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| **Enfield Civic Centre / Revenues - Housing Benefit Timeline** | |
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| **24/07/2013** | **2**   * **The Enfield Councils History FOI Indexed**   **Stage 2**  Revs Bens DivisionRevenue Information“Stamped” **Page Number:** 40  **2**  **The Enfield Councils History FOI Indexed**  **Stage 2**  Revs Bens Division  Revenue Information  “Stamped”  **Page Number: 40**  **24/07/2013**  Mr Simon Cordell  109 BURNCROFT Ave  Enfield Middlesex  EN3 7JQ  Council Tax: 55508596  Housing ref: 1623514  NI Ref: JH653811D  **24/07/2013**  To Whom It May Concern:  I am writing this letter after a letter I got dated  **18/07/2013**  about my housing benefit and council tax being suspended from the  **08/07/2013**  due to you getting information as to me being in prison. I was remanded to prison for I day and was released on the  **28/06/2013.**  I did call your offices on the  **16/07/2013**  to ask if my benefits for housing and council tax was still being paid due to me just finding out my D WP payments had been stopped. I was told on this date they were still being paid and the lady my mum spoke to on the phone told her that due to me having some issue I could get council tax reduction due to mental impairment and that the Lady would send out the paper work. I have put an appeal into the DWP about my claim being stopped and I am waiting to hear from them. Since I got released from prison after one day on the  **28/06/2013**  I have had nothing to live on I have not got any food or gas or electric at my address for the last few days as it has now run out and I have no way to live until the DWP looks at my appeal.  I called the DWP today  **24/07/2013**  to see if there is any update on my claim and have been told as of to date there is no update. But they should have something in the next few days, I told them I have no way to live but they cannot speed anything up. They got my letter on the  **19/07/2013**  but it has yet to be scanned into their system. I am therefore asking if my housing benefit and council tax can be put back into place so there are no missing payments within my claim.  Mr. Simon Cordell |
| **25/07/2013** |  |
| **26/07/2013** | **1**   * **The Enfield Councils History FOI Indexed**   **Stage 3**  RE: Housing Benefit/Council / **Page Number:** 1  **2**   * **The Enfield Councils History FOI Indexed**   **Stage 3**  RE: Housing Benefit/Council / **Page Number:** 5,6,7,8,9,  **26/07/2013**  **1**  **The Enfield Councils History FOI Indexed**  **Stage 3**  RE: Housing Benefit/Council  **Page Number:** 1  **01/08/2008**  **Date(s)**  **A:**  Claim Date; **01/08/2008**  **B:**  Claim Start Date; **13/08/2008**  **C:**  Claim Receipt Date; **04/08/2008**  **D:**  Claim End Date; **26/07/2013**  **E:**  **Effective Date; 26/07/2013**  **2**  **The Enfield Councils History FOI Indexed**  **Stage 3**  RE: Housing Benefit/Council  **Page Number:** 5,6,7,8,9,  **26/07/2013**  **5:**  **A:**  **Start Date; 26/07/2013**  **B:**  End Date; **28/07/2013**  **6:**  **C:**  Claim Start Date: **09/09/2007**  **D:**  Claim End Date; **09/08/2013**  **E:**  Claim Receipt Date; Not Received  **F:**  Effective Date; **09/08/2013**  **7:**  **G:**  Claim Date; **09/08/2013**  **F:**  Claim Status; Inactive  **G:**  Claim Start Date; **09/08/2013**  **H:**  Claim End Date; **04/08/2013**  **I:**  Claim Receipt Date; **09/08/2013**  **J:**  Effective Date; Not Received  **8:**  **K:**  Claim Date; **16/10/2013**  **L:**  Claim Status; Inactive  **M:**  Claim Start Date; **10/08/2013**  **N:**  Claim End Date; **19/11/2013**  **O:**  Claim Receipt Date; **16/10/2013**  **P:**  Effective Date; **19/11/2013**  **Q:**  Claim End Reason; Fail to Return Self Cert  **9:**  **R:**  Claim Date; **20/11/2013**  **S:**  Claim Status; Active  **T:**  Claim Start Date; **20/11/2013**  **U:**  Claim End Date; Not Received  **V:**  Claim Receipt Date; **16/11/2013**  **W:**  Effective Date; **20/11/2013** |
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| **17/09/2013** | **3**   * **The Enfield Councils History FOI Indexed**   Enfield Council, claim for, Housing Benefit and Council Tax Support /  **Page Number:** 40,41,42,43,44,45,46,47,48,49,50,51,52,53,  54,55,56,57,58,59,60,61,62,63,64,65,66,67,68  Housing Benefit  **4**   * **The Enfield Councils History FOI Indexed**   **Stage 2**  Welfare Benefit Interview / **Page Number: 69**  Housing Benefit  **3**  **The Enfield Councils History FOI Indexed**  Enfield Council  claim for.  *Housing Benefit and Council Tax Support*  **Page Number:** 40,41,42,43,44,45,46,47,48,49,50,51,52,53,54,55,56,57,58,59,60,61,62,63,64,65,66,67,68,  **17/09/2013**  *N/a: Info*  *forms*  **4**  **The Enfield Councils History FOI Indexed**  *Welfare Benefit Interview*  **Page Number: 69**  **17/09/2013**  *Hand Writing Typed Info* |
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| **21/10/2013** | **5**   * **The Enfield Councils History FOI Indexed**   **Stage 2**  Jobcentre **/ Page Number:** 73,74,75,76,77,78,  DWP  **5**  **The Enfield Councils History FOI Indexed**  **Stage 2**  Jobcentre  **Page Number:** 73,74,75,76,77,78,  **21/10/2013**  **73:**  Mr Simon Cordell  109 Burncroft Avenue Enfield Middlesex EN3 7JQ  We have looked again at our decision  You made an appeal against a decision about not being entitled to Income Support upon release from prison, issued to you on 09-Aug-**2013**.  We have looked again at the facts and evidence used to make our decision. As a result, we have changed that decision and have decided you retained your entitlement to Income Support following your release from prison but have no entitlement for the two days you were in prison.  **What happens now: --**  Your appeal will not be sent to an independent tribunal as the decision has been changed in your favour.  As explained in our previous letter, if you still think the decision is wrong you have the right to appeal. You should normally appeal within one month of the date of that letter.  The Income Support payment section will be in touch to advise what happens next.  Yours sincerely,  S Anderson  **74:**  Appeal Page  **75:**  **YOUR CLAIM FOR EMPLOYMENT AND SUPPORT ALLOWANCE**  I am pleased to tell you we can pay Employment and Support Allowance from 10 August **2013**  You will get £**71.70 a week.**  We have used the tax years ending 5 April **2011** and 5 April **2012** to assess your claim.  We will credit you with National Insurance contributions while claiming Employment and Support Allowance.  To continue to receive Employment and Support Allowance you may need to attend a Work Focus Interview with a Personal Advisor. You will be notified of this separately If you are required to attend.  To continue to receive Employment and Support Allowance you may need to attend a Work Capability Assessment. You must provide Medical certificates until a Work Capability Assessment Is carried out You are required to Immediately report any change in your circumstances to us, or the circumstances of your partner If you have one.  The attached sheet shows how we worked out your money. If you want more information please get in touch with us. Our phone number and address are at the top of this letter.  This assessment is based on how much the law says you need to live cfl. You have not paid, or been credited with, enough National Insurance Contributions for them to be used in this assessment.  **HOW THE MONEY WILL BE PAID**  The money will be paid every two weeks for as long as you are still entitled to Employment and Support Allowance.  Bank/Building society: BARCLAYS BANK PLC  ENFIELD 2  **76:**  Info  **77:**  Info  **78:**  Info |
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| **01/08/2013** | **1**   * **The Enfield Councils History FOI Indexed**   **Stage 3**  Award of Benefit / **Page Number:** 28,29,30,31,32,33  Housing Benefit  **1**  **The Enfield Councils History FOI Indexed**  **Stage 3**  Award of Benefit  **Page Number:** 28,29,30,31,32,33,  01/11/**2013**  **28**  Claim Reference: 1623514  NI Reference: JH653811D  Rent Reference: 497630  Council Tax Account:55508596  01/11/**2013**  Dear Mr Cordell  109 Burncroft Avenue Enfield EN3 7JQ  **Award of Benefit**  Mr S Cordell A5698CY  HMP Wormwood Scrubs PO Box 757 Du Cane Road London W12 0AE  **Housing Benefit Notification**  Thank you for your claim for Housing Benefit. I have re-instated your claim because we have looked at your claim again. I have decided that your benefit is as follows:  **£86.84 per week from 08/07/2013 to 11/08/2013 £86.84 per week from 12/08/2013 How You Will Be Paid**  Your benefit will be paid by directly crediting your rent account.  Your benefit payment of **£1,649.96 for 08/07/2013to 17/11/2013** will be paid on 11/11/**2013**. **Notification of Council Tax Support**  Thank you for your claim for council tax support. I have decided that your benefit is as follows: £12.64 per week from 08/07/**2013** to 11/08/**2013** £12.64 per week from 12/08/**2013** **How You Will Be Paid**  £482.05 council tax support has been paid to your council tax account. The total amount of council tax support for **2013**/**14 is £658.98.**  You will soon receive a Council Tax bill that will tell you how much council tax you will now have to pay.  **Right of Appeal for Housing Benefit**  If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.  Page 1 of 6  **29**  You can:   1. Ask us to explain our decision (by phoning 020 8379 1000) 2. Write and ask us to reconsider 3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.   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.  If you disagree with a Local Council Tax Support Scheme decision  If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:  Ask us to explain our decision (by phoning 020 8379 1000)  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:   1. You start working or you earn more or less money 2. Your benefits/tax credits change or are stopped 3. You move home 4. Your rent changes 5. You go to stay with friends, family or go into hospital for more than 2 weeks 6. You become a student or stop being a student 7. Anyone comes to live with you or someone moves out 8. Your savings change 9. Your child leaves school or other education 10. You have a baby 11. Someone dies 12. Any other change which may affect your entitlement to benefit 13. 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 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.  Page 2 of 6  **30**  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 1000.  Drop-in services are available at the following locations Monday to Friday 9am to 4pm:  John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW  Edmonton Centre, 36-44 South Mall, Edmonton, N9 0TN (Simple enquiries and forms only) Pension Service Enquiries  If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ  Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)  Yours sincerely  Benefits Assessment Team  Page 3 of 6  **31**  **How Your Housing Benefit Has Been Worked Out for the period**  From 08/07/**2013** to 11/08/**2013** your Housing Benefit will be £86.84 each week.  Claim reference: 1623514  The rent you are charged each week is **£92.49.**  Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:  Actual amount for Ineligible Water **£5.65**  **Total deductions for services £5.65**  The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.  The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.  The amount of Housing Benefit has been worked out by comparing the money you have coming in each week, to an amount the Government has decided is the minimum that someone in your circumstances needs to cover basic living expenses.  **Your Total Weekly Income**  The amount of money you have coming in each week has been worked out as follows:  **Total weekly income £0.00**  **Your Total Savings**  If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.  You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.  **Your Applicable Amount**  Your applicable amount is made up of the following allowances and premiums:  Single claimant 25 or over  **Total applicable amount**  **Your Total Weekly Housing Benefit**  As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70,1 can pay you your maximum Housing Benefit of £86.84 each week.  You may be entitled to Income Support or Jobseeker's Allowance. You should contact the Jobcentre Plus on 0800 055 6688 for more information.  **£71.70**  **£71.70**  Claim reference: 1623514  Page 4 of 6  **32**  **How Your Housing Benefit Has Been Worked Out for the period**  From 12/08/**2013** your Housing Benefit will be £86.84 each week.  NI reference: JH653811D  Your maximum housing benefit is £86.84. This amount has not changed since 08/07/**2013**. Please look at that period for full details of how your maximum benefit has been worked out.  **Your Total Weekly Housing Benefit**  Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £86.84 each week.  **How Your Council Tax Support Has Been Worked Out**  Based on your circumstances I have decided to assess your claim using the Working Age scheme.  From **08/07/2013 to 11/08/2013**, your council tax support is **£12.64 each week.**  **The maximum council tax support you could get**  Your council tax liability for the year is £818.62 which for this period is **£15.70 each week.**  The maximum council tax support you could get is therefore **£15.70 each week**. This figure is used when working out 'your total weekly council tax support'.  **Your Total Weekly Income**  The amount of money you have coming in each week has been worked out as follows:  Total Weekly Income £0.00  **Your Total Savings**  The Working Age scheme sets the amounts added to your weekly income if you have savings. If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.  You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.  **Your applicable amount**  Your applicable amount is made up of the following allowances and premiums:  Single claimant 25 or over **£71.70**  Total Applicable Amount **£71.70**  **Your Total Weekly Council Tax Support**  As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of **£71.70,1** can pay you your maximum council tax support of **£15.70 each week.**  A reduction of the maximum council tax support of **£15.70** that you could get each week must be reduced by **£3.06, to £12.64.**  **How Your Council Tax Support Has Been Worked Out**  Page 5 of 6  **33**  Based on your circumstances I have decided to assess your claim using the Working Age scheme.  From **12/08/2013**, your council tax support is **£12.64 each week**.  **The maximum council tax support you could get**  Your council tax liability for the year is **£818.62** which for this period is £15.70 each week.  The maximum council tax support you could get is therefore **£15.70 each week**. This figure is used when working out 'your total weekly council tax support'.  **Your Total Weekly Council Tax Support**  A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by **£3.06, to £12.64.**  As you are receiving income related employment and support allowance, you are entitled to the maximum council tax support of **£12.64 each week.**  Page 6 of 6 |
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| **22/11/2013** | **8**   * **The Enfield Councils History FOI Indexed**   **Stage 3**  No Change in Benefit Housing Benefit Notification /  **Page Number:** 34,35,36,37  DWP  **8**  **The Enfield Councils History FOI Indexed**  **Stage 3**  No Change in Benefit Housing Benefit Notification  **Page Number:** 34,35,36,37,  22/11/**2013**  **34**  Mr S Cordell  109 Burncroft Avenue  Enfield  EN3 7JQ  Claim Reference: 1623514  NI Reference: JH653811D  Rent Reference: 497630  Council Tax Account:55508596  22/11/**2013**  Dear Mr Cordell  109 Burncroft Avenue Enfield EN3 7JQ **No Change in Benefit Housing Benefit Notification**  I have worked out your Housing Benefit again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:  **£86.84 per week** from 25/11/**2013** **Notification of Council Tax Support**  I have worked out your council tax support again because you have been awarded a state benefit. However, this has not changed your benefit, which remains as follows:  £12.64 per week from 25/11/**2013** **How You Will Be Paid**  Your council tax support award for **2013**/14 has not changed. The total amount of council tax support for that year is **£658.98.**  **Right of Appeal for Housing Benefit**  If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.  You can:   1. Ask us to explain our decision (by phoning 020 8379 1000) 2. Write and ask us to reconsider 3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.   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.  **If you disagree with a Local Council Tax Support Scheme decision**  If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:  Ask us to explain our decision (by phoning 020 8379 1000)  Write and ask us to reconsider  Page 1 of 4  **35**  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:   1. You start working or you earn more or less money 2. Your benefits/tax credits change or are stopped 3. You move home 4. Your rent changes 5. You go to stay with friends, family or go into hospital for more than 2 weeks 6. You become a student or stop being a student 7. Anyone comes to live with you or someone moves out 8. Your savings change 9. Your child leaves school or other education 10. You have a baby 11. Someone dies 12. Any other change which may affect your entitlement to benefit 13. 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 a[twww.enfield.gov.uk/benefits online](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/counciltaxonlineorwww.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/counciltaxonlineorwww.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:  Page 2 of 4  **36**  John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN Civic Centre, Silver Street, Enfield, EN1 3XW  Edmonton Centre, 36-44 South Mall, Edmonton, N9 OTN (Simple enquiries and forms only) **Pension Service Enquiries**  If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ  Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)  Yours sincerely  Mark Pruis  Page 3 of 4  **37**  Claim reference: 1623514  NI reference: JH653811D  **How Your Housing Benefit Has Been Worked Out for the period**  From 25/11/**2013** your Housing Benefit will be £86.84 each week.  The rent you are charged each week is £92.49.  Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:  Actual amount for Ineligible Water £5.65  **Total deductions for services £5.65**  The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.  The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.  **Your Total Weekly Housing Benefit**  As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.  **How Your Council Tax Support Has Been Worked Out**  Based on your circumstances I have decided to assess your claim using the Working Age scheme.  From 25/11/**2013**, your council tax support is £12.64 each week.  **The maximum council tax support you could get**  Your council tax liability for the year is £818.62 which for this period is £15.70 each week.  The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.  **Your Total Weekly Council Tax Support**  A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.  As you are receiving income support, I can pay you your maximum council tax support of £12.64 each week.  Page 4 of 4 |
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I have decided that your benefit is now as follows:  **£12.60 per week from 01/04/2014 How You Will Be Paid**  **£657.11 council tax** support has been paid to your council tax account. The total amount of council tax support for **2014/15 is £657.11.**  You will receive a council tax bill dated 14th March **2014**that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.  Right of Appeal for Housing Benefit  If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.  You can:   1. Ask us to explain our decision (by phoning 020 8379 1000) 2. Write and ask us to reconsider 3. Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.   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.  If you disagree with a Local Council Tax Support Scheme decision  Page 1 of 4  **39**  If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However, you can still:  Ask us to explain our decision (by phoning 020 8379 1000)  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:   1. You start working or you earn more or less money 2. Your benefits/tax credits change or are stopped 3. You move home 4. Your rent changes 5. You go to stay with friends, family or go into hospital for more than 2 weeks 6. You become a student or stop being a student 7. Anyone comes to live with you or someone moves out 8. Your savings change 9. Your child leaves school or other education 10. You have a baby 11. Someone dies 12. Any other change which may affect your entitlement to benefit 13. 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  Online  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 (8am-6pm)  Post - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW in person  John Wilkes House, 79 High Street, Ponders End, Enfield EN3 4EN (9am-4pm)  Drop in documents any time between opening hours or see an advisor by booking an  Page 2 of 4  **40**  appointment on 0208 379 6023 lines open between 08:30 -16:30  Civic Centre, Silver Street, Enfield, EN1 3XW  (9am-4pm)  Drop in documents any time between opening hours or see an advisor by booking an appointment on 0208 379 6023 lines open between 08:30 -16:30  Edmonton Centre, ground floor, 36-44 South Mall, Edmonton, N9 0TN (8:30am-5pm)  Drop in documents only at this office  For further details on how to contact us please visit [www.enfield.gov.uk/revscontact](http://www.enfield.gov.uk/revscontact) Pension Service Enquiries  If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ  Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)  Yours sincerely  Page 3 of 4  **41**  Claim reference: 1623514  NI reference: JH653811D  **How Your Housing Benefit Has Been Worked Out for the period**  From 07/04/**2014** your Housing Benefit will be £90.65 each week.  The rent you are charged each week is £96.66.  Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:  Actual amount for Ineligible Water **£6.01**  **Total deductions for services £6.01**  The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £96.66 must be reduced by £6.01, to £90.65 each week. This is your maximum eligible rent.  The maximum Housing Benefit you can get is £90.65 each week. This figure is used when working out 'your total weekly Housing Benefit'.  **Your Total Weekly Housing Benefit**  As you are receiving Income Support, I can pay the maximum Housing Benefit of £90.65 each week.  **How Your Council Tax Support Has Been Worked Out**  Based on your circumstances I have decided to assess your claim using the Working Age scheme.  From 01/04/**2014**, your council tax support is £12.60 each week.  **The maximum council tax support you could get**  Your council tax liability for the year is £816.28 which for this period is £15.65 each week.  The maximum council tax support you could get is therefore £15.65 each week. This figure is used when working out 'your total weekly council tax support'.  **Your Total Weekly Council Tax Support**  A reduction of the maximum council tax support of £15.65 that you could get each week must be reduced by £3.05, to £12.60.  As you are receiving income support, I can pay you your maximum council tax support of £12.60 each week.  Page 4 of 4 |
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