

right to appeal. However, you can still:

Write and ask us to reconsider

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 **[atwww.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)**

Alternatively, you can write or email 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 **[ourwebsitewww.enfield.gov.uk/benefits](http://ourwebsitewww.enfield.gov.uk/benefits)**.

### **How to contact us**

#### **My Enfield Account**

Make the most of Enfield's online self-service secure portals.

**Sign up for My Enfield - Residents** for access to your Council Tax accounts, Housing Benefit and Council Tax support claims.

**Sign up for My Enfield - Landlords** to access your tenants Housing Benefit payment schedules if you are paid directly

From your accounts you can view balances, next payments, payments made, benefit awards personal details, payment schedules, inform us of changes, apply for discounts and much more.

To register: [www.enfield.gov.uk/myenfield](http://www.enfield.gov.uk/myenfield)

**Online** - Benefits homepage visit [www.enfield.gov.uk/benefits](http://www.enfield.gov.uk/benefits) **Online forms** visit [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

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