

WHAT YOU CAN DO IF YOU HAVE BEEN **REFUSED A DHP**

Discretionary Payments are short term or one-off payments that may be given to anyone experiencing exceptional financial hardship, but they are not guaranteed. You must be receiving Housing Benefit, the Housing Element of Universal Credit to be considered for it.

→ **BEDROOM TAX**

- Look to downsize
- You have the option to take in a lodger
- Re-budget your finances to be able to afford the payments
- Ask for the decision to be reviewed

→ **BENEFIT CAP**

- Seek employment - Increase hours/wages
- Could you be entitled to Carer's Allowance or qualifying disability benefits?
- Re-budget your finances to be able to afford the payments
- Ask for the decision to be reviewed

How to ask for a review:

You will receive a letter stating your refusal and reasoning why. You have the option to write asking them to review their decision. However, if you wish to receive help to do so, please call our Welfare Benefits Team.

Are you receiving the right benefits?

Could you be entitled to Carer's Allowance or qualifying disability benefits?

If you think you are missing out on money which you are entitled to, please contact the Swan **Welfare Benefit Team** on **0300 303 2500**.

You can also contact you local **Citizens Advice Bureau** who offer independent, impartial and confidential advice at www.citizensadvice.org.uk.