

Direction – Acceptance of Electronic Changes of Circumstances

Direction of Mark Hall, The Chief Executive of Oadby and Wigston Borough Council, under the Housing Benefit and Council Tax Benefit (Electronic Communications) (Miscellaneous Benefits) Order 2006

Oadby and Wigston Borough Council, ('the Authority') in accordance with paragraph 2 of

- Schedule 11 to the Housing Benefit Regulations 2006; and
- Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006; and
- Schedule 9 of the Council Tax Benefit Regulations 2006; and
- Schedule 8 of the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,

(the regulations), hereby makes the following directions -

1. An individual who, in accordance with the regulations reports a change in circumstances for Housing Benefit or Council Tax Benefit under the Social Security Contributions and Benefits Act 1992 is authorised to do so by an electronic communication, provided that the individual uses the method approved by the Authority.
2. The methods approved for the purposes of paragraph 1 are by **telephone, email** or by **use of the electronic form on the authority's web site**. The authority will publish the number and email address that may be used.
3. A report of a change in circumstances, made in a method outlined in paragraph 2 above, will be regarded as being made on the day that it is received by the Authority, provided it complies with the Authority's published requirements.
4. The Authority may require further information and supporting documentation in connection with the reported change in circumstances before the Housing or Council Tax Benefit can be revised.
5. The method approved by the Authority for authenticating the identity of the individual notifying the change of circumstances is by full name, address, date of birth and national insurance number in respect of the benefit claimant. Furthermore, the claimant must provide information about what has changed, the date of the change and supply any additional evidence or information which the Authority requests in accordance with paragraph 4.
6. The claimant is further required to retain a printable copy of any email sent to the Authority notifying of a change of circumstances. This copy must be sent to the Authority immediately if requested.

Signed by

Mark Hall
Chief Executive