

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. If you bring it in, ask for the drop off box.

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, write to our office. For Housing Benefit decisions, 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; or
- write to us at: Merton Benefits Service, PO Box 610, London Road, Morden, Surrey, SM4 5ZT; or
- phone us to make an appointment to visit us at: Merton Link, Ground Floor, Civic Centre, London Road, Morden, Surrey, SM4 5DX.

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

### Her Majesty's Courts and Tribunals Service for Housing Benefit appeals

#### Decisions that cannot change

Although we can look at most decisions again, there are some decisions that HM Courts and 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.

**HM Courts and 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 HM Courts and 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.

### The Valuation Tribunal for England for Council Tax Support appeals

The Valuation Tribunal for England (VTE) can look at appeals on decisions concerning:

- The miscalculation of your Council Tax Support award; or
- Misapplied use of the rules of our local Council Tax Support scheme.

Please note that if you decide to appeal to the VTE, you must do so:

- Within two months of our new decision; or
- If we have failed to look at your dispute in two months, you have four months from the date you delivered your original dispute letter to us.

If you are appealing against decisions for both Housing Benefit and Council Tax Support on the same issue, the VTE will ask you to confirm this. They will make arrangements to consult with HM Courts and Tribunals. Either may delay making their decision pending the outcome of the other tribunal, in order to arrive at similar decisions.



## Merton Council

### Housing Benefit and Council Tax Support appeals form

Fill in this form and drop it off at 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 Support

Please note that the reconsideration and appeals process is different for Council Tax Support decisions compared to Housing Benefit decisions. For more information about this read our leaflet What to do if you disagree with your Housing Benefit or Council Tax Support decision.

#### Part 1 What would you like us to do? (Please tick the boxes for option A, B or C.)

<b>Option A</b> Look at our decision on your Housing Benefit again	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>Option B</b> Send your Housing Benefit case to an independent tribunal	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(Please note if you ask for option A you can still ask for option B at a later date, if you still disagree with our decision)		
<b>Option C</b> Look at our decision on your Council Tax Support again	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(Please note if you ask for option C you can still appeal to the Valuation Tribunal at a later date, if you still disagree with our new decision, or we have not looked at your Council Tax Support dispute in two months)		

#### Part 2 Who is making the appeal?

Full name of the person claiming Housing Benefit or Council Tax Support		
Housing Benefit or Council Tax Support case reference number		
National Insurance (NI) number <small>(You can get this from your NI number card, payslips, tax papers or letters from the Department for Work and Pensions or Her Majesty's Revenue and Customs.)</small>		
Address and postcode of the person claiming Housing Benefit or Council Tax Support		
Please tell us your phone number. We might need to ask you for further information. It will help us to deal with your case more quickly if we can phone you rather than writing to you.		
Home phone number:	Mobile phone number:	
Are you:		
The person claiming Housing Benefit or Council Tax Support as shown above?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, go to Section 3
The landlord or the landlord's agent?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, go to Section 3
Someone else affected by the decision?	Yes <input type="checkbox"/> No <input type="checkbox"/>	If Yes, give you name and address below
Full name if you are a landlord, landlord's agent or someone else affected by the decision		
Full address and postcode if you are a landlord, landlord's agent or someone else affected by the decision		

Part 3 Is anyone helping you with your dispute or appeal?	
Have you arranged for someone to help you with your appeal? (Tick the box that applies.)	Yes <input type="checkbox"/> No <input type="checkbox"/>
Their full name	
Their address and postcode	
Sign this box to confirm that this person will act for you.	
Please tell us their phone number. We might need to ask you for further information. It will help us to deal with your case more quickly if we can phone you rather than writing to you.	
Home phone number:	Mobile phone number:
Part 4a About the decision	
What was the decision about?	Housing Benefit <input type="checkbox"/> Council Tax Support <input type="checkbox"/> Both <input type="checkbox"/>
<p><b>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 have the opportunity to explain why you disagree in Part 6.</b></p> <p>Please be as clear as possible about the decision you disagree with. The following are examples of what to say.</p> <ul style="list-style-type: none"> <li>I do not agree with your decision not to backdate my claim for the period 1 August 2012 to 31 January 2013.</li> <li>I do not agree with the non dependant deduction you have made from 21 January 2013.</li> <li>I do not agree that you have overpaid me Housing Benefit of £450.00 for the period 7 January 2013 to 17 February 2013.</li> <li>I do not agree with the income you have used to assess my claim from 4 February 2013.</li> </ul>	
<p>What is the date at the top of the letter about the decision? (day/month/year)</p> <input type="text"/> / <input type="text"/> / <input type="text"/>	
Part 4b Late requests for a reconsideration or appeal of our Housing Benefit decision	
If you are appealing about a Housing Benefit decision, is the date you have written above, more than one month ago?	No <input type="checkbox"/> Go to Part 6.
If you are only disputing our Council Tax Support decision go to Part 6.	Yes <input type="checkbox"/> Go to Part 5.

Part 5 Late Housing Benefit appeals	
<p>You should ask for the decision to be looked at again within one month. If you have answered 'yes' to question 4b above, 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).</p>	
<p><b>Part 6 Why do you disagree with the decision we have made?</b></p> <ul style="list-style-type: none"> <li>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'.</li> <li>If you disagree with more than one decision, you must say why you do not agree with each one.</li> </ul> <p>If you do not give us full reasons or an explanation why you do not agree with the decision, we may not be able to process your request for a reconsideration or appeal or it may cause a delay in making a decision". Please attach a separate page with your Housing Benefit or Council Tax Support case reference on it, if you need more space.</p>	
Part 7 Your signature	
<b>Please sign here, or ask the person who will act for you to sign here.</b>	
Date (day/month/year)	<input type="text"/> / <input type="text"/> / <input type="text"/>
<p>What to do now</p> <ul style="list-style-type: none"> <li>Make sure you have filled in all parts of this form and have signed it.</li> <li>Bring or post the completed form to us. The address is on the front and back pages of this form. If you bring this form in there is a drop off box at Merton Link.</li> </ul>	