

Back page of the Notification

What do I need to do now?

It is your responsibility to tell us if anything is incorrect.

- If we have made a mistake we will put it right immediately.
- If you disagree with the amounts used you must tell us, in writing, within one month of the date of the letter, what you disagree with, why you disagree and what action you would like us to take.

If you contact us outside a month to tell us the **amounts are too high** the law allows us to only correct the claim from when you contact us. You could potentially lose out on benefit you are entitled too.

If you contact outside a month to tell us **amounts are too low** we will correct the claim all the way back and an overpayment may occur. You will be expected to pay the overpayment back as the Benefit Decision Notice informed you of your responsibility to tell us.

Important Information

Please read the notes below. If you have any queries you can telephone us on 01792 635353, email us at benefits@swansea.gov.uk or write to us at the address overleaf.

What do I need to do now?

You must check this letter carefully to make sure everything is correct. You must tell us if you think anything is wrong or missing, such as items of income or people in your home.

If you want to know more about this decision you can ask for an explanation or a written statement of reasons within one calendar month of the date of this letter.

If you think the decision is wrong you can ask us to look at it again and / or appeal. To do so you must write to us within one calendar month of the date of this letter stating which decision(s) you disagree with and why you disagree. You must sign this letter yourself. An information leaflet explaining how to dispute or appeal a decision is available on request.

How and when will my Housing Benefit be paid?

Council tenants: your benefit will be paid to your rent account.

Private tenants: your benefit will be paid into your bank account or by crossed cheque at two or four weekly intervals. If we have agreed to pay your landlord directly this will be paid every 4 weeks.

What if my circumstances change?

You must tell us straight away about any changes that might affect your Housing Benefit, in writing, to the Benefits Section, City and County of Swansea, Civic Centre, Oystermouth Road, Swansea, SA1 3SN or by email to benefits@swansea.gov.uk.

The following are examples of changes of circumstances that everyone must report promptly to the benefit section:

- You and / or your partner are in receipt of, become entitled to, or have a change in Universal Credit (UC)
- You change your address (this includes moving room within a shared house)
- The number of people living with you (including any joint tenants and any people that live with them) changes
- You, your partner or someone else in your household starts or finishes work or has a change in their income or savings
- Any of your children leave school
- Any changes to your tax credits
- You leave your address at all (e.g. you go on holiday or into hospital)
- You and / or your partner go into prison
- If you are not a council tenant and the rent you have to pay changes
- You decide to stay permanently in residential care or a nursing home
- Your landlord or the owner of the property you rent becomes responsible for any of your children
- You become a student

If you do not receive Pension Credit you must also tell us

- About any change to your or your partner's income and / or savings which include investments, property and land.
- If you and / or your partner stop receiving Income Support, Job Seeker's Allowance, Employment and Support Allowance or UC – you must not rely on the Department for Work and Pensions or the Job Centre to tell us

If you are receiving Savings Pension Credit you must tell us

- If your savings go over £16,000 (this includes stocks, shares, bonds and the value of any land or property, other than the home, that you live in)

Please note that the above list is not exhaustive. If any circumstances not listed above change please contact the Benefits Section.

It is a criminal offence:

- To knowingly fail to tell us promptly, in writing, about any changes in your circumstances that might affect the amount of Housing Benefit you are paid
- To make a false statement to obtain Housing Benefit.

Help us stop fraud

We want to make sure that people who are entitled to Housing Benefit get the help they need and that those who abuse the systems are stopped from doing so. If you think someone is wrongly claiming any benefit or a Council Tax Reduction let us know by telephoning 0800 854 440 or by reporting it on-line at www.gov.uk/report-benefit-fraud. All reports are dealt with in confidence.

For information about how we use your personal data, please visit www.swansea.gov.uk/RevsandBenspersonalinfo

What if my circumstances change?

If at any point your circumstances change you must tell us immediately.

If you contact us outside a month to tell us of a change in circumstances that will result in you **receiving more benefit** the law allows us to only correct the claim from when you contact us. You could potentially lose out on benefit you are entitled too.

If you contact us outside a month about a change in circumstances which results in you **receiving less benefit** we will correct the claim all the way back and an overpayment will occur. You will be expected to pay the overpayment back as the Benefit Decision Notice informed you of your responsibility to tell us.