



How did these changes come about?	<p>The change began in March 2016, when States Deputies agreed to replace the Rent Rebate scheme and Supplementary Benefit scheme with an Income Support scheme. This was done so that there is just one welfare benefit scheme with one set of rules which treats people the same whether they are living in social housing or the private sector. Income Support launched in July 2018.</p>
Why has it changed?	<p>This was done because the former Rent Rebate and Supplementary Benefit schemes had different rules and levels of support, depending on whether someone was living in social housing or the private sector.</p> <p>This meant that social housing tenants could receive more financial help through the Rent Rebate scheme than people who lived in the private sector. Also, there was no work requirement for non-working people under 65 living in social housing, unless they claimed Supplementary Benefit. The new scheme treats everyone in the same way, including the work requirement.</p> <p>Under Income Support, many more low income households qualify for medical cover and the Winter Fuel Allowance. Some people claiming Income Support also qualify for a new Extra Needs Allowance if they need extra support with costs for energy, laundry or clothing, or special dietary needs because of a health issue or disability.</p>
What is Income Support?	<p>Income Support is Guernsey's new social welfare benefit scheme. It replaced the Rent Rebate and Supplementary Benefit schemes in July 2018. The new scheme provides support for people on low incomes and treats everyone the same whether they live in social housing or the private sector.</p>
When did the changes happen?	<p>Income Support launched in July 2018.</p>

Has my Rent Rebate stopped?	<p>Yes, the Rent Rebate scheme has ended. Housing support and Supplementary Benefit have been replaced by Income Support.</p> <p>If you are a social housing tenant, this means that you will be charged the standard weekly rent for the property that you live in. In many cases, rent charged for social housing is lower than private sector rent.</p>
How much rent do I need to pay?	<p>All social housing tenants were sent a letter in December 2017 (Standard Rent and Additional Charges 2018) setting out their standard weekly rent.</p> <p>If you still need to discuss your rent, please contact Tenancy Management on 756550 or tenancymanagement@gov.gg.</p>
How do I pay my rent under Income Support?	<p>The easiest way is to pay by direct debit. Tenancy Management can arrange this for you on 756550 or tenancymanagement@gov.gg. Or, you can download this form and post it in to us. You can also pay at any Post Office.</p> <p>If you have any questions about how to pay your rent please call 756550 or email tenancymanagement@gov.gg</p>
When do I have to pay my rent under Income Support?	<p>You can choose to pay your rent weekly or monthly in advance. This is normally agreed in your Tenancy Agreement, but should you wish to change it, please call 756550 or email tenancymanagement@gov.gg.</p> <p>You should always be in credit by one week's or one month's rent depending on how often you pay.</p>
What if I can't afford my social housing rent?	<p>If you are unable to cover your rent, you may be able to get Income Support.</p>

Will I lose benefit as a result of this change?	Many low income households are better off under Income Support. Some households are worse off in cash terms, but will get other benefits such as medical cover and Winter Fuel Allowance. And some people will get the new Extra Needs Allowance, which provides help with energy, clothing or laundry, and dietary costs connected to a health issue or disability.
What if I am worse off under Income Support than I was before?	If you are worse off by more than £10 per week you will have that change phased in over a period of up to 3 years to give you time to adjust your income or circumstances.
I live in social housing. Do I have to work?	The work requirement applies to everyone of working age claiming Income Support. But, the work requirement is adjusted to take account of health issues and caring responsibilities.
What happens if my partner is capable of work but doesn't wish to work?	This is their choice, but it could affect your claim for Income Support.
I have been ill for a long time but I have never needed a Medical Certificate. Do I need to provide them under Income Support?	If you are under pension age and not fit for work, you will need to provide a sick note from your GP to confirm this. A sick note may not be needed going forward, but the first one will help us to set the right work requirement for you, which may be no work at all.
How will I find a job if I haven't worked for a long time?	<p>Social Security will offer Job Centre help to anyone who needs to find work under Income Support.</p> <p>You can see what jobs are available here.</p> <p>If you want to find out more about how the Job Centre can help you, please call 732516.</p>
What if I'm worse off under Income Support and need more than 3 years support to help me adjust?	A small number of people may still need extra support to adjust their income or circumstances after the 3 year period. These cases will be managed on a case by case basis.

What happens about other adults (non-dependants) living in my household?	<p>Under Income Support, non-dependants are expected to pay at least £75 per week towards the rent. This is different from the current way the charge is applied for non-dependants living in social housing.</p> <p>Any non-dependant who is living with you and claiming income support will be asked about how much rent (board) they pay and they may get a rent allowance of up to £75 per week to cover their board.</p>
What if my non-dependant isn't paying me the £75 due?	<p>It is up to you to decide how the rent is divided among the adults living in your household. We will assume that you are getting at least £75 per week.</p> <p>If you struggle to cover your rent in future, please call Tenancy Management on 756550 or tenancymanagement@gov.gg.</p>
How will I make a claim for the Extra Needs Allowance?	<p>People who need extra help with energy costs, clothing and laundry costs or food and diet costs due to illness, medical condition or disability may get an Extra Needs Allowance of between £10 and £30 per week.</p>
Can I get help with medical cover?	<p>If you would like to find out if you can get medical cover now, please call 732480 or incomesupport@gov.gg.</p>
Can I get Winter Fuel Allowance?	<p>If you would like to find out if you can get Winter Fuel Allowance, please call 732480 or incomesupport@gov.gg.</p>