

|  |  |  |
| --- | --- | --- |
|  | **Direct line:** | (0115) 9013970 |
| **Email:** | Housingbenefits@geding.gov.uk |
|  |  |
| **Your ref:** |  |
| **Date:** |  |

**Request to look again at my claim for Housing Benefit and/or Council Tax Reduction**

(You must return this form within one month of the date on your benefit decision letter)

Please tell us what you want us to do by ticking box 1, 2 or 3 below. **Please tick ONE box only.**

Box 1 **I want you to explain the decision** – you would like an explanation as to how we made the decision. We may be able to change our decision at this stage

Box 2 **I want you to review the decision** – you think we have made a mistake or we have not taken everything into account, you can ask for us to look at the decision again.

Box 3 **I want to appeal against the decision** –**You should ask for an explanation or a review before requesting an appeal as your dispute may be resolved at an earlier stage.**

If you have arranged for someone to help you please give their name and address here:

Name:

Address:

Please sign here ifyou wish to authorise this person to act for you:

Please use the space overleaf to say what you want us to explain or why you disagree with the decision. If you need more space, please use another sheet of paper. You must say why you think the decision is wrong. It is not enough to say, “I do not agree with the decision” or “I need more money”.

Please include as much information as possible:

* If you have proof to support what you are telling us, please provide this.
* If you do not agree with more than one decision, you must say why you do not agree with each one.
* If you are giving us this information more than one month after the decision was made, you must tell us why you did not tell us earlier

Please write the date from the top of your decision letter in this box:

|  |
| --- |
|  |

**Your Signature:**

Please make sure you have filled in all parts of this form and signed and dated it.

Your signature: Date:

Your telephone number:

**What we will do**

If you wish us to explain or review a decision, we will write to you with an explanation or notify you of the decision of our review.

If you make an appeal, we will check how we have worked out your benefit and correct any mistakes before processing considering it. If this means:

* We can pay you more benefit we will let you know and we will not send your appeal to The Tribunal Service. The letter telling you of our new decision will give you new appeal rights;
* We change our decision but still do not pay you any more benefit, we will ask you whether you agree with the new decision. If you do not reply or you tell us you disagree but we still do not change your benefit, your appeal will continue but against the new decision. When we send the case to The Tribunal Service we will send you a copy of the information we send;
* We do not change our decision we will send your appeal to The Tribunal Service.