

## **Council Tax Support – Electronic Communication**



Direction of Paul Walker the Chief Executive, under the Council Tax Reduction Schemes (Prescribed Requirements) Regulations 2012

Copeland Borough Council in accordance with Part 4 (Electronic Communication) of Schedule 7 (Procedural Matters) hereby makes the following directions:

1. Provided an approved method is used, electronic communication may be used in the following circumstances:
  - a. Making or amending an application for Council Tax Support
  - b. Notifying a change in circumstance which may affect the amount of Council Tax Support.
2. The approved methods for the purposes of making or amending a claim or reporting a change in circumstances, as referred to in paragraph 1, are by:
  - a. telephone
  - b. e-mail
  - c. via on-line services provided on the Council website

Copeland Borough Council will publicise the use of these methods and the relevant methods, telephone number, website and e-mail address to be used.

3. A notification, made in a method outlined in paragraph 2 above, will be regarded as being made on the day that it is received by Copeland Borough Council, provided that it complies with the requirements publicised.
4. Copeland Borough Council may require further information or supporting documentation in connection with an application or a reported change in circumstance, before entitlement to Council Tax Support can be determined or revised.

Signed by: Paul Walker  
Chief Executive

Date: 3<sup>rd</sup> September 2014