

Award Details			
<b>Benefit Change Type</b>	Claim Termination		
<b>Name</b>	PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

Assessment			
<b>Benefit Type</b>	Income Support	<b>Received Date</b>	
<b>Claim Date</b>	01 Aug 2008	<b>Claim Status</b>	Inactive
<b>Claim Start Date</b>	13 Aug 2008	<b>Claim End Date</b>	26 Jun 2013
<b>Claim Receipt Date</b>	04 Aug 2008	<b>Effective Date</b>	26 Jun 2013
<b>Claim End Reason</b>	In Legal Custody	<b>Information</b>	

Award		
<b>Award Start Date</b>	No Award	<b>Award Sanctioned Desc.</b>
<b>Award End Date</b>		<b>Joint Claim Indicator</b>
<b>Excess Income Over Req Amount</b>		<b>NI Credit Eligibility Indicator</b>
<b>Award Amount</b>		<b>Uprating Indicator</b>
<b>Award End Reason</b>		

Award Details			
<b>Address Change Type</b>	End of Address		
<b>Address Type</b>	Correspondence		
<b>Name</b>	PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

New Address Details			
<b>Start Date</b>	26 Jun 2013	<b>End Date</b>	28 Jun 2013
<b>Address Status</b>			
<b>Address</b>	A5698CY HMP WORMWOOD SCRUBBS PO BOX 757 DU CANE RD.LONDON W12 0AE		

Previous Address Details			
<b>Start Date</b>	No Previous Address	<b>End Date</b>	
<b>Address Status</b>			
<b>Address</b>			

Award Details			
<b>Benefit Change Type</b>	Claim Termination		
<b>Name</b>	SIMON PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

Assessment			
<b>Benefit Type</b>	Incapacity Benefit	<b>Received Date</b>	
<b>Claim Date</b>	Not Received	<b>Claim Status</b>	
<b>Claim Start Date</b>	09 Sep 2007	<b>Claim End Date</b>	09 Aug 2013
<b>Claim Receipt Date</b>	Not Received	<b>Effective Date</b>	09 Aug 2013
<b>Claim End Reason</b>	Change of circs	<b>Information</b>	

Award		
<b>Award Start Date</b>	No Award	<b>Award Sanctioned Desc.</b>
<b>Award End Date</b>		<b>Joint Claim Indicator</b>
<b>Excess Income Over Req Amount</b>		<b>NI Credit Eligibility Indicator</b>
<b>Award Amount</b>		<b>Uprating Indicator</b>
<b>Award End Reason</b>		

Award Details			
<b>Benefit Change Type</b>	New Claim		
<b>Name</b>	PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

Assessment			
<b>Benefit Type</b>	Income Support	<b>Received Date</b>	
<b>Claim Date</b>	09 Aug 2013	<b>Claim Status</b>	Inactive
<b>Claim Start Date</b>	09 Aug 2013	<b>Claim End Date</b>	09 Aug 2013
<b>Claim Receipt Date</b>	09 Aug 2013	<b>Effective Date</b>	Not Received
<b>Claim End Reason</b>	Customer Required to be Available for Work	<b>Information</b>	

Award		
<b>Award Start Date</b>	No Award	<b>Award Sanctioned Desc.</b>
<b>Award End Date</b>		<b>Joint Claim Indicator</b>
<b>Excess Income Over Req Amount</b>		<b>NI Credit Eligibility Indicator</b>
<b>Award Amount</b>		<b>Uprating Indicator</b>
<b>Award End Reason</b>		

Award Details			
<b>Benefit Change Type</b>	Claim Termination		
<b>Name</b>	SIMON PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

Assessment			
<b>Benefit Type</b>	Employment And Support Allowance	<b>Received Date</b>	
<b>Claim Date</b>	16 Oct 2013	<b>Claim Status</b>	Inactive
<b>Claim Start Date</b>	10 Aug 2013	<b>Claim End Date</b>	19 Nov 2013
<b>Claim Receipt Date</b>	16 Oct 2013	<b>Effective Date</b>	19 Nov 2013
<b>Claim End Reason</b>	Fail to return Self Cert	<b>Information</b>	

Award		
<b>Award Start Date</b>	No Award	<b>Award Sanctioned Desc.</b>
<b>Award End Date</b>		<b>Joint Claim Indicator</b>
<b>Excess Income Over Req Amount</b>		<b>NI Credit Eligibility Indicator</b>
<b>Award Amount</b>		<b>Uprating Indicator</b>
<b>Award End Reason</b>		

Award Details			
<b>Benefit Change Type</b>	New Claim		
<b>Name</b>	SIMON PAUL CORDELL		
<b>Nino</b>	JH653811D	<b>D-O-B</b>	26 Jan 1981

Assessment			
<b>Benefit Type</b>	Income Support	<b>Received Date</b>	
<b>Claim Date</b>	20 Nov 2013	<b>Claim Status</b>	Active
<b>Claim Start Date</b>	20 Nov 2013	<b>Claim End Date</b>	Not Received
<b>Claim Receipt Date</b>	16 Nov 2013	<b>Effective Date</b>	20 Nov 2013
<b>Claim End Reason</b>		<b>Information</b>	MULTIPLE AWARDS

Award			
<b>Award Start Date</b>	20 Nov 2013	<b>Award Sanctioned Desc.</b>	Not sanctioned
<b>Award End Date</b>	25 Nov 2013	<b>Joint Claim Indicator</b>	Single Claim
<b>Excess Income Over Req Amount</b>	0.00	<b>NI Credit Eligibility Indicator</b>	Not Creditable
<b>Award Amount</b>	88.03	<b>Uprating Indicator</b>	Not uprating
<b>Award End Reason</b>	Award Not Stopped		

Award			
<b>Award Start Date</b>	26 Nov 2013	<b>Award Sanctioned Desc.</b>	Not sanctioned
<b>Award End Date</b>	Not Received	<b>Joint Claim Indicator</b>	Single Claim
<b>Excess Income Over Req Amount</b>	0.00	<b>NI Credit Eligibility Indicator</b>	Not Creditable
<b>Award Amount</b>	102.70	<b>Uprating Indicator</b>	Not uprating
<b>Award End Reason</b>	Award Not Stopped		

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

HB/CTB Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

06/03/2011

Dear Mr Cordell

**Housing Benefit Notification**

I have changed your Housing Benefit from 04/04/2011 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£78.44 per week from 04/04/2011

**How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

**Council Tax Benefit Notification**

I have changed your Council Tax Benefit from 01/04/2011 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£15.73 per week from 01/04/2011

£822.59 Council Tax Benefit has been paid to your Council Tax account. The total amount of Council Tax Benefit for 2011/12 is £822.59.

You will receive a bill dated 14 March 2011 that will tell you how much Council Tax you will now have to pay.

**Further Information**

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 3798 or write to the address at the top of this letter.

If you think this decision is wrong you can:

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website [www.appeals-service.gov.uk](http://www.appeals-service.gov.uk)

### **Change in your circumstances**

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include:



- Changes to your or your partner's income, capital or savings, including qualifying for a new benefit or a benefit ending
- Changes to the income of any other adults or children living with you, including qualifying for a new benefit or a benefit ending
- You, your partner or any other adults in your household stop receiving Income Support, Jobseeker's Allowance or any other benefit
- Any changes in the number of people living with you
- Any of your children leave school or college
- You or someone in your household starts work or changes how much they work
- Changes to your tenancy or rent (but not if you are a council tenant)
- You move to different accommodation - this includes a change of room within the same property
- You are likely to be away from your home for 13 weeks or more.

Please note: These are only examples. There are other changes that may affect your benefit. If you are not sure whether a change affects your benefit, please phone the Benefits Helpline on 020 8379 3798.

You must tell me about any changes immediately. If the change means that you would get more benefit, and you do not tell me within one month, I will not usually be able to update your award back to the date of the change.

Important: Any changes to your income or savings except those listed above will need to be notified to the Job Centre Plus.

Your sincerely

Enfield Benefits Service

Claim reference: 1623514

NI reference: JH653811D

### **How Your Housing Benefit Has Been Worked Out**

From 04/04/2011 your Housing Benefit will be £78.44 each week.

The rent you are charged each week is £83.46.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.02
<b>Total deductions for services</b>	<b>£5.02</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £83.46 must be reduced by £5.02, to £78.44 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £78.44 each week. This figure is used when working out 'your total weekly Housing Benefit'.

### **Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £78.44 each week.

Claim reference: 1623514

NI reference: JH653811D

### **How Your Council Tax Benefit Has Been Worked Out**

From 01/04/2011, your Council Tax Benefit is £15.73 each week.

Your Council Tax liability for the year is £822.59 which is £15.73 each week.

The maximum Council Tax Benefit you can get is £15.73 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

### **Your Total Weekly Council Tax Benefit**

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.73 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

HB/CTB Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

06/03/2012

Dear Mr Cordell

**Housing Benefit Notification**

I have changed your Housing Benefit from 02/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£83.73 per week from 02/04/2012

**How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

**Council Tax Benefit Notification**

I have changed your Council Tax Benefit from 01/04/2012 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£15.74 per week from 01/04/2012

£820.78 Council Tax Benefit has been paid to your Council Tax account. The total amount of Council Tax Benefit for 2012/13 is £820.78.

You will soon receive a revised bill that will tell you how much Council Tax you will now have to pay.

**Further Information**

If you would like more information, or a more detailed explanation of how this decision was made, please telephone 020 8379 3798 or write to the address at the top of this letter.

If you think this decision is wrong you can:

- Contact us by phone, or come into one of our offices and ask us to explain how we arrived at the decision shown in this letter. If you are unable to do this, you can ask for a written explanation of the decision. You must do this in writing, within **one month** of the date of this letter, and we will then send you a full written statement as soon as possible. The time we take to send this explanation will not count towards the time limit for asking us to look at the decision again.
- Write to us within **one month** of the date of this letter and ask us to reconsider our decision. You must tell us which decision you are unhappy with, and say why you are unhappy with it. If you have new or further information or evidence, you can submit it at this stage. We will look at your claim again and write to you with our decision. If you are still unhappy with our decision after this, you can then make a formal appeal.
- Write to us within **one month** of the date of this letter making a formal appeal to the Tribunals Service. Your appeal must be in writing, signed by you, tell us which decision you are unhappy with, and say why you are unhappy with it. We will look at our decision again, and if we cannot change the decision in your favour, we will pass your appeal to the Tribunals Service

Asking for a statement or for us to reconsider our decision does not take away your right to then submit a formal appeal. For more detailed information about submitting a formal appeal, please see the Tribunals Service leaflet "How to Appeal", which is available from their website [www.appeals-service.gov.uk](http://www.appeals-service.gov.uk)

### **Change in your circumstances**

The amount of benefit shown in this letter has been worked out using the information that you have given. You should read this letter very carefully to make sure it is correct. If you think there is anything wrong, you must tell us straight away.

If any of this information changes, including information about the people living with you, this may change the amount of benefit you get. You must tell me immediately about any changes.

If there is an overpayment of benefit you may have to pay some money back. If you deliberately fail to tell me about changes which result in too much benefit being paid, you are committing an offence and you may be prosecuted. Examples of changes in circumstance include:

- Changes to your or your partner's income, capital or savings, including qualifying for a new benefit or a benefit ending
- Changes to the income of any other adults or children living with you, including qualifying for a new benefit or a benefit ending
- You, your partner or any other adults in your household stop receiving Income Support, Jobseeker's Allowance or any other benefit
- Any changes in the number of people living with you
- Any of your children leave school or college
- You or someone in your household starts work or changes how much they work
- Changes to your tenancy or rent (but not if you are a council tenant)
- You move to different accommodation - this includes a change of room within the same property
- You are likely to be away from your home for 13 weeks or more.

Please note: These are only examples. There are other changes that may affect your benefit. If you are not sure whether a change affects your benefit, please phone the Benefits Helpline on 020 8379 3798.

You must tell me about any changes immediately. If the change means that you would get more benefit, and you do not tell me within one month, I will not usually be able to update your award back to the date of the change.

Important: Any changes to your income or savings except those listed above will need to be notified to the Job Centre Plus office at the following address:

Your sincerely

Enfield Benefits Service

Claim reference: 1623514

NI reference: JH653811D

### **How Your Housing Benefit Has Been Worked Out**

From 02/04/2012 your Housing Benefit will be £83.73 each week.

The rent you are charged each week is £89.13.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.40
<b>Total deductions for services</b>	<b>£5.40</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £89.13 must be reduced by £5.40, to £83.73 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £83.73 each week. This figure is used when working out 'your total weekly Housing Benefit'.

### **Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £83.73 each week.

Claim reference: 1623514

NI reference: JH653811D

### **How Your Council Tax Benefit Has Been Worked Out**

From 01/04/2012, your Council Tax Benefit is £15.74 each week.

Your Council Tax liability for the year is £820.78 which is £15.74 each week.

The maximum Council Tax Benefit you can get is £15.74 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

### **Your Total Weekly Council Tax Benefit**

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.74 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

14/03/13

Dear Mr Cordell

### **Housing Benefit Notification**

I have changed your Housing Benefit from 01/04/2013 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£86.84 per week from 01/04/2013

### **How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

### **Notification of Council Tax Support**

I have worked out your council tax support from 01/04/2013 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£12.64 per week from 01/04/2013

### **How You Will Be Paid**

£658.99 council tax support has been paid to your council tax account. The total amount of council tax support for 2013/14 is £658.99.

You will soon receive a Council Tax bill dated 14/03/13 that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your Council Tax.

### **Other Information**

Appeal details for Housing Benefit, information on the Council Tax Support scheme and other information are included with this letter.

### **About Council Tax Support**

In previous years the Government has funded a national Council Tax Benefit Scheme which may have meant you did not pay Council Tax. The Government is abolishing the national Council Tax Benefit Scheme from 1 April 2013.

In its place, councils have been asked to set up local support schemes for council tax but

the Government has given less funding than it currently costs. In Enfield, the shortfall in funding is over £4m a year.

Despite this funding shortfall, Enfield Council has agreed a new local Council Tax Support Scheme based on the previous national benefit scheme with some amendments. Details of the new scheme are available on our website, [www.enfield.gov.uk/counciltaxonline](http://www.enfield.gov.uk/counciltaxonline).

Your Council Tax Support award has been based on this new scheme.

### **How Council Tax Support is worked out**

Council Tax Support is worked out using the information supplied in your previous Council Tax Benefit claim and the amount of Council Tax expected for the property you live in.

We start with looking at if you are eligible for any discounts, such as single person discount. We then turn your remaining amount of council tax into a weekly amount.

Pensioners, war widows of working age, and those receiving war disability payments will continue to be eligible for Council Tax Support for up to 100% of the Council Tax that you have to pay. For the remaining working age claims (aged up to 65) you can receive a maximum benefit of up to 80.5% of council tax due.

Claimants receiving the following benefits will automatically give you the full award less any deductions for non dependents (other adults living with you):

- Income Support,
- Guaranteed Credit
- Income based job seekers allowance
- Income related employment and support allowance

This means that if you are working age and not in a protected group, you will get 80.5% of your council tax as a benefit. If you are a pensioner or protected, you will get 100%.

For all other claims we look at your total income, any savings that you have and deduct from that a recommended allowance that you need to live on depending on your circumstances and family make-up.

For every £1 that your total income is over the recommended allowance we deduct 20p from the weekly maximum amount of Council Tax Support you can receive. The amount left is the Council Tax Support we give you each week.

All weekly amounts are then worked out for the year and paid to your Council Tax Account. You will receive a bill setting out what contribution, if any, you are expected to pay towards Council Tax. See the back of the Council Tax bill which for information on how we can calculate your contribution.

Your sincerely

Enfield Benefits Service



Claim reference: 1623514

NI reference: JH653811D

### **How Your Housing Benefit Has Been Worked Out**

From 01/04/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
<b>Total deductions for services</b>	<b>£5.65</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

### **Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.

Mr S Cordell  
A5698CY  
HMP Wormwood Scrubbs  
PO Box 757  
Du Cane Road  
London  
W12 0AE

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

04/07/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

**Notification of Suspension of Benefit**

**Suspension of Housing Benefit**

The law allows me to suspend your Housing Benefit payments in certain circumstances. I am writing to tell you that I have suspended payments from 08/07/2013 because we have been informed you are in prison.

Please confirm if you are on remand or have been sentenced.  
If you have been sentenced please confirm the date you were sentenced.

Please reply within one calendar month of the date of this letter or we will cancel your benefit.

Any delay may mean that you lose some benefit.  
If you are awarded any benefit it will start from the Monday following the date I receive the form. If you want me to consider awarding you benefit back to the date you made your original claim, you must tell me when you want the claim to start from, and the reasons why you failed to give me the information I asked for with your previous application.

**Suspension of Council Tax Support**

The law allows me to suspend council tax support payments in certain circumstances. I am writing to tell you that I have suspended your council tax support payments from 04/07/2013 because we have been advised you are in prison.

**Applying for Further Help**

If you wish to re-apply for further help to pay your rent based on your new circumstances, you can apply online at: [www.enfield.gov.uk/benefitcalculator](http://www.enfield.gov.uk/benefitcalculator), within one month of the date of this letter. Any delay may mean that you lose some benefit.

**Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

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).

### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within one month of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

Your letter must be written in English, be signed by you and contain your name and address, the benefit you are appealing against and the grounds for your appeal. Please include any evidence that supports your appeal. Appeals about the income used in your Pension Credit Award will be forwarded to the Pension Credit Service as we are legally bound to use the figures they give us.

### **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.

### **Pension Service Enquiries**

If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

### **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 phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

Yours sincerely

Rashida Hajaj  
Benefits Assessor

Mr S Cordell  
A5698CY  
HMP Wormwood Scrubbs  
PO Box 757  
Du Cane Road  
London  
W12 0AE

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

14/08/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

### **Cancellation of Housing Benefit**

Your claim has been cancelled from 08/07/2013 because there has been a change in a state benefit you receive.

### **Cancellation of Council Tax Support**

Your claim has been cancelled from 08/07/2013 because there has been a change in a state benefit you receive.

### **Applying for further help**

If you wish to re-apply for help to pay your rent or council tax based on your new circumstances, you can apply online at: [www.enfield.gov.uk/benefitcalculator](http://www.enfield.gov.uk/benefitcalculator). Any delay may mean that you lose some benefit.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

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)

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#### **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.

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website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

Yours sincerely

Linda Rappe  
Benefit Assessor



Mr S Cordell  
A5698CY  
HMP Wormwood Scrubbs  
PO Box 757  
Du Cane Road  
London  
W12 0AE

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

01/11/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

**Award of Benefit**

**Housing Benefit Notification**

Thank you for your claim for Housing Benefit. I have re-instated your claim because we have looked at your claim again. I have decided that your benefit is as follows:

£86.84 per week from 08/07/2013 to 11/08/2013

£86.84 per week from 12/08/2013

**How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

Your benefit payment of £1,649.96 for 08/07/2013 to 17/11/2013 will be paid on 11/11/2013.

**Notification of Council Tax Support**

Thank you for your claim for council tax support. I have decided that your benefit is as follows:

£12.64 per week from 08/07/2013 to 11/08/2013

£12.64 per week from 12/08/2013

**How You Will Be Paid**

£482.05 council tax support has been paid to your council tax account. The total amount of council tax support for 2013/14 is £658.98.

You will soon receive a Council Tax bill that will tell you how much council tax you will now have to pay.

**Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

### **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.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

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).

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**In person**

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If you need to contact the Pension Centre about your Pension Credits, you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4, Gateshead, NE92 1BQ

Further information about benefits and an explanation of key terms is available on our website [www.enfield.gov.uk/benefitsonline](http://www.enfield.gov.uk/benefitsonline)

Yours sincerely

Benefits Assessment Team

**How Your Housing Benefit Has Been Worked Out for the period**

From 08/07/2013 to 11/08/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
<b>Total deductions for services</b>	<b>£5.65</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

The amount of Housing Benefit has been worked out by comparing the money you have coming in each week, to an amount the Government has decided is the minimum that someone in your circumstances needs to cover basic living expenses.

**Your Total Weekly Income**

The amount of money you have coming in each week has been worked out as follows:

<b>Total weekly income</b>	<b>£0.00</b>
----------------------------	--------------

**Your Total Savings**

If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.

You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.

**Your Applicable Amount**

Your applicable amount is made up of the following allowances and premiums:

Single claimant 25 or over	£71.70
<b>Total applicable amount</b>	<b>£71.70</b>

**Your Total Weekly Housing Benefit**

As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70, I can pay you your maximum Housing Benefit of £86.84 each week.

You may be entitled to Income Support or Jobseeker's Allowance. You should contact the Jobcentre Plus on 0800 055 6688 for more information.

**How Your Housing Benefit Has Been Worked Out for the period**

From 12/08/2013 your Housing Benefit will be £86.84 each week.

Your maximum housing benefit is £86.84. This amount has not changed since 08/07/2013. Please look at that period for full details of how your maximum benefit has been worked out.

**Your Total Weekly Housing Benefit**

Since you are receiving Employment and Support Allowance (income related), you are entitled to the maximum Housing Benefit of £86.84 each week.

**How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 08/07/2013 to 11/08/2013, your council tax support is £12.64 each week.

**The maximum council tax support you could get**

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

**Your Total Weekly Income**

The amount of money you have coming in each week has been worked out as follows:

Total Weekly Income	£0.00
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**Your Total Savings**

The Working Age scheme sets the amounts added to your weekly income if you have savings. If you have savings and capital over £6,000.00, an amount of £1.00 must be added to your weekly income for each additional £250.00, or part of £250.00 you have.

You have told me that you have no savings or capital, so I have added nothing to your weekly income. If you get savings credit in your pension credit, your savings have already been taken into account by the Pension Service and will not be shown on this letter.

**Your applicable amount**

Your applicable amount is made up of the following allowances and premiums:

Single claimant 25 or over	£71.70
Total Applicable Amount	£71.70

**Your Total Weekly Council Tax Support**

As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70, I can pay you your maximum council tax support of £15.70 each week.

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

**How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 12/08/2013, your council tax support is £12.64 each week.

**The maximum council tax support you could get**

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

**Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

As you are receiving income related employment and support allowance, you are entitled to the maximum council tax support of £12.64 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

22/11/2013

Dear Mr Cordell

109 Burncroft Avenue Enfield EN3 7JQ

### **No Change in Benefit**

#### **Housing Benefit Notification**

I have worked out your Housing Benefit again because you have been awarded a state benefit. However this has not changed your benefit, which remains as follows:

£86.84 per week from 25/11/2013

#### **Notification of Council Tax Support**

I have worked out your council tax support again because you have been awarded a state benefit. However this has not changed your benefit, which remains as follows:

£12.64 per week from 25/11/2013

#### **How You Will Be Paid**

Your council tax support award for 2013/14 has not changed. The total amount of council tax support for that year is £658.98.

#### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

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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:

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### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

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- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

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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).

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Yours sincerely

Mark Pruis

Claim reference: 1623514

NI reference: JH653811D

**How Your Housing Benefit Has Been Worked Out for the period**

From 25/11/2013 your Housing Benefit will be £86.84 each week.

The rent you are charged each week is £92.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
<b>Total deductions for services</b>	<b>£5.65</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £92.49 must be reduced by £5.65, to £86.84 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £86.84 each week. This figure is used when working out 'your total weekly Housing Benefit'.

**Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £86.84 each week.

**How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 25/11/2013, your council tax support is £12.64 each week.

**The maximum council tax support you could get**

Your council tax liability for the year is £818.62 which for this period is £15.70 each week.

The maximum council tax support you could get is therefore £15.70 each week. This figure is used when working out 'your total weekly council tax support'.

**Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.70 that you could get each week must be reduced by £3.06, to £12.64.

As you are receiving income support, I can pay you your maximum council tax support of £12.64 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

01/03/2014

Dear Mr Cordell

### **Housing Benefit Notification**

I have changed your Housing Benefit from 07/04/2014 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£90.65 per week from 07/04/2014

### **How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

### **Council Tax Support Notification**

I have worked out your council tax support from 01/04/2014 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£12.60 per week from 01/04/2014

### **How You Will Be Paid**

£657.11 council tax support has been paid to your council tax account. The total amount of council tax support for 2014/15 is £657.11.

You will receive a **council tax bill dated 14th March 2014** that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Ask us to explain our decision (by phoning 020 8379 1000)
- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

### **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.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
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- Someone dies
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**Telephone** - 020 8379 1000 (8am-6pm)

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

#### **In person**

**John Wilkes House, 79 High Street, Ponders End, Enfield EN3 4EN (9am-4pm)**  
Drop in documents any time between opening hours or see an advisor by booking an

appointment on 0208 379 6023 lines open between 08:30 -16:30

**Civic Centre, Silver Street, Enfield, EN1 3XW**

**(9am-4pm)**

Drop in documents any time between opening hours or see an advisor by booking an appointment on 0208 379 6023 lines open between 08:30 -16:30

**Edmonton Centre, ground floor, 36-44 South Mall, Edmonton, N9 0TN**

**(8:30am-5pm)**

Drop in documents only at this office

For further details on how to contact us please visit [www.enfield.gov.uk/revscontact](http://www.enfield.gov.uk/revscontact)

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Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

**How Your Housing Benefit Has Been Worked Out for the period**

From 07/04/2014 your Housing Benefit will be £90.65 each week.

The rent you are charged each week is £96.66.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.01
<b>Total deductions for services</b>	<b>£6.01</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £96.66 must be reduced by £6.01, to £90.65 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £90.65 each week. This figure is used when working out 'your total weekly Housing Benefit'.

**Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £90.65 each week.

**How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2014, your council tax support is £12.60 each week.

**The maximum council tax support you could get**

Your council tax liability for the year is £816.28 which for this period is £15.65 each week.

The maximum council tax support you could get is therefore £15.65 each week. This figure is used when working out 'your total weekly council tax support'.

**Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.65 that you could get each week must be reduced by £3.05, to £12.60.

As you are receiving income support, I can pay you your maximum council tax support of £12.60 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

27/02/2015

Dear Mr Cordell

### **Housing Benefit Notification**

I have changed your Housing Benefit from 06/04/2015 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£93.08 per week from 06/04/2015

### **How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

### **Council Tax Support Notification**

I have worked out your council tax support from 01/04/2015 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£12.53 per week from 01/04/2015

### **How You Will Be Paid**

£655.22 council tax support has been paid to your council tax account. The total amount of council tax support for 2015/16 is £655.22.

You will receive a **council tax bill dated 13th March 2015** that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

### **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:

- 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.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

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

Alternatively you can write or email 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).

### **How to contact us**

#### **My Enfield Account**

Make the most of Enfield's online self-service secure portals.

**Sign up for My Enfield - Residents** for access to your Council Tax accounts, Housing Benefit and Council Tax support claims.

**Sign up for My Enfield - Landlords** to access your tenants Housing Benefit payment schedules if you are paid directly

From your accounts you can view balances, next payments, payments made, benefit awards personal details, payment schedules, inform us of changes, apply for discounts and much more.

To register: [www.enfield.gov.uk/myenfield](http://www.enfield.gov.uk/myenfield)

**Online** - Benefits homepage visit [www.enfield.gov.uk/benefits](http://www.enfield.gov.uk/benefits)

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



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

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

**Telephone** - 020 8379 1000 (8am-6pm)

For further details on how to contact us please visit [www.enfield.gov.uk/contact\\_us](http://www.enfield.gov.uk/contact_us)

**Providing Evidence?** - Please note we can now accept all supporting documents electronically by email to [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

**Identification** such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at [www.enfield.gov.uk/privacy](http://www.enfield.gov.uk/privacy)

Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

**How Your Housing Benefit Has Been Worked Out for the period**

From 06/04/2015 your Housing Benefit will be £93.08 each week.

The rent you are charged each week is £99.19.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.11
<b>Total deductions for services</b>	<b>£6.11</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.19 must be reduced by £6.11, to £93.08 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.08 each week. This figure is used when working out 'your total weekly Housing Benefit'.

**Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.08 each week.

**How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2015, your council tax support is £12.53 each week.

**The maximum council tax support you could get**

Your council tax liability for the year is £813.94 which for this period is £15.57 each week.

The maximum council tax support you could get is therefore £15.57 each week. This figure is used when working out 'your total weekly council tax support'.

**Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.57 that you could get each week must be reduced by £3.04, to £12.53.

As you are receiving income support, I can pay you your maximum council tax support of £12.53 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

17/03/2015

Dear Mr Cordell

### **No Change in Benefit**

#### **Housing Benefit Notification**

I have worked out your Housing Benefit again because . However this has not changed your benefit, which remains as follows:

£93.08 per week from 06/04/2015

#### **Council Tax Benefit Notification**

I have worked out your Council Tax Benefit again because your claim has been recalculated for the new financial year. However this has not changed your benefit, which remains as follows:

£15.74 per week from 01/04/2012 to 31/03/2013

#### **Council Tax Support Notification**

I have worked out your council tax support again because your claim has been recalculated for the new financial year. However this has not changed your benefit, which remains as follows:

£12.53 per week from 01/04/2015

### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

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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:

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- Someone dies
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- Someone else in your home has any of these changes

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

Alternatively you can write or email 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).

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**Identification** such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at [www.enfield.gov.uk/privacy](http://www.enfield.gov.uk/privacy)

Yours sincerely

Rebecca Rush  
Ctax Officer

Claim reference: 1623514

NI reference: JH653811D

### **How Your Housing Benefit Has Been Worked Out for the period**

From 06/04/2015 your Housing Benefit will be £93.08 each week.

The rent you are charged each week is £99.19.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.11
<b>Total deductions for services</b>	<b>£6.11</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.19 must be reduced by £6.11, to £93.08 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.08 each week. This figure is used when working out 'your total weekly Housing Benefit'.

### **Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.08 each week.

Claim reference: 1623514

NI reference: JH653811D

### **How Your Council Tax Benefit Has Been Worked Out**

From 01/04/2012 to 31/03/2013, your Council Tax Benefit is £15.74 each week.

Your Council Tax liability for the year is £820.78 which for this period is £15.74 each week.

The maximum Council Tax Benefit you can get is £15.74 each week. This figure is used when working out 'your total weekly Council Tax Benefit'.

### **Your Total Weekly Council Tax Benefit**

As you are receiving Income Support, I can pay the maximum Council Tax Benefit of £15.74 each week.

### **How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme.

From 01/04/2015, your council tax support is £12.53 each week.

### **The maximum council tax support you could get**

Your council tax liability for the year is £813.94 which for this period is £15.57 each week.

The maximum council tax support you could get is therefore £15.57 each week. This figure is used when working out 'your total weekly council tax support'.

## **Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.57 that you could get each week must be reduced by £3.04, to £12.53.

As you are receiving income support, I can pay you your maximum council tax support of £12.53 each week.

Mr S Cordell  
109 Burncroft Avenue  
Enfield  
EN3 7JQ

Claim Reference: 1623514  
NI Reference: JH653811D  
Rent Reference: 497630  
Council Tax Account:55508596

27/02/2016

Dear Mr Cordell

### **Housing Benefit Notification**

I have changed your Housing Benefit from 04/04/2016 to take account of new year benefit levels from April. I have decided that your benefit is now as follows:

£93.19 per week from 04/04/2016

### **How You Will Be Paid**

Your benefit will be paid by directly crediting your rent account.

### **Council Tax Support Notification**

I have worked out your council tax support from 01/04/2016 to take account of new council tax and benefit levels from April. I have decided that your benefit is now as follows:

£11.92 per week from 01/04/2016

### **How You Will Be Paid**

£621.32 council tax support has been credited to your council tax account. The total amount of council tax support for 2016/17 is £621.32.

You will receive a council tax bill that will tell you how much council tax you will now have to pay. On the back of the bill is a summary of how we have calculated your council tax.

### **Right of Appeal for Housing Benefit**

If you do not agree with the Housing Benefit decision, you must challenge it within **one month** of the date of this letter.

You can:

- Write and ask us to reconsider
- Write to us and ask for our decision to be looked at by the Independent Tribunal run by the Tribunal Service.

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.

### **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:



- 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.

### **Changes in your circumstances**

If your circumstances change, you must tell us about them immediately. For example:

- You start working or you earn more or less money
- Your benefits/tax credits change or are stopped
- You move home
- Your rent changes
- You go to stay with friends, family or go into hospital for more than 2 weeks
- You become a student or stop being a student
- Anyone comes to live with you or someone moves out
- Your savings change
- Your child leaves school or other education
- You have a baby
- Someone dies
- Any other change which may affect your entitlement to benefit
- Someone else in your home has any of these changes

If you don't tell us about a change, we may fine you or take legal action and you will have to pay back any money that you were not entitled to.

You can report a change of circumstance using your Enfield Connected account.

Visit [www.enfield.gov.uk](http://www.enfield.gov.uk) to set up an **Enfield Connected** account which will enable you to:

- Check your payment and entitlement history
- Inform us of a change in circumstance by editing your account profile\*
- Check and apply for benefits including Government benefits\*
- If you are a landlord this will give you access to your tenants Housing Benefit payments schedules if you are paid directly
- And More...

\*will be available from 6 April 2016.

Enfield Council is improving its on-line services to enable you to access more Council services in one place, speed up your payments and save you time. Sign up today for an **Enfield Connected** account at [www.enfield.gov.uk](http://www.enfield.gov.uk).

If you do not have access to the internet, or would like help to set up an account, our Digital Champions are available at your local library to help you.

**Providing Evidence?** - Please note we can now accept all supporting documents electronically by email to [revs@enfield.gov.uk](mailto:revs@enfield.gov.uk). If you have a benefit reference number insert it into the subject box in pointed brackets: <xxxxxxx>

**Identification** such as passports, driving licences etc. must still be provided in person at one of our offices or sent in via the post.

Please note that your information will be processed in line with the Council's privacy notice which is available at [www.enfield.gov.uk](http://www.enfield.gov.uk)

Yours sincerely

Claim reference: 1623514

NI reference: JH653811D

### **How Your Housing Benefit Has Been Worked Out for the period**

From 04/04/2016 your Housing Benefit will be £93.19 each week.

The rent you are charged each week is £99.49.

Housing Benefit cannot pay for some service charges that are included in your rent. The rent you pay has to be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£6.30
<b>Total deductions for services</b>	<b>£6.30</b>

The amount of rent after deducting these charges is called your maximum eligible rent. Your rent of £99.49 must be reduced by £6.30, to £93.19 each week. This is your maximum eligible rent.

The maximum Housing Benefit you can get is £93.19 each week. This figure is used when working out 'your total weekly Housing Benefit'.

### **Your Total Weekly Housing Benefit**

As you are receiving Income Support, I can pay the maximum Housing Benefit of £93.19 each week.

### **How Your Council Tax Support Has Been Worked Out**

Based on your circumstances I have decided to assess your claim using the Working Age scheme:

From 01/04/2016, your council tax support is £11.92 each week.

### **The maximum council tax support you could get**

Your council tax liability for the year is £828.43 which for this period is £15.89 each week.

The maximum council tax support you could get is therefore £15.89 each week. This figure is used when working out 'your total weekly council tax support'.

### **Your Total Weekly Council Tax Support**

A reduction of the maximum council tax support of £15.89 that you could get each week must be reduced by £3.97, to £11.92.

As you are receiving income support, I can pay you your maximum council tax support of £11.92 each week.