

Appeal form

Fill in this for if you do not agree with the decision we have made about your housing benefit or council tax benefit claim. (Please note that this form does not apply to council tax support appeals)

Section 1:

What would you like us to do?

(please tick the box for option A, option B or option C)

Option A

To provide a "written statement of reasons" about how we made our decision, how we worked out your benefit or a more detailed explanation of our decision.

Option B

To ask us to look at our decision again as you disagree with our decision. We will take into account your reasons and any additional information or evidence.

If you ask for option A or option B, we will automatically look at our decision again and respond to your request. If you still disagree with our decision after our response, you can still then ask for option C.

Option C

To send to case to an independent tribunal.

Section 2:

Who is making the appeal?

Full name of the person claiming Housing Benefit or Council Tax Benefit:

Housing or Council Tax Benefit reference number

National Insurance Number

(You can get this from payslips or letters from the DWP or HM Revenues and Customs)

Address and Postcode of the person claiming Housing Benefit or Council Tax Benefit

Postcode

Contact telephone number: Home

Mobile

(we may need to ask you for further information and a contact telephone number will help us deal with your case more efficiently)

Are you:

The person claiming Housing Benefit or Council Tax Benefit as shown above?

YES NO

If "YES", go to section 3

The Landlord

YES NO

If "YES", please give your name and address below

Someone else affected by the decision

YES NO

If "YES", please give your name and address below

Full name

Address:

Postcode

Contact telephone number: Home

Mobile

Section 3:

Is anyone helping you with your appeal?

Have you arranged for someone to help you with your appeal or to act on your behalf?

YES NO

If "YES", please give your name and address below

Their full name:

Organisation they work for:

Their contact telephone number:

Their address:

Postcode

Authority signature:

Sign this box to confirm this person will act for you:

Date:

Section 4:

About the decision:

What was the decision about?
(please tick a box)

Housing benefit:

Council tax benefit:

Both:

What was the date of the decision letter?

Why do you disagree with the decision we have made?

You must say why you think the decision is wrong, it is not enough to say 'I do not agree with your decision' and please be as clear as possible about what you disagree with. If you disagree with more than one decision, you must say why you do not agree with each one.

The following are examples of what to say:

- I do not agree with your decision not to backdate my claim for the period 01/01/09 to 03/03/09. My reasons for disagreeing with this decision are...
- I do not agree that you have overpaid me Housing Benefit of £450 for the period 14/04/09 to 04/05/09 because...
- I do not agree with the income that you have used to assess my claim from 25/08/10 because...

Please continue on separate pieces of paper if necessary and attach them to the form

Section 5:

Late appeals

Is the date of the decision letter (see section 4) more than one month ago?

YES

NO

You should ask for a decision to be looked at again within one month. If you have answered yes to the question above please explain in the box below why your appeal has been delayed.

Section 6

Your signature

Please sign and date here (or ask the person who will act for you to sign):

Date:

/

/

Section 7

What to do now

Please make sure that you have answered all sections of this form and that you (or your representative) have signed and dated it.

When the form is fully complete please return it to:

Shropshire Council, Revenues & Benefits, PO Box 4749, Shrewsbury, SY1 9GH

Please make sure that you include any extra evidence or information that you would like us to consider when we look at your claim again.

Section 8

How to contact us

If you are having difficulty filling in this form because you do not understand how we made our decision or would like a more detailed explanation of our decision, you can phone us or write to us.

You must do this straight away because you only have one month from the date of the decision letter to make an appeal. However, if you ask for a written statement of reasons (option A) about how we made our decision within the one month time limit, we will extend the time limit to take into account how long it takes us to send you the statement of reasons.

Contact us:

- Email – benefits@shropshire.gov.uk
- Write to us at - Shropshire Council, Revenues and Benefits, PO Box 4749, Shrewsbury, SY1 9GH
- By phone – 0345 6789001

Further information

The Tribunals Service

What happens when you ask to appeal to a tribunal?

- If we can change our decision, we'll change it and send you a new decision letter.
- If we cannot change our decision, we'll prepare papers that explain our decision for the tribunal and then we'll send copies to you and the Tribunal Service

Once we have sent the papers to the Tribunal Service, they will send you a pre-hearing enquiry form that you must return to them within 14 days. The form asks you:

- Whether you still want your appeal to go ahead
- Whether you want a hearing, usually held at Shrewsbury Magistrates Court, that both you (and any representative that you have) and our Benefits Service attend or
- Whether you want your appeal dealt with without a hearing and the tribunal will then deal with your appeal based on the paperwork provided.

When the pre-hearing enquiry form is returned to the Tribunal Service they will make the necessary arrangements and notify you and our Benefits Service accordingly.

If you wish to dispute a decision made on a claim for Council Tax Support (formerly Council Tax Benefit) you will need ask us to look again our decision. Once we have looked again at our decision, if it is not changed then you will need to appeal directly to the Valuation Tribunal.

They can be contacted on 0300 123 1033 or online at www.valuationtribunal.gov.uk

Decisions that cannot be changed

Although we can look at most decisions again, there are some decisions that the Tribunals Service cannot change and you cannot appeal against 'out of jurisdiction' appeals. These are mainly administrative decisions, such as how we pay your benefit and how often we pay it

The Tribunals Service cannot change any decision made by the Rent Officer, such as a decision to limit the level of rent we use to assess your Housing Benefit claim or the amount of Local Housing Allowance that we have set.

However, even if we believe that the Tribunals Service cannot change a decision, we will still send the relevant papers to them and they will tell you whether or not they can look at the case, or refer it to someone who may be able to help.