

- If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change in circumstance on our website at [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline) or by calling 020 8379 1000.

Alternatively you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website [www.enfield.gov.uk/benefits](http://www.enfield.gov.uk/benefits).

### **How to contact us**

#### **New online service.**

Most frequently asked for information and online forms all in one place.  
[www.enfield.gov.uk/counciltaxonline](http://www.enfield.gov.uk/counciltaxonline) or [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

There are free internet facilities in local council libraries and at our major reception areas.

**Email** - [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk)

**Telephone** - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

**Post** - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW

#### **In person**

Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 3798

Drop in services are available at the following locations Monday to Friday 9am to 4pm: