

Housing Benefit & Council Tax Benefit – Electronic Communication

Direction of Paul Walker the Chief Executive, under the Housing Benefit and Council Tax Benefit (Electronic Communications) Order 2006

Copeland Borough Council in accordance with paragraph 2 of Schedule 11 to the Housing Benefit Regulation 2006 and paragraph 2 of Schedule 9 of the Council Tax Benefit Regulations 2006 and Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for State Pension Credit) regulations 2006 and paragraph 2 of Schedule 8 to the Council Tax Benefit (Persons who have attained the qualifying age for State Pension Credit) regulations 2006 hereby makes the following directions:

1. An individual who, in accordance with the 2006 regulations makes or amends a claim or reports a change in circumstance for Housing Benefit and /or Council Tax Benefit under the Social Security Contributions and Benefits Act 1992 is authorised to do so by an electronic communication (as defined by Section 15(1) of the Electronic Communications Act 2000), provided that the individual uses the method approved by the Authority.
2. The 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 a claim or a reported change in circumstance, before entitlement to Housing Benefit and /or Council Tax Benefit can be determined or revised.

Signed by: Paul Walker
Chief Executive

Date: 3rd September 2014