

**Direction of Chief Executive regarding Electronic Communications for Housing Benefit, Council Tax Reduction and Second Adult Rebate.**

Direction of Robert Cottrill, Chief Executive of Eastbourne Borough Council (**the Authority**)

In accordance with:

paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006,

paragraph 2 of Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006, and

Paragraph 11 of Schedule 7 to the Council Tax Reduction Schemes (Prescribed Requirements) (England) 2012

I, as Chief Executive of Eastbourne Borough Council, hereby make the following direction:

1. A person who, in accordance with the above Regulations or Requirements, makes a claim for Housing Benefit, Council Tax Reduction or Discretionary Housing Payment is authorised to do so by electronic communication, provided that the person uses the approved methods and approved forms in relation to the claim.
2. A person who, in accordance with the above Regulations or Requirements, has had a change in their circumstances affecting their Housing Benefit, Council Tax Reduction or Discretionary Housing Payment is authorised to provide notice of the same by electronic communications, provided that the individual uses the approved methods and approved forms in relation to such notice.
3. The approved methods and approved forms referred to above relate to the methods and forms for:
  - (a) authenticating the identity of the sender of the communication;
  - (b) electronic communication;
  - (c) authenticating any claim or notice delivered by means of an electronic communication; and

(d) submitting to the relevant authority any claim, certificate, notice, information or evidence

4. The approved methods and approved forms are set out on the Authority's website, at [Login - Lewes and Eastbourne Councils \(lewes-eastbourne.gov.uk\)](https://www.lewes-eastbourne.gov.uk)

5. Any person using electronic means of communication will be responsible for the validity and accuracy of any details submitted and must keep a record of any details submitted in case of query.

6. Any claim, application, evidence or information submitted that does not conform to any of the relevant standards will be invalid, and any claim, application, evidence or information submitted which is not accepted to the official computer system (that is, the computer system maintained by or on behalf of the Authority or of the Secretary of State for sending, receiving, processing or storing of any claim, certificate, notice, information or evidence) will not be regarded as having been delivered. Please note that the Authority will not be held responsible for the non-receipt of any claim, application, evidence or information.

This direction may be withdrawn or amended at any time by the issue of a further direction.

Signed by Nick Ducatel

A handwritten signature in black ink, appearing to read 'Nick Ducatel', written in a cursive style.

Signature

Assistant Director Revenues and Benefits: Eastbourne Borough Council

Date: 27 August 2024