

# Form of authority

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 account and are responsible for it being correct, and for telling us of any changes that you may have.

This would be useful if, for example, you had a query on your account, but you are not able to come into the office, or do not like using the telephone. If you authorise us to discuss your account with a particular friend or relative, they can telephone 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 and ask for the Benefits Visiting Officer.*

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**

**Address**

**Relationship to claimant**

**Telephone number**

**Claimants signature**

**Password**

## 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.*



The personal information you supply on this form will be used for the processing of Housing Benefit and Council Tax Support and will be used in accordance with the Data Protection Act 1998. For more information go to [www.eastherts.gov.uk/dataprotection](http://www.eastherts.gov.uk/dataprotection) or contact the Council's Information Management team by email on [foi@eastherts.gov.uk](mailto:foi@eastherts.gov.uk) or by telephone on 01279 655261.



## Application to be treated as Appointee

**Claimants name**

**Claimants address**

**Postcode**

**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**

**Date**

**Telephone number**

**Email**

**Relationship to claimant**

**Claimants signature**

**Password**

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

**Please complete, print and return this form as soon as possible to:**

**The Benefits Service, Council Offices, Wallfields, Pegs Lane, Hertford SG13 8EQ**



If you have a query about this form, please use the number below:

For Stevenage Borough Council customers Tel: 01438 242875

For East Herts customers Tel: 01279 655261

