

**Direction of the Chief Executive, of Erewash Borough Council, under the Housing Benefit (Electronic Communications)(Miscellaneous Benefits) Order 2006 and the Erewash Borough Council Local Council Tax Support Scheme 2013.**

Erewash Borough Council, (the authority) in accordance with the Housing Benefit Regulations and the Localised Council Tax Support scheme hereby makes the following directions.

1. Provided that the individual uses an authority approved method, electronic communication is authorised in respect of Housing Benefit and/or Council Tax Support in the following circumstances:
  - a) To make an application
  - b) To report a change in circumstance
  - c) To make enquiries/requests
  
2. Methods of electronic communication approved are:
  - a) Any electronic form authorised for use by the authority and submitted in accordance with its instructions
  - b) Communications received by email
  
3. Authenticating the identity of the individual
  - a) Applications for Housing Benefit and/or Council Tax Support
    - I. As stated on the form
  
  - b) Other approved electronic forms
    - I. Name; and
    - II. Address; and
    - III. National Insurance Number; or date of birth
  
  - c) Electronic Mail
    - I. The email address is registered with the authority; or
    - II. The senders' identity is verified as described in 3(b)

Notwithstanding the authority's intention to make application for benefit and council tax support more efficient and accessible through the use of electronic means, the authority reserves the right to request further evidence in connection with an application or change before it can be decided.

Signed by



Chief Executive

Date

17<sup>th</sup> March 2015