

Request to look again at my claim for Housing / Council Tax Support

We must get this form within one month of the date on your benefit decision letter.

Your details

Your Name: _____

Your Address: _____

Your daytime telephone number: _____

Your benefit reference number (from your decision letter): _____

Please tick one of the boxes below to say which benefit or benefits you want us to look at again:

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

Please tell us what you want us to do by ticking box 1, OR box 2 OR box 3. Tick one box only. If you tick more than one box, we will have to contact you to ask what you want us to do and this will delay your request.

1. I want you to explain the decision

This might be where, for example, you do not understand how we have worked out your benefit, or you want to know more about any part of the decision we have made on your claim. You must do this within one month of the date on your original benefit decision letter.

Would you like us to explain the decision: (please tick one)

By telephone?

In writing?

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

- ask us to look at the decision again; or
- 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 on your original benefit decision letter (but the time taken by us to explain the decision is added to the one month).

2. I want you to look at the decision again

If you understand the decision but you do not agree with it, for example, if you think we have made a mistake or we have not taken everything into account, you can ask us to look at the decision again.

We will check your claim thoroughly and take account of any information you have given. Please tell us in the next part of this form why you think our decision is wrong. You must do this within one month of the date on your original benefit decision letter (but any time taken by us to explain the decision if you asked for an explanation is added to the one month).

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

If we are unable to 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.

3. I want to appeal against the decision

You can ask us to send your case to The Tribunal Service. This is called an appeal. You can appeal against the decision without first asking for an explanation or for us to look at our decision again. We must get your appeal within one month of the date on your benefit decision letter.

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 benefit we will let you know and will not send your appeal to The Tribunal Service. The letter telling you our new decision will give you new appeal rights;
- we do not change our decision we will send your appeal to The Tribunal Service;
- we change our decision but still do not pay you any more benefit we will ask you whether you agree with the new decision. If you do not reply or you tell us you disagree but we still do not change your benefit, your appeal will continue but against this new decision. When we send the case to The Tribunal Service we will send you a copy of the information we send.

The details you want us to explain or look at

Please use the space on the next page to say what you want us to explain or why you do not agree with the decision. If you need more space, use another sheet of paper. Remember to put your name and address on any extra sheets of paper.

Please include as much information as possible. You must say **why** you think the decision is wrong. It is not enough to say, "I do not agree with the decision" or "I need more money". The reasons you give should be like these examples:

- My rent is £75 per week and you have said it is £35 per week.
- I moved into the property on 1 July not 1 August.
- I earn £150 per week but you have shown it as £250 per week.

If you have proof to support what you are telling us, please provide this.

If you do not agree with more than one decision, you must say why you do not agree with each one.

If you are giving us this information more than one month after the decision was made, you must tell us why you did not tell us earlier.

Please write the date of your decision letter in this box.
(This can be found at the top of the letter we sent you.)

Use this space to give us your reasons

Your signature

Please make sure you have filled in all parts of this form and signed it.

Your signature: _____ Date: _____

If you have arranged for someone to help you please give us their name and address here.

Name: _____

Address: _____

Daytime telephone number: _____

And sign here to authorise
this person to act for you. _____

What to do now

When you have filled in and signed this form, send it or bring it to the address on the front of this form.