When things go wrong

If you disagree with a decision in relation to your Housing Benefit award (rent allowance or rent rebate) you can ask us to look at it again by writing to us within a month of your benefit decision saying why you think it is wrong - we will review the decision to see if we can change it for you. If we cannot change the decision we will tell you why. If you wish to appeal this decision there is a further independent appeal process administered by the Appeals Tribunal which we will tell you about.

If you disagree with a decision in relation to your Council Tax Support (reduction in council tax) you can ask us to look at it again saying why you think it is wrong. We will look at your claim again and write to you with our decision. If we do not respond to you within 2 months, or if you are still aggrieved by the decision you may appeal direct to the Valuation Tribunal. You can appeal online at www.valuationtribunal.gov.uk or by post to the Valuation Tribunal, Council Tax Reduction Team, First Floor, Hepworth House, 2 Trafford Court, Doncaster, Yorks, DN1 1PN.

If you disagree with a decision in relation to your Business Rates assessment you can contact your local Valuation Office direct:

<table>
<thead>
<tr>
<th>Stevenage businesses</th>
<th>East Herts businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valuation Office Agency, St Peters House, 45 Victoria Street, St Albans, AL1 3WZ</td>
<td>Valuation Office Agency, Eastbrook, Shaftesbury Road, Cambridge, CB2 8DU</td>
</tr>
<tr>
<td>Telephone: 03000 501501</td>
<td>Telephone: 03000 501501</td>
</tr>
</tbody>
</table>

If you disagree with the level of your Council Tax and think you should be entitled to a discount or reduction/exemption please write to us within 28 days of receipt of your bill. For appeals about the banding of your property you can contact your local Valuation Office direct:

<table>
<thead>
<tr>
<th>Stevenage &amp; East Herts residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valuation Office Agency, Ground Floor, Ferrers House, Castle Meadow Road, Nottingham, Notts, NG2 1AB</td>
</tr>
<tr>
<td>Telephone: 03000 501501</td>
</tr>
</tbody>
</table>

If you wish to complain about how we delivered the service, you can lodge a complaint as follows:

<table>
<thead>
<tr>
<th>Stevenage residents</th>
<th>East Herts residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are not satisfied with the response from the service provider you can contact the Customer Service Centre to make a formal complaint: Telephone: 01438 242242 Textphone: 01438 242555 email: <a href="mailto:csc@stevenage.gov.uk">csc@stevenage.gov.uk</a></td>
<td>If you are not satisfied with a response that you receive from an enquiry made to a service, you may feel that you wish to make a complaint. Please e-mail <a href="mailto:complaints@eastherts.gov.uk">complaints@eastherts.gov.uk</a> or use the on-line form <a href="http://www.eastherts.gov.uk">www.eastherts.gov.uk</a></td>
</tr>
</tbody>
</table>

---

Customer Charter

The Revenues & Benefits Service,
Council Offices, Wallfields,
Hertford SG13 8EQ

SBC Tel: 01438 242875     EHC Tel: 01279 655261
The Revenues & Benefits Shared service for East Herts and Stevenage is hosted by East Herts Council. We are committed to providing a high standard of service to all of our customers.

**Who we are and what we do**

The Revenues & Benefits shared service is responsible for administering the Housing Benefit and Council Tax Support schemes, the Discretionary Housing Payment scheme and for the billing and collection of Council Tax and National Non-Domestic Rates (Business Rates). The service is also responsible for investigating and prosecuting fraud.

Further information about the services are also available on the Council Websites by clicking on the links to Benefits:
- Stevenage Borough Council website: www.stevenage.gov.uk
- East Herts District Council website: www.eastherts.gov.uk

Customers can also contact the shared service as follows:

- In writing: Revenues & Benefits, East Herts Council, Wallfields, Pegs Lane, Hertford, SG13 8EQ
- By email: benefits@hertspartnership-ala.gov.uk or revenues@hertspartnership-ala.gov.uk

**Operationally we aim to**

- Process correspondence within 14 working days from the supply of all necessary information
- Ensure that the take up of Housing benefit, Council tax support, exemptions and discounts is maximised throughout the whole community
- Prevent fraud, investigate and prosecute where appropriate those who claim benefits, exemptions and discounts to which they are not entitled.
- Take steps, where necessary, to minimise overpayments of benefits, but where these do occur, seek to recover with due regard to individual circumstances.

We aim to

- Be professional, helpful and courteous
- Take responsibility for your enquiry
- Deal with your enquiry as quickly as we can
- Provide equal access to our services
- Say sorry when we get things wrong
- Be cost efficient in all our processes, to keep costs to residents to a minimum

We ask that you treat our staff with respect

**Working together**

You can help us to provide a good service in a number of ways:

- Tell us as soon as possible about any changes to your circumstances
- Make sure that the information you give us is accurate and provided in a timely fashion
- If you are unsure or have any questions regarding benefit entitlement, council tax or business rates, contact us as soon as possible.