

DIRECTION OF KA NG, THE CHIEF EXECUTIVE OF WELWYN HATFIELD BOROUGH COUNCIL, UNDER THE HOUSING BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006 AND THE COUNCIL TAX REDUCTION SCHEME (PRESCRIBED REQUIREMENTS) ENGLAND 2012

Welwyn Hatfield Borough Council in accordance with paragraph 2 of schedule 11 of the Housing Benefit Regulations 2006, paragraph 2 of Schedule 10 to the Housing Benefit (persona who have attained the qualifying age for State Pension Credit) regulations 2006 and part 4 of schedule 7 to the Council Tax Reduction Scheme (Prescribed requirements) (England 2012) hereby makes the following directions-

1. An individual who, in accordance with the 2006 and 2012 regulations wishes to make a claim for housing benefit/council tax support or report a change in their circumstances which will affect their housing benefit or council tax support award is authorized to do so by electronic communication or by telephone provided that the individual uses the method approved by the authority.
2. The approved methods for using electronic communication are as follows:

New claims: by completing the on-line application form on the Council's website

For reporting a change of circumstances for an existing claim:

- a. By completing an on-line change of circumstances form on the Council's website
- b. Any person sending an electronic communication to the Council must clearly state their full name, postal address, national insurance number and claim number where appropriate.
- c. Any communication where the Council is unable to authenticate the identity of the sender shall be deemed invalidly made.
- d. The claimant should retain a printable, re-sendable copy of any email to notify the change of circumstances.
- e. The approved method for reporting a change in circumstances by telephone can be made by calling 0203 8326045 .

Welwyn Hatfield Borough Council may require further information or supporting evidence in connection with the new claim or change in circumstances before the claim can be decided.

Signed by

Ka Ng

Chief Executive