

Direction of Chief Executive regarding Electronic Communications for Housing Benefit, Council Tax Support, Discretionary Housing Payment, Council Tax Hardship Payment

Under the Housing Benefit (Electronic Communications) Order 2006 and Paragraph 11 of Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, and in accordance with:

- Schedule 11 of the Housing Benefit Regulations 2006
- Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- West Oxfordshire District Council's Council Tax Support Scheme
- The Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012

West Oxfordshire District Council (the Authority) hereby makes the following directions:

1. A person who, in accordance with the above Regulations makes a claim for Housing Benefit, Council Tax Support, Discretionary Housing Payments or Council Tax Hardship Payments is authorised to do so by an electronic communication, provided that the person uses the method approved by the Authority in relation to the claim.
2. The methods and forms set out, at the time of, and for the purposes of, the delivery of such a claim as referred to in paragraph 1, on the Authority's website are respectively:
 - a) The methods approved by the Authority for:
 - i. Authenticating the identity of the person making the claim. The person must clearly state their full name and postal address.
 - ii. Submitting the claim. The person will be responsible for the validity and accuracy of any new claim submitted.
 - iii. Authenticating the claim. The person must keep a record of any claim submitted in case of query.
 - iv. The method of electronic communication. Any claim that does not conform to any of the relevant standards will be invalid. Any claim that does conform to the approved method but is not accepted by the Authority's official computer system will not be regarded as having been delivered.
 - b) The form approved by the Authority in which the claim is to be delivered.

New Claims

- By completing the relevant electronic form on the Authority's website www.westoxon.gov.uk.

Changes in Circumstances

- By completing the relevant electronic form on the Authority's website www.westoxon.gov.uk.

Discretionary Housing Payments

- By completing the relevant electronic form on the Authority's website www.westoxon.gov.uk.

Council Tax Hardship Payments

- By completing the relevant electronic form on the Authority's website www.westoxon.gov.uk.

It should be noted that although new claims, changes of circumstances, Discretionary Housing Payment and Council Tax Hardship Payment applications can be made electronically there will be a requirement to provide additional information and documentation in certain circumstances.

The Authority will not be held responsible for the non-receipt of any claim, changes of circumstances or other documentation.

This direction may be withdrawn or amended at any time by the issue of a further direction.

Signed by



Giles Hughes
Chief Executive
West Oxfordshire District Council
Date: 2 March 2023