

I wish to be able to contact you by e-mail in relation to my Housing Benefit/Council Tax benefit claim

Mr/Mrs/Ms/other (please state):

First name:

Surname:

Address:

Claim number:

Telephone number:

Mobile number:

Secure e-mail address:

Signed

This form should be posted or delivered to:

**Dartford Borough Council
Benefits Service
Civic Centre
Home Gardens
Dartford, Kent
DA1 1DR**

You can still write to us about changes as you have done before. The address for this is the same.

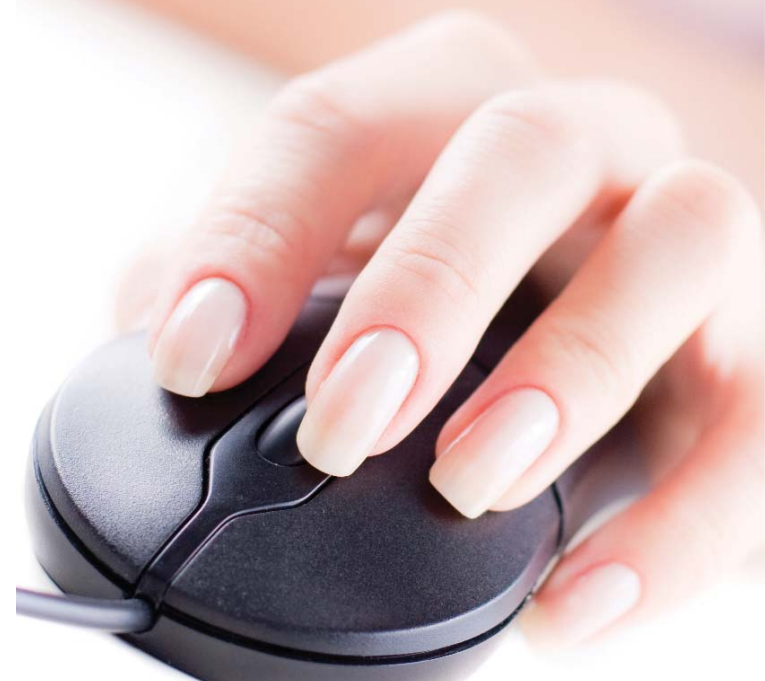
All contact relating to your claim should be e-mailed to:

benefits@dartford.gov.uk

(Please do not use this e-mail address for any other matters)

If you require this guide in large print, braille, on audiotape or in any other format please contact us on 01322 343705 or at the above address.

HOUSING BENEFIT AND COUNCIL TAX BENEFIT



You can now notify us of changes that relate to your claim by e-mail or telephone

DARTFORD
BOROUGH COUNCIL

www.dartford.gov.uk/benefits

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From 2nd August 2010 you will be able to notify the Council of changes to your circumstances by e-mail or telephone. This will mean that your claim will be reassessed quicker and you will receive your new benefit sooner.

If you telephone us we will confirm that you are the person concerned by asking you some security questions that relate to your claim with us.

We will then take note of your change and act on it as soon as possible.

Although some changes can be done without evidence, we will advise you at the time of your phone call if you need to send in any documents that will provide us with evidence of this change.

Contact us on: 01322 343705

If you want to contact us by e-mail we will need to ensure that it is from a secure e-mail address, which you will always use to contact us from.

Please complete the form on the reverse of this leaflet with the required details and either bring it in to the office or send it to us at the address shown overleaf.

What types of changes should you tell us about?

You should tell us about any of the following changes in your circumstances:

Earnings

- if your or your partner's earnings go up or down. You do not have to keep telling us every week, or month, if your earnings are changing. We do, however, need to know if your average earnings are higher or lower than those used in working out your Housing Benefit or Council Tax Benefit. This could include a change in your earnings because of a pay rise, overtime worked, sick pay or maternity pay. You should also tell us if you change jobs.

Income

- any increase or decrease in any other income you or your partner receive.

Benefits and Tax/Pension Credits

- any increase or decrease in any benefits or tax/pension credits you or your partner receive.

Savings

- tell us if your savings, or your partner's savings, change by more than £250.
- if you stop or start getting **Income Support** or income-based **Jobseeker's Allowance**.
- if you stop or start getting any other Social Security benefit, for example, retirement pension, child benefit, incapacity benefit, attendance allowance. There are many more Social Security benefits and you should tell us about any change.

Rent

- if your rent changes or you move to a new address.

Household

- if anyone comes to live with you or if someone living with you moves out. Also tell us of any changes in the financial circumstances of any person living with you.

Family details

- if you have another child or if a child you receive child benefit for leaves school.
- remember it is in your interest to tell us about a change of circumstances when it happens. We want to make sure you get the **right benefit at the right time**.

