



Direction of Director regarding Electronic Communications for Housing Benefit, Council Tax Reduction, Discretionary Housing Payments

Direction of Jane Hartnell Director of Corporate Services and Governance of Hastings Borough Council, under the Housing Benefit (Electronic Communications) Order 2006 and Paragraph 11 of Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements) (England) 2012

Hastings Borough Council, (the Authority) in accordance with paragraph 2 of Schedule 11 to the Housing Benefit regulations 2006, paragraph 2 of Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006, Section 101-106a of Hastings Borough Council's Council Tax Reduction Scheme 2016 hereby makes the following directions:

1. A person who, in accordance with the above Regulations makes a claim for Housing Benefit, Council Tax Reduction or Discretionary Housing Payments is authorised to do so by electronic communication, provided that the person used the method approved by the Authority in relation to the claim.
2. A person who, in accordance with the above Regulations has had a change in their circumstances affecting their Housing Benefit, Council Tax Reduction or Discretionary Housing Payment is authorised to do so by electronic communications, provided that the individual uses the methods approved by the Authority in relation to the change
3. The methods and forms set out, at the time of, and for the purpose of, the delivery of such a claim as referred to in paragraphs 1 to 2, as provided on the Authority's website, are respectively:
 - a. The methods approved by the Authority for:
 - i. Authenticating the identity of the person making the claim or application, or providing evidence or information;
 - ii. Submitting the claim, application, evidence or information. The person will be responsible for the validity and accuracy of any details submitted;

- iii. Authenticating any claim, application, evidence or information. The person must keep record of any details submitted in case of query; and
- iv. The method of electronic communication. Any claim, application, evidence or information submitted that does not conform to any of the relevant standards will be invalid, or does conform to the approved method but is not acceptable by the Authority's official computer system will not be regarded as having been delivered.

- b. The form approved by the Authority in which the claim, application, evidence or information is to be delivered

It should be noted that the Authority will not be held responsible for the non-receipt of any claim, application, evidence or information.

This direction may be withdrawn or amended at any time by the issue of a further direction.

Signed by



Jane Hartnell
Managing Director
Hastings Borough Council

Date: 20/03/2020