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Stick-It-2™

Housing Benefit Guide

England

CONTENT REVIEW DRAFT V0.8

The Full Monty Pack

Understand Entitlement

Check the Calculation

Revision and Appeal

Recovery and Shortfalls

Letters and Worksheets

Start here

If a council Housing Benefit decision, stopped payment or overpayment demand has frightened you, take a moment and breathe.

You can break this into a few concrete checks. If a deadline is today, or you face losing your home, take the urgent action now and ask someone to help you.

Do these three things first

1. Find the benefit name and who sent the decision.
2. Write down what happened, the dates and the earliest deadline.
3. Send the needed response in time and keep proof of receipt.

The complete scoped explanation, with calculation branches, examples, challenge routes, practical tools and sources.

England edition. Housing Benefit is separate from Universal Credit housing costs and Council Tax Reduction. This is an initial content review draft, not an approved release. Official source checks: 31 October 2026.

Keep these tasks separate

A benefit appeal challenges the decision. A service complaint concerns how the council handled it. A recovery request or Housing Payment application has a different job. None automatically pauses the other processes. [HB-S03, HB-S07, HB-S09, HB-S40]

Contents

Start here 2

Find your situation 4

HB01 Identify your Housing Benefit problem 5

HB02 Build a useful claim or challenge record 8

HB03 Check the rent and household calculation 10

HB04 Check income and capital 14

HB05 Bedrooms, disability exceptions and evidence 19

HB06 Changes, missing payments and suspension 23

HB07 Ask for revision or appeal 26

HB08 Challenge an overpayment and deal with recovery 30

HB09 Rent shortfalls, complaints and accessible help 33

HB10 Prepare for the tribunal and get free help 36

Letters and worksheets 39

Abbreviations and organisations 43

Glossary 45

Important information 47

Sources 48

Find your situation

What has happened	Open this chapter
I do not understand the letter	HB01 Identify your Housing Benefit problem
The rent or household figures look wrong	HB03 Check the rent and household calculation
Income or savings have been counted wrongly	HB04 Check income and capital
A bedroom or disability exception is missing	HB05 Bedrooms, disability exceptions and evidence
Payment has stopped or evidence is missing	HB06 Changes, missing payments and suspension
I need to challenge a decision or deadline	HB07 Ask for revision or appeal
The council says I was overpaid	HB08 Challenge an overpayment and deal with recovery
There is a rent shortfall or housing notice	HB09 Rent shortfalls, complaints and accessible help
I need advice or hearing support	HB10 Prepare for the tribunal and get free help

Choose the closest situation. You can follow the contents and chapter links in any order. Each reader page returns to contents; decorative covers are the exception.

If you cannot use a link in your viewer, open its bookmarks or contents and search the chapter name. Save a private working copy of letters before editing. A saved letter is not a submitted response.