

Direction of Jeff Stack, Chief executive of Broxbourne Borough Council under the Housing Benefit (electronic communications) (miscellaneous benefits) order 2006 and the Council Tax Reduction scheme prescribed requirements 2012

Broxbourne Borough Council, in accordance with paragraph 2 of schedule 11 to the Housing Benefit regulations 2006, paragraph 2 of schedule 10 to the Housing Benefit (persons who have attained the qualifying age for state pension credit) Regulations 2006 and part 4 of schedule 7 to the Council Tax Reduction scheme (prescribed requirements) hereby make the following direction

- An individual who, in accordance with the 2006 and 2012 regulations wishes to make a claim for housing benefit and/or council tax support or wish to report a change in circumstances is authorised to do so by electronic communication or by telephone if the individual uses the method approved by the authority.
- The approved methods for using electronic communications for new claims is completion of the on-line application form on the Broxbourne Council website.
- Changes in circumstances can be reported using the on-line form on the Council's website.
- Any application made via the website needs to contain adequate information to allow the transaction to be processed.
- If a change of circumstances is reported by telephone the applicant should call Broxbourne Council on 01992 785555. The caller will need to authenticate their identity.

The Council may seek other information to support applications as required by the prevailing legislation

Signed

Chief executive