

Merton Council

Housing Benefit and Council Tax Benefit appeals form

Fill in this form and bring it to Merton Link, Ground Floor, Civic Centre Morden, SM4 5DX, or post it to us at Merton Benefits Service, PO Box 610, London Road, Morden, Surrey, SM4 5ZT.



Fill in this form if you do not agree with the decision we have made about your Housing Benefit or Council Tax Benefit claim

1 What would you like us to do? (Please tick the box for option A or option B.)

Option A

Look at our decision again.

Or

Option B

Send your case to an independent tribunal

(If you ask for option A you can still ask for option B at a later date, if you still disagree with our decision.)

2 Who is making the appeal?

Full name of the person claiming Housing Benefit or Council Tax Benefit

Housing Benefit or Council Tax Benefit case reference number

National Insurance (NI) number

(You can get this from your NI number card, payslips, tax papers or letters from the Department for Work and Pensions or H M Revenue & Customs.)

Address and postcode of the person claiming Housing Benefit or Council Tax Benefit

Are you:

- the person claiming Housing Benefit or Council Tax Benefit as shown above? Yes No If yes, go to section 3.
- the landlord? Yes No If yes, please give your name and address below.
- someone else affected by the decision? Yes No If yes, please give your name and address below.

Full name

Address and postcode

3 Is anyone helping you with your appeal?

Have you arranged for someone to help you with your appeal? (Tick the box that applies.)
If yes, please tell us the following:

Yes No

Their full name

Their address and postcode

Sign this box to confirm that this person will act for you.

Please tell us your phone number. We might need to ask you for further information and it will help us to deal with your case more quickly if we can phone you rather than write to you.

Home phone number:

Mobile phone number:

4a About the decision

What was the decision about?

Housing Benefit Council Tax Benefit Both

Please tell us, in the box below, what the decision is that you disagree with. You do not have to give your reasons here. You can explain why you disagree in part 5.

Please be as clear as possible about the decision you disagree with. The following are examples of what to say.

- I do not agree with your decision not to backdate my claim for the period 1 January 2009 to 31 March 2009.
- I do not agree that you have overpaid me Housing Benefit of £450 for the period 14 April 2009 to 4 May 2009.
- I do not agree with the income you have used to assess my claim from 25 August 2008.

What is the date at the top of the letter about the decision?
(day/month/year)

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4b Is the date you have written above more than one month ago?

No Go to section 6.

Yes Go to section 5.

5 Late appeals

You should ask for the decision to be looked at again within one month. If you have answered yes to question 4b please explain in the box below why your appeal has been delayed. (If you do not give a reason for delaying your appeal, we may not be able to look at your case.)

6 Why do you disagree with the decision we have made?

- You must say **why** you think the decision is wrong. It is not enough to say 'I do not agree with the decision' or 'The money is not enough'.
- If you disagree with more than one decision, you must say why you do not agree with each one.

7 Your signature

Please sign here, or ask the person who will act for you to sign here.

Date (day/month/year)

/ /

What to do now

- Make sure you have filled in all parts of this form and that you have signed it.
- Bring or post the filled in form to us. The address is on the front and back pages of this form.

When you have filled in the form, please bring it to Merton Link, Ground Floor, Civic Centre, Morden, SM4 5DX or post it to us at Merton Benefits Service, PO Box 610, London Road, Morden, Surrey, SM4 5ZT.

Please make sure you include any extra evidence that you would like us to consider when we look at your claim again.

If you do not understand how we made our decision

If you are having difficulty filling in this form because you do not understand how we worked out your benefit, or you would like a more detailed explanation of our decision, you can phone us, write to us, or visit our office. You must do this straight away because you are only allowed one month from the date on your decision letter to appeal against the decision.

- Phone us on: 020 8274 4903
- Write to us at: Merton Benefits Service, PO Box 610, London Road, Morden, Surrey, SM4 5ZT
- Visit us at: Merton Link, Ground Floor, Civic Centre, London Road, Morden, Surrey, SM 5DX

You can also ask for a written 'statement of reasons' about how we made our decision. If you do this within the one-month time limit, we will extend the time limit to take into account how long it takes us to send you the statement of reasons.

The Tribunals Service

Decisions that cannot be changed

Although we can look at most decisions again, there are some decisions that the Tribunals Service cannot change and you cannot appeal against 'out-of-jurisdiction' appeals. These are mainly administrative decisions, such as how we pay you your benefit and how often we pay it. **The Tribunals Service cannot change any decision made by the Rent Officer, such as a decision to limit the level of rent we use to assess your Housing Benefit claim or the amount of Local Housing Allowance that they have set.**

However, even if we believe that the Tribunals Service cannot change a decision, we will still send the relevant papers to them and they will tell you whether or not they can look at the case, or refer it to someone who may be able to help.

