

## Making an online benefits claim

Government regulations mean that the Council has to publish a formal 'direction' by the Chief Executive before it can accept online benefits applications.

### Direction of the Chief Executive

I, Kim Smith, Chief Executive of Hammersmith and Fulham Council, make this direction under

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006, as amended by the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006,
- Paragraph 2 Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006, as amended by the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006, and
- Part 4 of Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, implemented under Part 4 of Schedule 1 to the Authority's Council Tax Reduction Scheme

### Making an online benefits application

Providing the method approved by the Council is used, electronic communication may be used in the following circumstances:

- Making a claim for Housing Benefit and/or an application for a Council Tax Reduction
- Amending a claim for Housing Benefit and/or an application for a Council Tax Reduction
- Notifying a change in circumstances for a Housing Benefit claim and/or a Council Tax Reduction application

The Council approves the following methods for using electronic communication:

- The claim/ application form used must be that which is on the Council's website
- The form must be completed in accordance with the instructions set out on the website
- Any notification of a change in circumstances must be notified by completing the relevant form on the Council's website

- Any person sending an electronic communication to the Council must clearly state their full name, full postal address, date of birth and national insurance number. Any applications where the Council is unable to authenticate the identity of the person making the claim shall be deemed invalidly made

### **Record of claim**

You should keep a note of your reference and confirmation email – if you can't produce this, it may be used as evidence that an online application was not successfully made to the Council.

We will not be held responsible for non-receipt of any claim or notification. Failure to provide evidence upon reasonable request may be deemed to show that the electronic claim or notification was not successfully made to the authority. This may lead to an under or overpayment of Housing Benefit and or Council Tax Support.

### **Change of circumstances**

You can let us know about changes in your circumstances by calling 020 8753 6681. You must answer the security questions in full and provide any supporting evidence we ask for.

Any changes in circumstances that do not include the address of the claim, the national insurance number, and name of the resident in relation to the claim, may lead to the electronic notification not being accepted as being received.



Signed: .....

Kim Smith  
Chief Executive  
London Borough of Hammersmith and Fulham