

DIRECTION OF ANDREW GRANT, CHIEF EXECUTIVE OFFICER, AYLESBURY VALE DISTRICT COUNCIL UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS BENEFITS) ORDER 2006

Aylesbury Vale District Council, ("the Authority") in accordance with:

Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006 ('the 2006 Regulations'),
Paragraph 2 of Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006

Paragraph 2 of Schedule 9 of the Council Tax Benefit Regulations 2006

Paragraph 2 of Schedule 8 of the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006

Part 4 of Schedule 7 to the Council Tax Reduction Schemes, Prescribed Requirements (England), Regulations 2012

I hereby make the following directions:

1. A person who, in accordance with the above Regulations makes a claim for Housing Benefit or Council Tax Reduction is authorised to do so by an electronic communication, provided that the individual uses the methods approved by the Authority in relation to the claim.

2. Provided an approved method is used, electronic communication may be used by a person with a claim for Housing Benefit or Council Tax Reduction in the following circumstances:

- Making a new claim for Housing Benefit or Council Tax Reduction
- Amending an existing claim for Housing Benefit or Council Tax Reduction
- Notifying a change in circumstances for an existing claim for Housing Benefit or Council Tax Reduction

3. The methods approved by the Authority are as follows:

For submitting new claims:

- A new Housing Benefit or Council Tax Reduction claim can be made by completing the on-line application form on the Authority's website <https://www.aylesburyvaledc.gov.uk/>

For submitting an amendment or notification of a change in circumstances in respect of an existing claim:

- By completing the relevant on-line change in circumstance form(s) on the Authority's website <https://www.aylesburyvaledc.gov.uk/>
- By use of the My Account portal on the Authority's website <https://www.aylesburyvaledc.gov.uk/>
- Sending an e-mail to the following email address benefits@aylesburyvaledc.gov.uk

4. For the authentication of identity:

Any person sending an electronic communication to the Authority must clearly state their full name, full postal address and claim number (where appropriate). Any communication where the Authority are unable to authenticate the identity of the sender shall be deemed to be invalid.

5. Authenticating electronic communication delivery:

The person making an electronic communication may be asked to keep a copy of the reference number generated upon delivery of an electronic communication, so that it can be produced when the Authority so require. Where a person fails to produce such a reference number (when requested) the Council may deem that the electronic communication has not been successfully submitted to the Authority.

Any claim received that does not conform to any of the approved methods (set out above) will be deemed to be invalid. Any claim received that does conform to the approved method but is not accepted by the Authority's official computer system, will not be regarded as having been delivered

6. The Authority may accept digital photographic and scanned images of notices, forms, evidence, and information provided by a person where it has been verified by an officer of the Authority or its agent. Where it has not been verified the Authority may request to see the original where its authenticity cannot be corroborated by other means.

7. The information provided will be held on a document image system and it will also be used to calculate entitlements to Housing Benefit or Council Tax Reduction. Information provided may be shared within the Council, with auditors and with Central Government, where we are asked to do so, within the confines of legislation.

8. This direction may be withdrawn or amended at any time by the issue of a further direction.

Signed by:



ANDREW GRANT