

# Housing Benefit and Council Tax Benefit

## General Information Bulletin

Department for Work and Pensions, 1<sup>st</sup> Floor, Caxton House, Tothill Street, London, SW1H 9NA  
<http://www.dwp.gov.uk/housingbenefit/>

**HB/CTB G18/2009**

**21 October 2009**

<b>Contact</b>	Queries about the <ul style="list-style-type: none"><li>• <b>technical content of this bulletin</b>, contact details are given at the end of each article</li><li>• <b>distribution of this bulletin</b>, contact Corporate Document Services Ltd Orderline<ul style="list-style-type: none"><li>- Email: <a href="mailto:orderline@cds.co.uk">orderline@cds.co.uk</a></li></ul></li><li>• <b>bulletin in general</b>, contact Kath Murphy<ul style="list-style-type: none"><li>- Email: <a href="mailto:Kath.Murphy@dwp.gsi.gov.uk">Kath.Murphy@dwp.gsi.gov.uk</a></li></ul></li></ul>
<b>Who should read</b>	All Housing Benefit (HB) and Council Tax Benefit (CTB) staff
<b>Action</b>	For information

### Contents

**page**

HB/CTB electronic claims .....	2
Statutory Instruments.....	2
What's new on the web.....	3
HB/CTB Circulars issued recently .....	3

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## HB/CTB electronic claims

- 1 LAs are reminded that guidance explaining how claims, amendments and change of circumstance notifications may be made electronically is contained in circular HB/CTB A18/2006. In particular, attention is drawn to the need for the LA Chief Executive to authorise electronic communications by means of a Direction. The Direction should set out which areas of business the LA has e-enabled (claims, amendments or change notifications), and it should be made available to the public, for example on the LA website.
- 2 LAs are reminded that electronic claims or notifications made outside the Chief Executive's Direction are not legally valid and this may impact on any subsidy payments.
- 3 For the avoidance of doubt, electronic claiming occurs when a claim is partially or wholly completed and submitted on line or through other electronic means. Signatures are not mandatory although the LA will need to consider how it intends to validate the claim. The Direction should include details of the method used to authenticate the identity of the customer submitting the claim.

## Queries

- 4 If you have any queries or need further assistance with procedures for accepting electronic claims or notifications, please contact

Eugene Okonkwo  
Claims & Payments  
Housing Benefit Strategy Division  
Email: <mailto:hb-ctb.claimsandpayments@dwp.gsi.gov.uk>

## Statutory Instruments

- 5 The following Statutory Instruments (SIs) have now been laid
  - 2009 No.2687, The Welfare Reform Act (Relevant Enactment) (Wales) Order 2009, coming into force 9 November 2009
  - 2009 No.2710, The Social Security (Flexible New Deal) (No.2) Regulations 2009, coming into force 2 November 2009
  - 2009 No.2715, The Pensions Act 2007 (Supplementary Provision) Order 2009, coming into force 2 April 2010
- 6 Copies of SIs can now be downloaded from DWP's own website <http://www.dwp.gov.uk/publications/specialist-guides/law-volumes/the-law-relating-to-social-security/> and the website of the Office of Publication Information <http://www.opsi.gov.uk/stat.htm>

## What's new on the web

7 The following items can be found on the website link shown

Document Type	Subject	Link
HB/CTB Bulletin G17/2009	Amendment to the Rent Officers Order  Improving online services for DWP customers  CIS/EAS Implementation Project update  Statutory Instruments	<a href="http://www.dwp.gov.uk/docs/g17-2009.pdf">http://www.dwp.gov.uk/docs/g17-2009.pdf</a>
HB/CTB Circular S5/2009	Delayed announcement of HB/CTB Administration Subsidy arrangements for 2010/11	<a href="http://www.dwp.gov.uk/docs/s5-2009.pdf">http://www.dwp.gov.uk/docs/s5-2009.pdf</a>
HB Direct issue 94 October 2009	Newsletter	<a href="http://www.dwp.gov.uk/docs/issue-94-oct-2009.pdf">http://www.dwp.gov.uk/docs/issue-94-oct-2009.pdf</a>
HB Direct Fraud and Error supplement	Newsletter	<a href="http://www.dwp.gov.uk/docs/fraud-and-error-special-supp-oct09.pdf">http://www.dwp.gov.uk/docs/fraud-and-error-special-supp-oct09.pdf</a>
moredirect October 09	Magazine	<a href="http://www.dwp.gov.uk/docs/moredirect-oct09.pdf">http://www.dwp.gov.uk/docs/moredirect-oct09.pdf</a>
EAS CIS Implementation Project FAQs	Guidance document	<a href="http://www.dwp.gov.uk/docs/eas-cis-faqs-sept09.pdf">http://www.dwp.gov.uk/docs/eas-cis-faqs-sept09.pdf</a>

## HB/CTB Circulars issued recently

8 The following HB/CTB Circulars have been issued recently

HB/CTB Circular A18/2009