

You can report a change in circumstance on our website at [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline) or by calling 020 8379 1000.

Alternatively you can write to us telling us what has changed, when and if there has been a delay in telling us, why. You will also need to send evidence to support your claim. Further information is also available on our website [www.enfield.gov.uk/benefits](http://www.enfield.gov.uk/benefits).

### **If you disagree with a Local Council Tax Support Scheme decision**

If you do not agree with the Council Tax Support Scheme decision, you do not have a formal right to appeal. However you can still:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- If you are still unhappy you can write to us to make a formal complaint

Your letter must be written in English, be received within one month of the date of this letter, be signed by you and give your name, address, grounds for reconsideration and any evidence.

### **How to contact us**

#### **New online service.**

Most frequently asked for information and online forms all in one place.  
[www.enfield.gov.uk/counciltaxonline](http://www.enfield.gov.uk/counciltaxonline) or [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

There are free internet facilities in local council libraries and at our major reception areas.

**Email** - [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk)

**Telephone** - 020 8379 1000

To get to the right information even faster you can use Hot Keys to take you straight there.

**Post** - Revenues and Benefits Division, PO Box 63, Civic Centre, Enfield, EN1 3XW

#### **In person**

Our reception areas can be very busy and you may have to wait to see an advisor. If you are making a new claim, you can make an appointment to see a benefit advisor by calling 020 8379 1000.

Drop in services are available at the following locations Monday to Friday 9am to 4pm:

John Wilkes House, 79 High Street, Ponders End, Enfield, EN3 4EN

Civic Centre, Silver Street, Enfield, EN1 3XW

Edmonton Centre, 36-44 South Mall, Edmonton, N9 0TN (Simple enquiries and forms only)

#### **Pension Service Enquiries**

If you need to contact the Pension Centre about your Pension Credits, you can either