DIRECTION OF NEIL DAVIES UNDER THE HOUSING BENEFIT
AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS)
(MISCELLANEOUS BENEFITS) ORDER 2006

Medway Council in accordance with paragraph 2 of:

Schedule 11 to the Housing Benefit Regulations 2006,
Schedule 10 to the Council Tax Benefit (Person who have attained the qualifying
age for state pension credit) Regulations 2006,
Schedule 9 to the Council Tax Benefit Regulations, and
Schedule 8 to the Housing Benefit (Persons who have attained the qualifying
age for state pension credit) Regulations 2006,

('the 2006 Regulations'), hereby makes the following directions -

1. Provided an approved method is used, electronic communication may be
   used in the following circumstances:
   (a) Making a claim for Housing Benefit or Council Tax Benefit,
   (b) Amending a claim for Housing Benefit or Council Tax Benefit, and
   (c) Notifying a change in circumstance for a Housing Benefit or Council Tax
       Benefit claim.

2. The methods approved by the Authority for using electronic communication
   are as follows:
   (a) The claim form used must be that which is on the Authority's website
       (www.medway.gov.uk).
   (b) The form must be completed in accordance with the instructions set out
       on the website.
   (c) Any electronic communication must be sent to benefits@medway.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. Any communication where the Authority is unable to
       authenticate the identity of the sender shall be deemed invalidly made.

Signed by

[Signature]

Neil Davies
Chief Executive

Date: 28/07/2010