

Your claim for Housing Benefit and/or Council Tax Support is a private and confidential matter and, as such, we will not discuss your claim with anybody who is not suitably authorised.

This can cause problems for some people who rely on the help of a friend or relative, but fortunately the regulations make provision for this.

There are two ways that you can solve this problem.

## Form of Authority

This simply means that you allow us to talk or write to somebody else on your behalf. You are still in charge of your claim and are responsible for it being correct, and for telling us of any changes in circumstances that you may have.

This would be useful if, for example, you had a query on your claim, but you are not able to come into the office, or do not like using the 'phone. If you authorise us to discuss your claim with a particular friend or relative, they can 'phone us or come into the office on your behalf.

*Don't forget we have a Visiting Officer who can come and talk to you in your own home. Please telephone us on 01279 655261 or and ask for the Benefits Visiting Officer*

## Appointee

This is a much higher level of authority, as the person you nominate becomes responsible for all aspects of your claim. It is usually only entered into if you are unable to manage your affairs.

They also become responsible for repaying any overclaimed Housing Benefit.

An appointee can be:

- a receiver appointed by the Court of Protection,
- an attorney,
- a person appointed by the DWP to act on the claimant's behalf in connection with some other benefit, or
- a friend, relative, social worker etc  
(The Appointee has to be over 18 years old)

You can change your Appointee, or they can withdraw from the arrangement by writing to the Benefit Service.

*If you wish to authorise somebody in either of these capacities, please complete one of the sections on this leaflet.*

Form of Authority	
Claimants name:	
Claimants Address:	
Postcode:	
I/We hereby authorise the Benefit Service to disclose information regarding my claim to:	
Name:	
Postcode:	
Claimant's signature:	Relationship to Claimant:
Contact number:	Password:

## Application to be treated as Appointee

Claimants name:

Claimants address:

Postcode:

Claimant's signature:

Date: / /

The above named is currently unable to manage their affairs without assistance because:

I wish to be considered as their Appointee in respect of their Housing Benefit and/or Council Tax Support claim.

I confirm that I am over 18 years old and, to the best of my knowledge, the power of attorney in respect of the above named has not been applied for or awarded to anybody else.

I agree to:

- ✓ notify the Benefit Service of changes in circumstances,
- ✓ make claims for the above named,
- ✓ receive Benefit in respect of the above named, and
- ✓ repay any overclaimed Benefit.

The above named has asked me to act on their behalf.

Appointee name:

Appointee address:

Postcode:

Signed:

Date: / /

Relationship to Claimant:

Contact number:

Password:

We need to see original documents. If you visit our offices we will verify and copy your documents for you.

Please complete and return this form as soon as possible to:  
**The Benefits Service**, Council Offices, Wallfields, Hertford SG13 8EQ  
SBC Tel: 01438 242440 EHC Tel: 01279 655261

## Independent Advice is available from your local Citizens Advice Bureaux

### ***Bishop's Stortford***

74 South Street  
Bishop's Stortford  
Herts  
Tel: 08444 111 444

### ***Hertford***

Yeoman's Court  
Ware Road  
Hertford  
Herts  
Tel: 08444 111 444

### ***Sawbridgeworth***

Town Council Offices  
Sayesbury Manor  
Bell Street  
Sawbridgeworth  
Herts CM21 9AN  
Tel: 08444 111 444

### ***Buntingford***

The North Entrance  
Manor House  
High Street  
Buntingford  
Herts  
Tel: 08444 111 444

### ***Ware***

20 Tudor Square  
West Street  
Ware  
Herts SG12 9XF  
Tel: 08444 111 444

### ***Stevenage***

Swingate House  
Danestrete  
Stevenage  
Herts  
Tel: 08444 111 444