

DIRECTION OF BARRY KEEL, THE CHIEF EXECUTIVE OF PLYMOUTH CITY COUNCIL UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006

Plymouth City Council in accordance with Paragraph 2 of Schedule 11 of the Housing Benefit Regulations 2006, paragraph 2 of Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pensions credit) Regulations 2006, paragraph 2 of Schedule 9 of the Council Tax Benefit Regulations 2006, paragraph 2 of Schedule 8 of the Council Tax Benefit (Persons who have attained the qualifying age for state pensions credit) Regulations 2006 hereby makes the following directions—

1. An individual who in accordance with the 2006 Regulations reports a change in circumstances 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 reporting a change in circumstances, as referred to in paragraph 1 are by telephone or email. Plymouth City Council will publish the telephone number and email 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 Plymouth City Council, provided it complies with the requirements published.
4. Plymouth City Council may require further information or supporting documentation in connection with the reported change in circumstances, before the claim for Housing Benefit and/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 of the claimant.
6. The claimant should retain a printable, re-sendable copy of the email sent to notify the change of circumstances.

Signed by



Mr B Keel
Chief Executive