

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 of circumstance using your Enfield Connected account.

Visit www.enfield.gov.uk to set up an **Enfield Connected** account which will enable you to:

- Check your payment and entitlement history
- Inform us of a change in circumstance by editing your account profile*
- Check and apply for benefits including Government benefits*
- If you are a landlord this will give you access to your tenants Housing Benefit payments schedules if you are paid directly
- And More...

*will be available from 6 April 2016.

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up today for an **Enfield Connected** account at www.enfield.gov.uk.

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you.

Providing Evidence? - Please note we can now accept all supporting documents electronically by email to revs@enfield.gov.uk. If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

Identification such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at www.enfield.gov.uk