

Request to look again at my Council Tax Support and Housing Benefit decision



First name:

Last name:

Address:

Postcode:

Daytime phone number:

Reference number:

E-mail address:

Please tick one of the boxes below to say which decision you are referring to:

Housing Benefit only Council Tax Support only Housing Benefit and Council Tax Support

Please note for Housing Benefit the council must receive this form within one month of the date of the letter telling you its Housing Benefit decision.

If you make a late request please give us the reasons for the delay at the end of this form.

Once you have filled in this form and signed the declaration please return it to your Local Authority:

Canterbury City Council
PO Box 2033
Pershore
WR10 9EE
www.canterbury.gov.uk

Dover District Council
PO Box 2031
Pershore
WR10 9EB
www.dover.gov.uk

Thanet District Council
PO Box 2032
Pershore
WR10 9ED
www.thanet.gov.uk

What you want us to do about your Housing Benefit decision

Please indicate which of the following three options you want – please tick one box only.

Ask for an explanation

If you do not understand how we have worked out your Housing Benefit, or you want to know more about any part of the calculation, you can ask for an explanation.

We will provide you with a written explanation of how your Housing Benefit has been worked out (a statement of reasons).

When you get the explanation, if you disagree with the decision or think we have made a mistake you can:

- Ask us to look at our decision again.
- Appeal against the decision, in which case we will send your appeal to an independent tribunal run by the Tribunal Service.

You must do this within one month of the date of our original letter (the time taken by us to provide a statement of reasons is added to the one month).

Ask us to look at our decision again

If you think we have made a mistake you can ask us to look at our decision again. We will check your claim thoroughly and take account of any information you have given. Please use this form to explain to us why you think your Housing Benefit is wrong. You must do this within one month of the date of our original letter (if you asked for a written statement of reasons the time taken by us to provide this is added to the one month).

If we look at our decision again and decide it is wrong we will put it right and send you a new decision letter with new appeal rights.

If we do not think we have made a mistake and do not change our decision we will let you know. You can then accept our decision or you can appeal against the decision in which case we will send your appeal to an independent tribunal. If you want to appeal you must write to us within one month of us telling you that we have not changed our decision.

Appeal against the decision

You can ask us to do this without first asking for an explanation or for us to look at our decision again. Your appeal must be received within one month of the date of notification of our Housing Benefit decision.

Before we process your appeal we will check how we have worked out your benefit and correct any mistakes. If this means:

- We can pay you more Housing Benefit we will let you know and we will not send your appeal to the Tribunals Service. The letter telling you our new decision will give you new appeal rights.
- We do not change our Housing Benefit decision we will send your appeal to the Tribunals Service.
- We change our Housing Benefit decision but not in your favour, you will be given the opportunity to make representations against this new decision. If you do not reply or you reply and nothing changes, your appeal will continue but against this new decision. When we send the case to the Tribunals Service we will send you a copy of the information we send.

What you want us to do about your Council Tax Support decision

Please indicate which of the following two options you want – please tick one box only.

Ask for an explanation

If you do not understand how we have worked out your Council Tax Support, or you want to know more about any part of the calculation, you can ask for an explanation. You must do this within one month of the date on your notification letter.

We will provide you with a written explanation of how your award has been worked out (a statement of reasons).

When you get the explanation, if you disagree with the decision or think we have made a mistake you can ask us to look at our decision again.

Ask us to look at our decision again

If you think we have made a mistake you can ask us to look at our decision again, this is called a grievance. We will check your application thoroughly and take account of any information you have given. Please use this form to explain to us why you think your Council Tax Support decision is wrong.

We will look at our decision again and if we decide it is wrong we will put it right and send you a new decision letter.

If we do not think we have made a mistake and do not change our decision we will write to you to let you know.

You can then accept our decision or you can appeal against the decision.

Appeal against the decision

An appeal against a Council Tax Support decision must be made directly to the Valuation Tribunal within two months of us writing to you about your grievance. You can also appeal directly to the Valuation Tribunal if we have not responded to you within two months of you writing to us about your grievance.

The Valuation Tribunal will only consider your appeal if you have first written to the council to ask for your decision to be looked at again.

Details of how to appeal to the Valuation Tribunal will be sent with your grievance decision letter. This information can also be found on the Valuation Tribunal website www.valuationtribunal.gov.uk



