

**DIRECTION OF HELEN BAILEY, CHIEF EXECUTIVE OF THE LONDON BOROUGH OF SUTTON,
UNDER THE HOUSING BENEFIT AND COUNCIL
TAX BENEFIT {ELECTRONIC COMMUNICATIONS) (MISCELLANEOUS
BENEFITS) ORDER 2006**

The London Borough of Sutton, ('the Authority'), in accordance with;

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006, and
- Paragraph 2 of Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
- Paragraph 18(3) of The Council Tax Reduction Scheme (London Borough of Sutton) 2018, and
- Paragraph 11(3) of Schedule 7 to The Council Tax Reduction Scheme (Pensioners) (London Borough of Sutton) 2013

hereby makes the following directions:

- (1) Provided it is done so in an approved manner any individual may use an electronic communication in the following circumstances;
 - (a) to make a new claim for Housing Benefit, or an application for a Council Tax Reduction,
 - (b) to amend an existing claim for Housing Benefit or application for a Council Tax Reduction, and
 - (c) to disclose a change in circumstances in regard to an existing award of Housing Benefit or a Council Tax Reduction.

- (2) The methods approved by the Authority for using electronic communication are as follows;
 - (a) Making either a claim for Housing Benefit or an application for Council Tax Reduction using the Authority's designated software (Northgate Citizen's Access Benefits) provided via its website.
 - (b) Submitting a change in circumstances using the Authority's designated software (Northgate Citizen's Access Benefits) provided via its website.
 - (c) Any electronic communication must be either by an email sent to housingbenefits@sutton.gov.uk, or in manner as directed by the Authority's website.
 - (d) Any person sending an electronic communication to the Authority must clearly state their name, full postal address and claim number where appropriate. Any communication where the Authority is unable to authenticate the identity of the sender shall be deemed invalidly made.

Signed by



Helen Bailey
Chief Executive