



What to do if you think the decision about your Housing Benefit and or Council tax Reduction is wrong.

This leaflet explains what to do if you think the decision about your Housing Benefit and or Council Tax Reduction is wrong.

If you think the decision we made is wrong, you can contact us to:

- Ask us to explain it
- Ask us to look at the decision again
- Appeal to an Independent Tribunal to look at the decision again

You must write to us within **one month** of the date on the decision letter. A different officer will look at the decision again to see if it is correct. If the decision can be changed we will send you a letter explaining the new decision. If you do not agree with the new decision you can ask us to look at it again.

If the decision cannot be changed we will send you a letter explaining why.

Housing Benefit

If the decision is about your Housing Benefit and you want to appeal to The Tribunal Service you have another month from the date of the new letter to do so. Complete the appeals form or write to us within one month of the date of the new decision letter. The form will help you provide the right information.

If you write to us; state the decision you are appealing against, the date of the notification letter and give reasons why you think the decision is wrong.

We will send your appeal with an explanation of the law and facts used to make the decision to The Tribunal Service. A copy of the appeal papers will be sent to you and your representative if you have one.

Late Applications for Appeal.

If you are outside the one month time limit you can make a late request for an appeal. The maximum time limit for a late appeal is 13 months from the date of the decision.

When asking for a late appeal, explain why is reasonable to grant your request and why your case has merit. Include details of any special circumstances that meant it was not possible to submit the appeal sooner.

It is important to stress that there is no guarantee that appeals submitted outside of the one month time limit will be accepted by the Tribunal.

For information about The Tribunal Service:

- Visit: www.justice.gov.uk/tribunals/sscs
- Phone: 0300 123 1142
- Email: sscsa-cardiff@hmcts.gsi.gov.uk

Council Tax Reduction

If you do not agree with a decision about your Council Tax Reduction, complete the appeals form or write to us. The form will help you provide the right information. We will respond to your dispute within two months of receiving it. If you do not receive a response from us after two months or still disagree with our decision once we have responded, you can make an appeal to The Valuation Tribunal direct.

You must appeal to The Valuation Tribunal within two months of our final decision and, if we have not responded to you, no later than four months after you initially contacted us with your dispute.

For information about The Valuation Tribunal:

- Visit: www.valuation-tribunal-wales.org.uk
- Phone: 01633 255003
- Email: VTWalesouth@vtw.gsi.gov.uk

If you have evidence to support your appeal, send it to us with your form/letter. You may find it helpful to talk to a welfare rights organisation, such as Citizens Advice or Shelter Cymru.



Housing Benefit and Council Tax Reduction Appeal Form

About You

Title (Mr, Mrs, Miss, Ms)	
Your Surname	
Forename and Middle name(s)	
Your date of birth	
National Insurance number	

Your address and postcode	
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Telephone number	
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If you have arranged for someone to help With your appeal, please tell us their name and address	
Sign this box for the above named to act on your behalf	

Name of the benefit you want to appeal e.g. Housing Benefit, Council Tax Reduction	
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The date of the decision you want to appeal	
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Use the box below to say why you do not agree with the decision. If you need more room please use a separate sheet of paper, but make sure you state APPEAL at the top and put your name and address on it.

You must explain why you think the decision is wrong. It is not enough to say ‘I do not agree with the decision’.

- **The reasons given should be like the examples below:**
 - ‘My rent was £75 a week but you have said it was £35 a week’
 - ‘I moved into the property on 1 November, not 1 December’
 - ‘You have used the wrong wages to work out my benefit. I only received £250 during the Christmas week.’
- **If you are appealing against more than one decision, you must say why you do not agree with each one.**
- **If it is more than one month after the date of the decision letter, you must say why your appeal is late. This only applies to Housing Benefit.**

Your Appeal

Write your appeal in the box below:

Declaration

I confirm to the best of my knowledge, the details on this form are correct and true.

Your signature	
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Date	
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Signature of the person helping with your appeal or your appointee (if you have one)	
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Date	
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What to do now

Check that you have:

- Stated which decision you do not agree with and the date of the decision
- Explained why you do not agree with the decision
- Signed the form or your appointee has signed if you have one
- Given reasons if your Council Tax Reduction/Housing Benefit Appeal is late
- Provided any proof that you think we need to confirm the information that you have stated in your appeal