

Housing Benefit - Electronic Communication

Direction of Peter Grimwood, Chief Executive of Fareham Borough Council, under the Housing Benefit (Electronic Communications) Order 2006

Fareham Borough Council, in accordance with paragraph 2 of:

- Schedule 11 to the Housing Benefit Regulations 2006,
- Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age to state pension credit) Regulations 2006,

hereby makes the following directions:

1. Provided an approved method is used, electronic communication may be used in the following circumstances:
 - a. Making a claim for Housing Benefit
 - b. Amending a claim for Housing Benefit, and
 - c. Notifying a change in circumstance for a Housing Benefit claim.
2. The approved methods for using electronic communication are as follows:
 - a. The claim form used must be that which is on the website (www.fareham.gov.uk).
 - b. The form must be completed in accordance with the instructions set out on the website.
 - c. Any electronic communications must be sent to benefits@fareham.gov.uk or as directed on the website.
 - d. Any person sending an electronic communication to the Council must clearly state their full name, postal address and claim number where appropriate. Any communication where the Council is unable to authenticate the identity of the sender shall be deemed invalidly made.

Signed by

Date 1 February 2013



Peter Grimwood