

Housing Costs: The most Housing Benefit we can pay is 100% of the eligible rent and 100% of the Council Tax. If your rent includes water rates, service or fuel charges, we will have to make a deduction for them.

Fuel Charges: If the following items are paid for in your rent the amounts noted below have been deducted:

Heating of accommodation	£21.55	Hot Water	£2.50
Lighting	£1.75	Cooking Facilities	£2.50

If the supply actually costs less and you can provide evidence to show this, we can reduce the amounts. If you have exclusive occupation of one room such as a bedsit, we can make a lower deduction of £12.90 - half the first three items.

Meals: If meals are included in your rent the amount shown overleaf has been deducted. The amounts are set by the Government and are as follows:

Full Board	£24.05 per person aged 16 or over /£12.15 per child under 16 in household per week
Part Board	£16.00 per person aged 16 or over /£8.05 per child under 16 in household per week
Breakfast only	£2.95 per person in household per week regardless of age

Income from Capital (not used for those on Income Support, Job Seeker's Allowance or Guarantee Pension Credit)

If you are of working age, we ignore any savings you have under £6000. If you have between £6000 and £16000 we calculate that for every £250, or part of, you receive £1 per week. These amounts are set by government.

If you are of pension age, we ignore any savings you have under £10000. If you have between £10000 and £16000 we calculate that for every £500, or part of, you receive £1 per week. These amounts are set by government.

Applicable Amount: This is an amount set by the Government to cover your basic living expenses and those of any partner and dependant children. It is made up of personal allowances and, where appropriate, premiums for severe disability, carers and/or for having dependant children.

RIGHT OF APPEAL

If you do not agree with this Benefit decision you must challenge it within one month of the date of this letter. You can:

- Ask us to explain the decision to you (you can phone us if you wish)
- Write and ask us to reconsider the decision to see if we can change it. (If the Council's decision is not to your advantage you will still be able to ask for an Independent Tribunal hearing.)
- Write to us and ask for our decision to be looked at by an Independent Tribunal run by the Tribunal Service.

Your letter **must** be written in English or Welsh, be signed by you and contain your full name and address. You must identify the decision you are appealing against and the grounds for your appeal. Please include any evidence that supports your appeal.

Appeals about the income used in your Pension Credit award will be forwarded to the Pension Credit Service as we are legally bound to use the figures they give to us.

Benefit Payments for Private Tenants

If you receive payments yourself, then these are made through cheque or BACS transfer direct into your bank account. **Any cheques not cashed within 6 weeks will be cancelled.**

How to Contact Us

In Person at the Revenue Information Helpdesks - Our helpdesks provide a professional and friendly one-stop service for all revenue enquiries.

Principal Revenue Information Outlet	Other Revenue Information Outlet	* For picking up forms and handing in documents plus an appointment service) *
John Wilkes House 79 High Street Ponders End, Enfield EN3 4EN Open Mon – Fri 9.00 – 4.00pm	Civic Centre (Ground Floor) Silver Street Enfield EN1 3XW Open Mon – Fri 9.00 – 4.00pm	Edmonton Centre (1 st floor above the library) 36-44 South Mall, Edmonton London, N9 0TN *Open Monday – Friday 8.30am – 5.00pm *

By Phone – Our telephone helplines are available from 8.30am – 4.30pm Monday to Friday. Calls may be recorded for quality and training purposes.

020 8379 3798	Benefits Helpline
020 8379 4779	Benefit Claim Service for those with visual difficulties
020 8379 4629	Complaints Line
020 8379 4998	Textphone Service
020 8379 4992	Appointments line (Tues / Thurs evenings)
020 8379 4779	Home visits line (for those who are unable to visit a Helpdesk)

By Post to the Revenues & Benefits Division, PO Box 63, Civic Centre, Silver Street, Enfield, Middx EN1 3XW.

By e-mail to revs@enfield.gov.uk

PENSION SERVICE ENQUIRIES

If you need to contact the Pension Centre about Pension Credits you can either phone them on 0845 606 0265 or write to them at The Pension Centre, PO Box 4 Gateshead, NE92 1BQ