

**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](http://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](mailto: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



Neil Davies  
Chief Executive

Date: 28/07/2010