


Housing Benefit & Council Tax Support Letters Explained

This section will allow you to understand the letters that Broxtowe Borough Council may send to you. This will include Council Tax Demands along with any Housing Benefit & Council Tax Support letters you may receive.

This page will help you to understand your annual Housing Benefit & Council Tax Support Notification.

Please Note: The letters used are for example use only. They display examples of correspondents and may not fully represent the letter you will receive in the post.

	Broxtowe Borough COUNCIL	Deputy Chief Executive's Department Council Offices, Foster Avenue, Beeston, Nottingham NG9 1AB Telephone 0115 917 7777
Mr A N Other 4 Another Street Beeston Nottingham NG9 1AB		Claim Reference: 11111 ❶ Rent Reference: 123456 ❷
<u>If you have any queries please contact the Benefits Section</u>		
Tel: 0115 9177777 Fax: 0115 9173683 E-Mail: benefits@broxtowe.gov.uk 04.03.2015		
Council Tax account 1234567 ❸		
Dear Mr Other		
<u>Housing Benefit Notification</u> ❹		
I have changed your Housing Benefit from 06/04/2015 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:		
£53.79 per week from 06/04/2015		
<u>How You Will Be Paid</u> ❺		
Your benefit will be paid by weekly Rent Rebate posted to your Rent Account		
<u>Notification of Council Tax Support</u> ❻		
I have changed your Council Tax Support to take account of new year benefit levels from April. Your new award is as follows:		
£11.02 per week from 01/04/2015		
<u>How You Will Be Paid</u>		
£576.06 Council Tax Support has been paid to your Council Tax account. The total amount of Council Tax Support for 2015/16 is £576.06.		
You will soon receive a revised bill that will tell you how much Council Tax you will now have to pay.		

Further Information

1. This will show the HB/CTS Reference Number to the claim. To help us deal with any query quickly, please quote this number when contacting Broxtowe Borough Council.

2. Your Rent reference number.
3. Dear - This is normally the person who is claiming the benefit. However, in some cases the letter will be addressed to the claimant's landlord or someone who is looking after the claim. In these cases the claimant's name will be shown separately.
4. Housing Benefit Notification - this explains the date from when the benefit has been granted and the weekly award.
5. How you will be paid - this confirms the frequency and method of payment. With private sector tenants the preferred method of payment is by electronic transfer into a bank account. Alternatively a cheque is posted to the claimant or their landlord. With council tenant claims the benefit is credited directly to the customers rent account.
6. Council Tax Support Notification - this explains the date from when the benefit has been granted and the weekly award. The payment of a council tax support is different to housing benefit. What happens is the weekly award is multiplied by the number of weeks between the dates from when the award starts to the end of the financial year. The total sum is then credited over to the claimants council tax account. The total sum is shown at this part of the letter should be the same as shown on the council tax bill.

The award of Housing and Council Tax Support is affected by a number of things such as the number of people in your household, any capital or savings held, the amount of income received and how much rent and (or) council tax is paid. If any changes occur then it is important to remember to tell the Councils Benefit Section.

The simple thing to remember is; if your income goes down then your benefit is likely to increase. If, however, your income goes up then your benefit is likely to reduce. By forgetting to tell the Benefit Section about a change could mean you will not be paid enough and will lose out or, you will be overpaid and we will ask you to pay it back.