



BROXTOWE BOROUGH COUNCIL
HOUSING BENEFIT

What To Do ...

If you think the decision about your benefit is wrong.

This leaflet explains what you can do if you don't understand your Housing Benefit decision or if you think the Council's decision is wrong. If you are a landlord or a landlord's agent, then some parts of this leaflet may also help you.

Director : S Flynn – Deputy Chief Executive's Department
Broxtowe Borough Council, Council Offices, Foster Avenue,
Beeston, Nottingham NG9 1AB.

Telephone: 0115 917 7777. Fax: 0115 917 3131
Typetalk: 0800 959 598. DX 1663 Beeston
www.broxtowe.gov.uk

Do you want more information about the decision?

We will explain and show how your benefit has been decided. If you decide to ask for an explanation, then the time it takes us to tell you will not affect your rights of appeal. You can phone, write or visit us. Our telephone number is 0115 917 7777.

Do you want us to look at our decision again?

If you can tell us why you think the decision is wrong and we are able to change your Housing Benefit, then we will send you a new decision letter.

If we do not change our decision, then you may be able to appeal to an independent tribunal. If you still disagree, then you have one more month to appeal your Housing Benefit decision.

Do you want to appeal against your Housing Benefit decision?

If you want to appeal against the Council's decision regarding your Housing Benefit, then you must make your appeal in writing within one month of the date shown on your benefit decision letter.

You can use the attached leaflet for this purpose. You must say why you think the decision is wrong and provide any documentary evidence you feel supports your case. It is **NOT** enough to say, "**I do not agree with the decision**" or, "**the money is not enough**".

The reasons you give should be like these examples:

- You have used the wrong wages to work out my benefit. I receive £95 per week, you have stated that it is £100 per week.
- I moved into the property on 1 November not 1 December.

If you are appealing against more than one decision, then you must say why you do not agree with each one. If you are appealing more than one month after the decision was made, you must say why your appeal has been delayed.

We will look at the benefit decision again and if we can't change it then your appeal will be passed to an independent tribunal administered by the Appeals Service. You will receive further advice should you decide to appeal.

If you are a landlord or a landlord's agent, you can only appeal against any issue connected with the direct payment of Housing Benefit, or, the recovery of any overpayment which we have told you we intend to recover from you.

Don't forget, if your circumstances change at any time you are claiming Housing Benefit, then please write and let us know immediately.

- If you need more space, use another sheet of paper.
- Remember to put your name and National Insurance number on any extra sheets of paper.
- Make sure you have filled in all parts of this form and signed it.

The personal information you provide Broxtowe Borough Council will be used to assess your application for benefit. The information will be shared within the Council and other parties in connection with your benefit claim including the Tribunal Service. The Council will also share your details with third party Debt Collection Agencies, Solicitors and representatives of the Court, where appropriate. Your personal details will not be used for any other reason and will only be shared where Broxtowe Borough Council is legally required to do so. If the information is not provided, the Council will be unable to assess your benefit appeal

Signature _____ **Date** _____

Please take or send this form to the following address so that your appeal can be dealt with: **Broxtowe Borough Council, Deputy Chief Executive's Department, Benefits Section, Council Offices, Foster Avenue, Beeston, Nottingham NG9 1AB.**