

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 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.

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