



DIRECTION OF ANDY KEELING, CHIEF OPERATING OFFICER OF LEICESTER CITY COUNCIL, UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) ORDER 2006

Leicester City Council, ('the Authority'), in accordance with;

- Schedule 11 to the Housing Benefit Regulations 2006,
 - Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
 - Schedule 9 to the Council Tax Benefit Regulations 2006, and
 - Schedule 8 to the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
 - Leicester City Council-Council Tax Support Scheme 2018 and subsequent revisions;
- hereby makes the following directions:

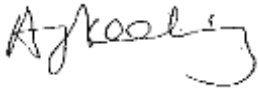
- (1) An individual who, in accordance with the 2006 Regulations, makes a claim for, applies to amend or notifies of a change of circumstance in respect of the following;
 - I. Housing Benefit or Council Tax Benefit under the Social Security Contributions and Benefits Act 1992 or;
 - II. Council Tax Support in accordance with Leicester City Council's Council Tax Reduction Scheme 2018 and subsequent revisions,is authorized to do so by electronic communication, provided the communication is Leicester City Council's approved method in relation to the claim.
- (2) The methods approved by Leicester City Council for using electronic communication are as follows:
 - (a) The electronic claim form in the form as can be found on the Authority's website (www.leicester.gov.uk).
 - (b) Electronic Communication in the form of email sent to housing.benefits@leicester.gov.uk or as directed on the Authority's website;
 - (c) In relation to Universal Credit claimants only, in the form of an email sent to council-tax-support@leicester.gov.uk following a Council Tax Support application email sent from Leicester City Council;

Such use being strictly subject to the following conditions:

- (a) Any person sending an electronic communication to the Authority must clearly state their name, full postal address and claim number where appropriate. Any communication where the Authority is unable to authenticate the identity of the sender shall be deemed invalidly made.
- (b) The use and acceptance of the electronic claim form is subject to it being completed in accordance with the instructions set out on the website. Any claim not made in accordance with the instructions will be considered invalid.

- (c) Email communication will only be accepted by the Authority subject to the inclusion of at least two pieces of the following prescribed information as a means of confirmation of identity: Date of Birth, National Insurance Number, claim number where applicable.
- (d) If, for whatever reason, the claim or notification is not accepted by the Authority's computer system it is not regarded as having been delivered.
- (e) The Authority may require further information or supporting evidence, including original supporting evidence, before the claim for Housing Benefit and/or Council Tax Benefit/Council Tax Support can be assessed or revised.
- (f) The Authority will not be held responsible for non-receipt of any claim.
- (g) Claimants are advised to keep records of any electronic communications submitted in case of query or appeal.

Signed by

A handwritten signature in black ink, appearing to read 'Andy Keeling', written in a cursive style.

Andy Keeling
Chief Operating Officer
5th December 2018