

**DIRECTION OF RUSSELL O'KEEFE, THE CHIEF EXECUTIVE OF
BASINGSTOKE AND DEANE BOROUGH COUNCIL UNDER THE HOUSING
BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS)
ORDER 2006 AND THE COUNCIL TAX REDUCTION SCHEME (PRESCRIBED
REQUIREMENTS) (ENGLAND) 2012**

Basingstoke and Deane 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 pensions credit) Regulation 2006, and part 4 of Schedule 7 to the Council Tax Reductions Scheme (Prescribed Requirements) (England 2012) hereby makes the following directions—

1. An individual who, in accordance with the 2006 and 2012 Regulations wishes to make a claim for housing benefit/council tax support or report a change in their circumstances which will affect their housing benefit or Council Tax support award is authorised to do so by electronic communication, or by telephone provided that the individual uses the method approved by the authority.
2. The approved methods for using electronic communication are as follows:

For new claims:

By completing the on line benefit application form on the Councils website at www.basingstoke.gov.uk.

For reporting a change in circumstance for an existing claim:

- a. By completing the on line change in circumstance form on the Councils website at www.basingstoke.gov.uk.
- b. Any person sending an electronic communication to the Council must clearly state their full name, postal address, national insurance number and claim number where appropriate.
- c. Any communication where the Council is unable to authenticate the identity of the sender shall be deemed invalidly made.
- d. The claimant should retain a printable, re-sendable copy of any email to notify the change of circumstances.
- e. The approved method for reporting a change in circumstances by telephone is as follows:
- f. By telephone to the benefits section on 01256 844844 providing the caller is able to authenticate their identity.

Basingstoke and Deane Borough Council may require further information or supporting evidence in connection with the new claim or reported change in circumstances, before the claim for Housing benefit or Council tax support can be decided.

Signed by



Mr R O'Keefe
Chief Executive