



# Check your tax credits award notice now

Use this checklist and notes to:

- make sure you get the money you're entitled to
- help you check your award notice
- understand the changes you need to tell us about in future

To report changes, go to [www.gov.uk/managetaxcredits](http://www.gov.uk/managetaxcredits)

You could be charged a penalty of up to £300 if you do not report a change within one month and up to £3,000 if you give wrong information.

To understand how to manage your tax credits to get the money you're entitled to, watch our short YouTube video - go to [www.gov.uk/tax-credits-webinars-videos](http://www.gov.uk/tax-credits-webinars-videos)

## Are the following details correct for you and your partner (if you have one)?

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

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

### Personal details

Whether you claim as a single person or a couple (you must tell us if this has changed)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

The hours you work a week - tell us if your hours have changed, for more information read page 2

<input type="checkbox"/>	<input type="checkbox"/>
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Whether you get Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit

<input type="checkbox"/>	<input type="checkbox"/>
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If you qualify for the disability element, is this shown

<input type="checkbox"/>	<input type="checkbox"/>
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If you get 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

<input type="checkbox"/>	<input type="checkbox"/>
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## Qualifying children and young people

Since 6 April 2017:

- the individual child element of Child Tax Credit is no longer awarded for third and subsequent children or qualifying young persons in a household, born on or after 6 April 2017, there are exceptions, for more information go to [www.gov.uk/hmrc/ctc-exceptions](http://www.gov.uk/hmrc/ctc-exceptions)
- the family element of Child Tax Credit is only paid if you're responsible for a child or qualifying young person born before 6 April 2017

Providing support for a maximum of 2 children does not apply to the childcare element of Working Tax Credit or the disability element of Child Tax Credit. You can claim these 2 elements for all children who meet the conditions.

For more information, go to GOV.UK and search for WTC5 (childcare element) or TC956 (child disability element)

To ensure you do not miss out on what you're entitled to, you should still report the birth of a child and any changes involving your children or young people, even if you do not get the child or family elements for them.

## Are your qualifying children and young people details correct?

The number of children aged 16 and under

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

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, for more information read page 2)

<input type="checkbox"/>	<input type="checkbox"/>
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The number of children you get disability element for

<input type="checkbox"/>	<input type="checkbox"/>
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The number of children you get severe disability element for

<input type="checkbox"/>	<input type="checkbox"/>
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### Childcare costs

The number of children cared for by a registered or approved childcare provider

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Your average weekly childcare costs (you must tell us if these have changed, for more information read page 2)

<input type="checkbox"/>	<input type="checkbox"/>
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## Are your income details correct?

Your total income for each of the tax years shown are correct (if your income changes it's important you tell us straightaway so we can make sure you're paid the right amount of tax credits, for more information read page 2)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If you complete a Self Assessment return and you've told us your estimated income, tell us your actual income as soon as you know it.

## Are your payment details correct?

Are the correct account details shown

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

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

<input type="checkbox"/>	<input type="checkbox"/>
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Did you answer Yes to all the questions?



If all the details are correct you do not need to do anything else. We'll continue to pay you the amounts shown in Part 3 'Payments' of your award notice unless anything changes. Keep your award notice safe as it tells you the amount of tax credits you'll get.

Did you answer No to any of the questions?

If any of the details on your award notice are wrong, missing or incomplete contact us straightaway as you could be building up an overpayment which we'll ask you to pay back. For more information, read 'If you think our decision is wrong' on page 2.

## If you think our decision is wrong

You must go online or write to us to ask us to look at the decision again. We call this mandatory reconsideration. You normally have 30 days from the date of your award notice to do this. If you have a good reason, we may be able to give you more time, but you'll need to tell us why your request is late. When we've looked at the decision again we'll send you a notice explaining what we've done.


-  You'll not be able to appeal the decision at Tribunal until you've received the decision on your mandatory reconsideration
-  To apply for a mandatory reconsideration, go to [GOV.UK](https://www.gov.uk) and search for WTC/AP

## If your payments have gone down or stopped because of an overpayment or a change in your circumstances

We may have adjusted your payments to collect the overpayment from the current year, earlier year(s) or another claim.

You can contact us if:

- you do not understand why your payments have gone down or stopped
- your payments have gone down or stopped and you cannot now meet essential living expenses such as rent, gas or electricity
- you do not think that you should pay back an overpayment

-  For more information about overpayments, go to [GOV.UK](https://www.gov.uk) and search for WTC8 and COP26


## Changes you must tell us about

You must tell us about the following changes within one month of the date the change occurred.

### Single and joint claims

You must tell us if you claimed:

- as a single person but you're now married, in a civil partnership, or living with a partner as if you're married or in a civil partnership
- jointly with your partner but you've permanently separated or your partner has died

-  For more information, go to [www.gov.uk/claim-tax-credits/joint-claims](https://www.gov.uk/claim-tax-credits/joint-claims)

### 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're ill, 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 and do not start another job within 7 days
- are laid off
- change your normal working hours so that you work less than:
  - 16 hours a week
  - 24 hours a week
  - 30 hours a week (for couples with children, one of you must work at least 16 hours - you need to add your working hours together so that you can decide if you work less than 24 or 30 hours)
- have been on strike for more than 10 days in a row
- are a couple responsible for a child and you work at least 16 hours but your partner is no longer:
  - incapacitated
  - an inpatient in hospital
  - in prison or custody awaiting trial or sentence
  - entitled to Carers Allowance

-  For more information, go to [GOV.UK](https://www.gov.uk) and search for WTC2


## Children and young people

Even if you do not receive the child element for a child or young person, you must tell us if they:

- move out to live with someone else
- start to claim Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance, Child Tax Credit, Working Tax Credit or Universal Credit in their own right
- die

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

- leaves full-time non-advanced education or approved training
- reduces their attendance on a full-time non-advanced education course to 12 hours or less a week on average during term time
- 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


-  For more information, go to [www.gov.uk/child-tax-credit-when-child-reaches-16](https://www.gov.uk/child-tax-credit-when-child-reaches-16)

### Childcare costs

You must tell us if:

- your childcare costs stop or your average weekly childcare 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

even if you do not receive the child element for them.

-  For more information on childcare changes, go to [GOV.UK](https://www.gov.uk) and search for WTC5

### Other changes you should tell us about

It's in your interest to tell us about the following changes within one month because they may increase the amount of tax credits you're due or we may pay you too much.

Tell us if:

- your average weekly childcare costs go up by £10 a week or more
- you become responsible for another child or young person
- you, your partner or a child or qualifying young person for whom you're responsible starts or stops being disabled or severely disabled
- your normal working hours change from less than 16 hours a week to 16 or more
- your normal working hours change from less than 30 hours a week to 30 or more; for couples with children, it's your joint working hours that count towards the 30 hours
- you're a couple with children and your joint working hours go up to 24 or more a week
- 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 - if you do not tell us they're continuing in full-time non-advanced education or approved training, their Child Tax Credit will stop on 1 September
- your income goes up or down by less than £2500 - this may not affect your current tax credits, but it will affect how much we may pay you next year
- your income goes up or down by more than £2500 - this may affect your current tax credits payments and will affect how much we pay you next year

If we pay you too much because you delay telling us about any changes, you'll be asked to pay back any overpaid tax credits.