

If your appeal is late and the council do not accept your reasons for the delay your case will still be passed to the Tribunals Service for consideration.

## The Tribunals Service

If your appeal is passed to the Tribunals Service you will be sent a copy of the council's submission explaining why it has made the decision. You will also get a form, called a TAS1, asking you if you want your appeal to be dealt with:

- in writing
- by attending in person.

You have 14 days to return your TAS1. If you do not return it the Tribunals Service may not look at your appeal.

You have the right to take a representative to the hearing with you. If your case goes to a tribunal hearing you should try to attend. This is because you will have a better chance of success if you are at the hearing.

The tribunal will tell you its decision in writing.

## Further Information

- Look at our web page: [www.merton.gov.uk/benefits/hb-ctb](http://www.merton.gov.uk/benefits/hb-ctb)
- Phone us: on 020 8274 4903; or
- Visit us at: Merton Link, ground floor Civic Centre, London Road, Morden SM4 5DX; or
- Email us at: [Housing.Benefits@merton.gov.uk](mailto:Housing.Benefits@merton.gov.uk)
- Tribunal Service, Copthall House, 9 Pavement Walk, Grove Road, Sutton SM1 1DA

## Translation

Albanian	Nese deshironi me shume informacion ne gjuhen tuaj, ju lutemi te na kontaktoni ne adresen e dhene ne kutine me poshte.
Arabic	إذا أردت معلومات إضافية بلغتك الأصلية الرجاء الاتصال بنا في العنوان المذكور ضمن الإطار أدناه.
Bengali	যদি আপনার নিজের ভাষায় লেখা আরও তথ্য চান তাহলে দয়া করে আমাদের সঙ্গে যোগাযোগ করুন, তারপর বক্সে আমাদের ঠিকানা রয়েছে।
Chinese	如果你需要用中文印成的資料，請按低端方格內提供的地址與我們聯繫。
Farsi	اگر مایل به اطلاعات بیشتر به زبان خود هستید، لطفاً با ما از طریق آدرس زیر تماس بگیرید.
French	Pour tout renseignement complémentaire dans votre propre langue, veuillez nous contacter à l'adresse figurant dans l'encadré du bas.
Polish	Jeśli życzy sobie Pan/i więcej informacji w swoim języku, proszę się z nami skontaktować pod adresem podanym w dolnej ramce.
Punjabi	ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿਚ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਹਿੱਸਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਖਾਨੇ ਵਿਚ ਚਿੱਠੀ ਪੜੇ 'ਤੇ ਸਾਡੇ ਠਾਣ ਸੰਪਰਕ ਕਰੋ।
Somali	Hadii aad u baahan tahay faahfaahin intaa kabadan oo ku soobsan afkaaka hooyo ama Af Somali fadlan lana soo xiira cinwaanka hoos ku qoran.
Spanish	Si usted desea más información en su propia lengua, por favor contáctenos en la dirección al pie del formato.
Tamil	உங்கள் மொழியில் மேலதிக தகவலைப் பெற விரும்கினால், அடியிலுள்ள பெட்டிக்குள் தரப்பட்டிருக்கின்ற விவரத்தில் எங்குடன் தொடர்பு கொள்ளுங்கள்.
Urdu	اگر آپ اپنی زبان میں مزید معلومات حاصل کرنا چاہتے ہیں تو براہ کرم ہم سے اسی پتے پر رابطہ قائم کریں جو کہ نیچے کے کبکس میں درج ہے۔

REF: 052683

## What to do if you disagree with your Housing Benefit or Council Tax Benefit decision



- Asking for an explanation
- Disagreeing with a decision about your benefit
- Appealing against a decision about your benefit

## Do you understand our decision?

We want to be sure you are getting the right amount of benefit. When we have worked out your benefit, we will send you a *decision letter*. This letter will show the information we have used to work out your benefit. You should check this letter carefully. If you do not understand our decision letter or want to know more, you should get in touch with us and ask us to explain it. You can ask for more information about a decision or a more detailed explanation by:

- phone,
- letter,
- email, or
- visiting our offices.

You also have the right to ask for a full written statement of reasons explaining what we have done. If you want a full statement of reasons you have to ask for this by writing to us within one calendar month of the date on our *decision letter*.

If you ask us for more information after this time, we will still explain our decision to you but we may not be able to look at the decision again if you later decide we have made a mistake.

## Do you think our decision is wrong?

As soon as you get our *decision letter* you may think we have made a mistake. You can ask for more information before deciding we have made a mistake but do not have to. If you think we have made a mistake you can ask us to:

- look at our decision again
- pass your case to an independent tribunal that is run by the Tribunals Service by appealing against the decision.

If you want us to look at our decision again, or if you want to appeal you must write and tell us why you think our decision is wrong.

We must get your letter within one calendar month of the date in the decision letter.

If we give you a full statement of reasons you have one calendar month from the date of the original *decision letter* plus the time we took to send you the statement of reasons to decide if you think our benefit decision is wrong.

If you ask us to look at a decision again more than one month after the date of the *decision letter* you should tell us why you did not write to us earlier.

## What happens next?

We will check your claim thoroughly and take account of any more information you have given us in your letter. We may even contact you to ask for more information. We could then:

- change our decision and pay you more benefit,
- change our decision and pay you less benefit, or
- decide not to change our decision.

We will write to you and let you know what we have decided.

If you asked us to look at your case again and you are still not happy with our decision you can still appeal and we will pass your case to the Tribunals Service. You must do this in writing within one calendar month of the date on our *decision letter* telling you our decision after our thorough check of your claim.

If you appealed we will pass your case to the Tribunals Service. We will do this if we have not changed our decision or if we have changed our decision and are paying you less benefit.