The Enfield Councils History FOI Indexed
Stage 3
Housing Benefit Notification
Page Number: 50,51,52,53,54,
--
51
--
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:
1. Write and ask us to reconsider
2. 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:

52
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:

3. You start working or you earn more or less money
4. Your benefits/tax credits change or are stopped
5. You move home
6. Your rent changes
7. You go to stay with friends, family or go into hospital for more than 2 weeks
8. You become a student or stop being a student
9. Anyone comes to live with you, or someone moves out
10. Your savings change
11. Your child leaves school or other education
12. You have a baby
13. Someone dies
14. Any other change which may affect your entitlement to benefit
15. 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 to set up an **Enfield Connected** account which will enable you **to:**

16. Check your payment and entitlement history
17. Inform us of a change in circumstance by editing your account profile*
18. Check and apply for benefits including Government benefits*
19. If you are a landlord this will give you access to your tenants Housing Benefit payments schedules if you are paid directly
20. 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.

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. If you have a benefit reference number insert it into the subject box in pointed brackets: <XXXXXXX>

Identification such as passports, driving licenses 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

53

Yours sincerely

54

Claim reference: 1623514

NI reference:

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

Total deductions for services £6.30

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.

The Enfield Councils History FOI Indexed

Stage 4

Notice of 2016/2017 rent charges

Page Number:

01/03/**2016**

7

ENFIELD
Connected
Payment reference number 497630 Patch number N9
Mr. S Cordell
109 Burncroft Avenue
Enfield
Middlesex
EN37JQ
ENFIELD
Council
www.enfeld.Gov.uk
Council Housing
Customer Services

The Edmonton Centre 36-44 South Mall
Edmonton Green, London N9 OTN
Sign up for an online Enfield Connected account to make your account –
www.enfield.qov.uk
Date: 1st March **2016**

Notice of 2016/2017 rent charges

Dear Mr. S Cordell
From 4th April **2016**, your weekly net rent will be £87.38. In addition, the service charges for your property are:
Ground Maintenance £1.44
Caretaking £3.38
Enhanced Cleaning Charge in£0.59
Landlord Communal Service Charge £0.40
Communal Areas
If you pay for water and sewerage services, you will continue to pay these on top of your rent and service charges.
If you get Housing Benefit, it will automatically be updated to take into account the new rent. If you are of working age and have at least one spare bedroom your Housing Benefit will be cut. This rule does not apply to people over pension age. If you are affected your HB will automatically be adjusted. More information about the rules can be found at
www.enfield.aov.uk
We will write to you again soon, in the form of a rent payment schedule. This will include:
all the individual charges and rebates that make up your new rent
any Housing Benefit allowance, and the actual amount you must pay.

8

Use and occupation
If you are still living at this address on 4th April **2016** and if either:
- you are not our tenant on that date; or
• we have ended your security of tenure because we have served you with a notice to quit:
then you must pay a weekly charge for your continued use and occupation of the property. If this applies to you, we will soon be sending you a letter showing the actual amount you must pay every week.
Garage Charges and Parking Bays
Below is the current rent and the new rent that will come into effect from 4th April **2016**.

	Current rent	new rent
Standard garage	£9.81	£10.00
Parking bay	£4.95	£5.00

If you are a council tenant or leaseholder, and you rent 1 or 2 garages, you do not have to pay VAT
Private tenants who rent a garage from us, or any council tenant or leaseholder that rents more than 2 garages, must pay a Non-Council Tenant Premium (NCTP) on top of the rent, and add VAT of 20% onto both charges.

	Current charge	new charge
NCTP charge	£2.60	£2.66

You may also have to pay water rates to cover the cost of draining surface water from the area around the garage.
We will show details of the charges on your next letter, which we will be sending you soon.
Visit www.enfield.gov.uk to set up an Enfield Connected account which will enable you **to:**
• Check your balance and payment history
. Inform us of a change of circumstance, by editing your account profile. And more....

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 for an Enfield Connected account today at
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
The non-payment of rent is a breach of your tenancy conditions. If you are having difficulty paying your rent, Council Housing staff are available to give advice and help.
We are sending this letter in accordance with the requirements of your tenancy agreement, and the Housing Act 1985
Sections 24, 102 and 103.

The Enfield Councils History FOI Indexed
Stage 4
INCREASE OF WATER AND HEATING CHARGE NOTIFICATION FOR EXISTING DIRECT PAYMENT DEDUCTION FROM INCOME SUPPORT/JOB SEEKERS ALLOWANCE/EMPLOYMENT SUPPORT ALLOWANCE
Page Number: 9
09/05/2016
09
Wolverhampton WV98 1LA
Third Party Deductions, Stratford Benefits Office Mail Handling Site A
Council Housing Income Team
36-44 South Mall, Edmonton London N9 OTN
rent@enfield.gov.uk
0800 40 80 160
020 8375 8107
9 May **2016**
Dear Sir/Madam,
INCREASE OF WATER AND HEATING CHARGE NOTIFICATION FOR EXISTING DIRECT PAYMENT DEDUCTION FROM INCOME SUPPORT/JOB SEEKERS ALLOWANCE/EMPLOYMENT SUPPORT ALLOWANCE (income based)
You are currently making a deduction from JSA/IS/ESA to clear rent arrears and meet the service charges for water and/or fuel.
Name: **Mr. Simon Cordell**
Address: **109 Burncroft Avenue, Enfield, Middlesex, EN3 7JQ** National Insurance Number: **JH635811D** Housing Payment Reference Number: **497630**
Tenant(s) Date of Birth 26/01/1981 Partners Name: N/A
A/P Creditors Reference Number: **0000018141 Mr. Kevin Milton**
I am writing to advise you that with effect from ***the 04 April 2016*** there will be an increase in the heating and water charges paid with rent for the above.
1. The weekly amount to be deducted for service charge for fuel is: £00.00
2. The weekly amount to be deducted for water charges is: £6.30
The new weekly amount to be deducted for the water and heating charge is: £6.30 Plus repayment of rent arrears @ £3.75 Total deduction request is £10.05 The current arrears are **£155.52**
Yours faithfully

Patricia Simpson
Income Team
Council Housing
London Borough of Enfield

The Enfield Councils History FOI Indexed
Stage 3
Housing Benefit Notification
Page Number: 18,19,20,
14/03/**2013**
18
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

19
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.
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

20

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**
Total deductions for services	**£5.65**

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.
Page 3 of 3

The Enfield Councils History FOI Indexed
Stage 3
Notification of Suspension of Benefit Suspension of Housing Benefit
Page Number: 21,22,23,24,
21
Mr S Cordell A5698CY
HMP Wormwood Scrubs PO Box 757 Du Cane Road London W12 0AE
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.
Claim Reference: 1623514
NI Reference: JH653811D
Rent Reference: 497630
Council Tax Account:55508596
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, within one month of the date of this letter. Any delay may mean that you lose some benefit.
Changes in your circumstances
Page 1 of 4
22
If your circumstances change, you must tell us about them immediately. For example:
1. You start working or you earn more or less money.
2. Your benefits/tax credits change or are stopped.
3. You move home.
4. Your rent changes.

5. You go to stay with friends, family or go into hospital for more than 2 weeks.
6. You become a student or stop being a student.
7. Anyone comes to live with you, or someone moves out
8. Your savings change.
9. Your child leaves school or other education
10. You have a baby.
11. Someone dies.
12. Any other change which may affect your entitlement to benefit.
13. 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:

14. Ask us to explain our decision (by phoning 020 8379 1000)
15. Write and ask us to reconsider.
16. 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

23

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

How to contact us

New online service.

Most frequently asked for information and online forms all in one place.

www.enfield.gov.uk/counciltaxonline or 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
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 OTN (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
Yours sincerely
Page 3 of 4
24
Rashida HAJAJ Benefits Assessor

The Enfield Councils History FOI Indexed
Stage 3
Award of Benefit
Page Number: 28,29,30,31,32,33,
01/11/**2013**
28
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
Mr S Cordell A5698CY
HMP Wormwood Scrubs PO Box 757 Du Cane Road London W12 0AE
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 08/07/2013to 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.

29

You can:

1. Ask us to explain our decision (by phoning 020 8379 1000)
2. Write and ask us to reconsider!
3. 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:

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

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

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.
How to contact us
New online service.
Most frequently asked for information and online forms all in one place.
www.enfield.gov.uk/counciltaxonline or www.enfield.gov.uk/benefitsonline
There are free internet facilities in local council libraries and at our major reception areas.

30
Email - 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
Yours sincerely
Benefits Assessment Team

31
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.
Claim reference: 1623514.
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 must be reduced by the amount of these service charges. These amounts are shown below:
Actual amount for Ineligible Water **£5.65**
Total deductions for services £5.65
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:
Total weekly income £0.00

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 considered 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 twenty-five or over
Total applicable amount
Your Total Weekly Housing Benefit
As your total weekly income of £0.00 is the same as or less than your 'applicable amount' of £71.70,1 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.
£71.70
£71.70
Claim reference: 1623514.
Page 4 of 6
32
How Your Housing Benefit Has Been Worked Out for the period
From 12/08/**2013** your Housing Benefit will be £86.84 each week.
NI reference: JH653811D
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
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 considered 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 twenty-five 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 **£71.70,1** 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
Page 14 of six
33
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.**
Page 6 of 14

The Enfield Councils History FOI Indexed
Stage 3
No Change in Benefit Housing Benefit Notification
Page Number: 34,35,36,37,
22/11/**2013**
34
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:

1. Ask us to explain our decision (by phoning 020 8379 1000)
2. Write and ask us to reconsider.
3. 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.

35

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:

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

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

You can report a change in circumstance on our website atwww.enfield.gov.uk/benefits online 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.

How to contact us New online service.

Most frequently asked for information and online forms all in one place.

www.enfield.gov.uk/counciltaxonlineorwww.enfield.gov.uk/benefitsonline

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

Email - 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 3798.
Drop-in services are available at the following locations Monday to Friday 9am to 4pm:

36
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 OTN (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
Yours sincerely
Mark Pruis

37
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 must be reduced by the amount of these service charges. These amounts are shown below:

Actual amount for Ineligible Water	£5.65
Total deductions for services	**£5.65**

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.