

# Dispute form

Claim ref:

Tell us who you are

Claimant

Landlord

Appointee

**Please complete either Part 1 or Part 2 but not both.**

## Part 1

1. I require a written statement explaining how you have worked out my entitlement to Housing Benefit and/or Council Tax Reduction (delete as appropriate)
2. I am disputing the decision and want you to look at it again

## Part 2

1. I want to appeal against your decision relating to Housing Benefit
2. I want to appeal against your decision relating to Council Tax Reduction

## About you

Title:

Surname

Other names

Address

**To speed up the appeals process it would be helpful if you could provide a contact telephone number/e-mail address below in case the local authority or the Tribunals Service need to contact you for further information.**

Tel No:

E-mail Address

Have you arranged for someone to help you with your appeal? Yes  No

Please tell us their name and address

Their full name

Their address

Do you wish to authorise this person to act for you in all matters relating to this dispute

Yes  No  If yes, please sign this box

## **Housing Benefit decisions you cannot appeal against**

**There are some decisions you cannot appeal against, for example:**

- What information and proof we need you to give us
- If we did not look at our decision again because you asked us too late
- That we have the right to recover an amount overpaid to you
- How we recover the amount we overpaid you,
- If you think our decision about a Discretionary Housing Payment is wrong.
- The capital limit.

## **About the decision**

Please tell us:

The date of the decision letter

Exact period to which the dispute relates

## **Grounds for your dispute**

You should specify the decision you are appealing against and give the reasons why you are appealing. These are your 'grounds of appeal'. Your reasons do not have to be lengthy or written in legal language but you need to say more than just 'I disagree'. You should explain simply why you think the decision you are disputing is incorrect.

If you have information or evidence to support your dispute, for example a letter from your doctor, you should enclose it with this form and tick here .

**Your Signature**

**Date**

**If someone has been officially appointed to act for you or someone has the authority to act for you, they should sign here.**

**What to do now**

- Make sure you have stated on this form why you do not agree with the decision
- If you need more space, use another sheet of paper. Remember to put your name and claim number on any extra sheets of paper.
- Make sure you have filled in all parts of this form and signed it.
- Please return to: Housing Benefits, Ty Elwyn, Llanelli, SA15 3AP or take it to one of our Customer Service Centres at Ty Elwyn, Llanelli, 3 Spilman Street, Carmarthen or to the Town Hall in Ammanford.

**Disputes relating to Housing Benefit decisions must reach our office within one month of the date at the top of the letter telling you about the decision.**

**Disputes relating to Council Tax Reduction can be made within one month, however if you have already submitted an appeal to the local authority and:-**

- 1. you have not received a reply within 2 months or**
- 2. you have received a reply and are still not happy with the decision**

**you can appeal directly to the Valuation Tribunal (details below).**

**For Housing Benefit disputes only** - if your dispute is more than one month after the decision was made, please say why your appeal has been delayed and provide supporting evidence if available.

If you have any documents or letters in support of this request, from social workers, solicitors or

citizens advice bureau etc. please submit them with this form and tick here

### What happens when we look at our decision again?

The decision will be checked by a different officer to the one who made the original decision to see if it is correct.

### If we change our decision:

- we may change it from the date of our original decision; and
- we will send you a letter explaining our new decision.

If the new decision is in your favour your appeal will lapse and you will be given new rights of appeal.

### If we cannot change our decision:

- we will send you a letter explaining why; and
  - a) if your appeal relates to a Housing Benefit decision you have one more month to appeal to the Tribunals Service.
  - b) If your appeal relates to a Council Tax Reduction decision you have 2 months to appeal to the Valuation Tribunal from the date of our letter.

### Withdrawing an appeal

You can withdraw your appeal at any time before a hearing but any notice of withdrawal must be received in writing by the local authority.

### General Information

#### Council Tax Reduction Appeals

If you need to contact the Valuation Tribunal their address is:-

**Valuation Tribunal for Wales  
West Wales Region  
Llys y Ddraig  
Penllegaer Business Park  
Swansea  
SA4 9NX**

**Tel number:- 0300 790 4530**

#### Housing Benefit Appeals

If you need to contact the Tribunals Service their address is:-

**HM Courts and Tribunals Service  
Social Security & Child Support Appeals  
Eastgate House  
Newport Road  
Cardiff  
CF24 0AB**

**Tel number:- 0300 123 1142**

If you require any further advice please contact:-

**The Housing Benefit Section  
Carmarthenshire County Council  
Ty Elwyn  
Llanelli  
SA15 3AP  
Tel: 01554 742100  
Fax: 01554 742277  
Website: [www.Carmarthenshire.gov.uk](http://www.Carmarthenshire.gov.uk)  
Email:-  
[Housing.Benefits@carmarthenshire.gov.uk](mailto:Housing.Benefits@carmarthenshire.gov.uk)**

For independent advice you can contact:-

**Citizens Advice Bureau  
Llanelli           01554 759626  
Carmarthen       01554 234488  
Ammanford       01269 591091**

**Shelter Cymru   01267 229206**

**CATCHUP Ltd   01554 776850 or  
01554 774570**