



DIRECTION OF MIKE ROBINSON, CHIEF EXECUTIVE OF MIDDLESBROUGH COUNCIL UNDER THE HOUSING BENEFIT (ELECTRONIC COMMUNICATIONS) ORDER 2006 AND COUNCIL TAX REDUCTION SCHEMES (PRESCRIBED REQUIREMENTS) (ENGLAND) REGULATIONS 2012

This page sets out the Council's legal obligation to publicly state our policy regarding electronic communications of data relating to Housing Benefit and Council Tax Reduction claims.

Middlesbrough Council, ("the authority"), in accordance with:

For Housing Benefit

- 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:

For Council Tax Reduction

- Part 4 of Schedule 7 to the Council Tax reduction schemes, Prescribed requirements, (England), Regulations 2012 and Sections 101 – 106A of the Middlesbrough Council – Council Tax Reduction scheme policy

The Authority hereby makes the following directions:

1. Provided an approved method is used, electronic communication may be used in the following circumstances:
 - a) Making a claim for Housing Benefit and / or Council Tax Support under Middlesbrough Council's Local Council Tax Reduction scheme;
 - b) Amending a claim for Housing Benefit and / or Council Tax Support under Middlesbrough Council's Local Council Tax Reduction scheme;
 - c) Notifying a change in circumstance for Housing Benefit and / or Council Tax Support under Middlesbrough Council's Local Council Tax reduction scheme.
2. The methods approved by the Authority for using electronic communication are as follows:
 - a) The claim / application form used must be the one provided on the Authority's website (www.middlesbrough.gov.uk);
 - b) The claim / application form must be completed in accordance with the instructions set out on the form and the Authority's website;

- c) Any electronic communication about Housing Benefit and / or Council Tax Reduction must be sent to housbens@middlesbrough.gov.uk or as directed on the Authority's website;
- d) Any person sending an electronic communication must clearly state their name, full postal address and claim reference (where appropriate). Any communication where the Authority is unable to authenticate the identity of the sender shall be deemed invalidly made and not responded to.

Signed by

A handwritten signature in black ink, appearing to read 'M. Robinson', followed by a long horizontal flourish.

Mike Robinson
Chief Executive

Date 21.8.14