



DIRECTION OF SALLY MARSHALL, CHIEF EXECUTIVE OF DACORUM BOROUGH COUNCIL (DBC), UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) ORDER 2006 AND THE DBC COUNCIL TAX SUPPORT SCHEME RULES 2015

Dacorum Borough Council (the Authority), in accordance with:

- Schedule 11 to the Housing Benefit Regulations 2006,
- Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006,
- Schedule 9 to the Council Tax Benefit Regulations 2006, and
- Schedule 8 to the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Schedule 1 to the DBC Council Tax Support Scheme Rules 2015

hereby makes the following directions:

1. An individual who, in accordance with the rules and regulations
 - a) reports a change in circumstances in respect of an award of Housing Benefit, Council Tax Benefit or local Council Tax Supportis authorised to do so by an electronic communication, provided that the individual uses the method approved by the Authority.
2. The methods approved by the Authority for using electronic communication are as follows:
 - a) The form for notifying the Authority of a change of circumstance must be that which is on the Authority's website at www.dacorum.gov.uk
 - b) The form must be completed in accordance with the instructions set out on the website and on the form
 - c) Any electronic communication submitted will be sent to housing.benefits@dacorum.gov.uk or as directed on the Authority's website
 - d) Any person sending an electronic communication to the Authority must clearly state their name, full postal address and claim number where appropriate in order to authenticate identity. Any communication where the Authority is unable to authenticate the identity of the sender shall be deemed invalidly made.
 - e) Any person should keep a record of any electronic communications in either a written or electronic form.
3. This direction may be withdrawn or amended at any time by the issue of a further direction.

Sally Marshall
Chief Executive
Date: