



DIRECTION OF SIR HOWARD BERNSTEIN ON ELECTRONIC COMMUNICATIONS FOR HOUSING BENEFIT, COUNCIL TAX BENEFIT AND COUNCIL TAX SUPPORT

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
- Schedule 9 of Council Tax Benefit Regulations 2006,
- Schedule 8 of the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
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- Manchester City Council's Council Tax Support Scheme (which for the elderly adopts Part 4 of Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements)(England) Regulations 2012 and for people of working age adopts Part 4 of Schedule 1 of the scheme set out in the Schedule to the Council Tax Reduction Schemes (Default Scheme)(England) Regulations 2012)
- Schedule 7 of Council Tax Reduction Schemes (Prescribed Requirements)(England) Regulations 2012

Manchester City Council (“the Authority”) hereby makes the following directions-

1. An individual who, in accordance with the above regulations, makes a claim for Housing Benefit, Council Tax Support or Council Tax Benefit is authorised to do so by an electronic communication, provided that the individual uses the method approved by the Authority in relation to the claim.
2. The methods and form 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:
 - Submitting a new claim
 - Submitting a change of circumstances
 - Authenticating the claim
 - Authenticating the identity of the person claiming
 - The method of electronic communication

(b) The form approved by the authority in which the claim is delivered

i) New Claims

- via the Authority’s approved electronic form

ii) Changes in Circumstances

- via the Authority’s approved electronic change of circumstances form



**MANCHESTER
CITY COUNCIL**

It should be noted that although new claims and changes in circumstances can be made electronically there will be a requirement to provide additional information and documentation in certain circumstances.

The claimant will be responsible for the validity and accuracy of any statement made.

iii) **Submitting a Claim or Notification**

The authority will not be held responsible for the non receipt of any claim or notification. Claimants are advised to keep records of any claim or change in circumstances submitted in case of query

Signed By

Sir Howard Bernstein

A handwritten signature in black ink, appearing to read 'Howard Bernstein', written over a vertical line.

Chief Executive

Date

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08/July/14