have looked at the decision again we will send you a notice explaining what we have done.

If you are still unhappy with the decision, the notice will tell you how to appeal. For more information, go to [www.hmrc.gov.uk/taxcreditsappeals](http://www.hmrc.gov.uk/taxcreditsappeals) or phone our helpline and ask for our factsheet WTC/AP 'What to do if you think our decision is wrong!'