

**Direction of Gerry Cornes, The Chief Executive of East Dunbartonshire Council** under the Housing Benefit and Council Tax Benefit (Electronic Communications) Order 2006, as amended and the Council Tax Reduction Regulations (Scotland) 2012 and the Council Tax Reduction Regulations (State Pension Credit) (Scotland) Regulations 2012

In respect of functions of the East Dunbartonshire Council, (“the Authority”) in accordance with:

- Paragraph 2 of Schedule 11 of the Housing Benefit Regulations 2006; and
- Paragraph 2 of Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006; and
- Paragraph 2 of Schedule 9 of the Council Tax Benefit Regulations 2006; and
- Paragraph 2 of Schedule 8 of the Council Tax Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006; and
- Part 12, Regulation 91 of The Council Tax Reduction (Scotland) Regulations 2012; and
- Part 11, Regulation 71 of The Council Tax Reduction (State Pension Credit) (Scotland) Regulations 2012

I, Gerry Cornes hereby make the following direction setting out the matters and methods approved;

1. An individual who, in accordance with the Regulations:

- Makes a new claim for Housing Benefit or Council Tax Reduction
- Makes a backdated claim for Housing Benefit or Council Tax Reduction
- Amends an existing claim at any time before a decision has been made on the claim for Housing Benefit or Council Tax Reduction
- Reports a change of circumstances for Housing Benefit or Council Tax Benefit or Council Tax Reduction under the Social Security Contributions and Benefits Act 1992

is authorised to do so by a method referred to in paragraph 2 below.

2. The methods approved for the purposes of paragraph 1 are by

- electronic communication including any electronic form authorised for use by the Council and submitted in accordance with its instruction by using the Authority’s web site.
- completion of a claim form or a change in circumstances form and submitting it via Citizen’s Advice Bureau or any of the Council Hubs or by post.

3. An electronic communication made in a method outlined in paragraph 2 above, will be regarded as being made on the day that it is received by the Authority, provided it complies with the Authority’s published requirements. Any communication by an individual in which the claimant/applicant is not identifiable by the Authority, is unapproved.

4. The Authority may require further information and original supporting documentation in respect of any claim or change in circumstances in relation to Housing Benefit or Council Tax Reduction matters referred to in paragraph 1.

5. The method approved for the Authority to authenticate the identity of the individual submitting the electronic communication is by verifying full name, address, date of birth and national insurance number in respect of the benefit claimant/applicant/partner using original documentation provided for the claimant/applicant/partner. Furthermore, the claimant/applicant must provide all requested information and evidence in accordance with paragraph 4. In respect of changes of circumstances the claimant/applicant must provide information about what has changed, the date of change and supply any additional evidence and information which the Authority requests in accordance with paragraph 4
6. A person who submits electronic correspondence keeps a copy of all communications, either written or electronic, so it can be produced where the Authority so requires. Failure to provide such evidence, upon reasonable request by the Authority may be deemed to show that an electronic communication was not successfully made. Additionally this could weaken their defence against an overpayment recovery decision or prosecution.

Signed by

*Gerry Cornes*

**Gerry Cornes**  
**Chief Executive**

**Dated 03 March 2017**