



**Wealden**  
District Council

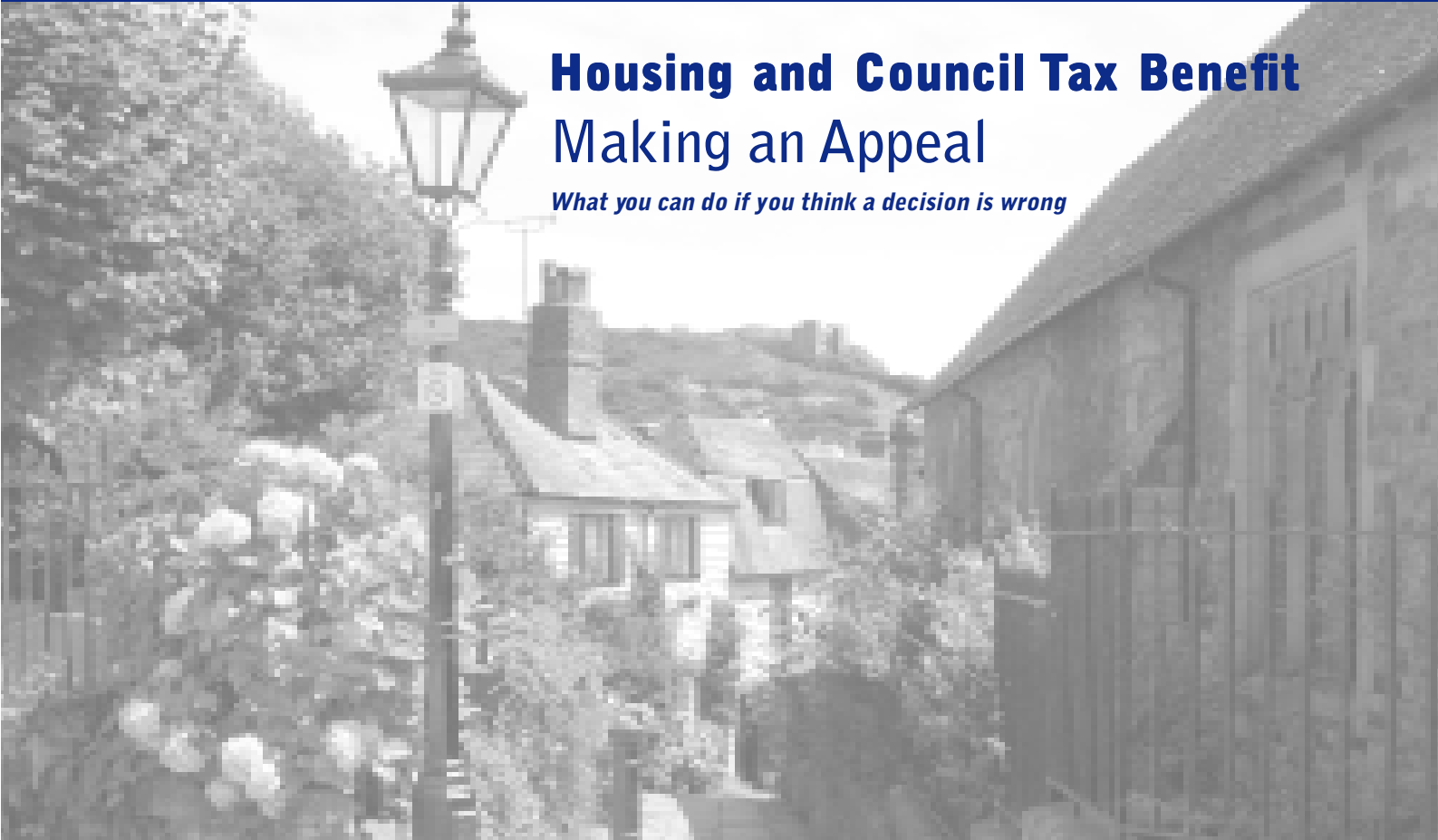
  
Lewes District Council  
[www.lewes.gov.uk](http://www.lewes.gov.uk)

  
**Eastbourne**  
BOROUGH COUNCIL

  
Hastings  
BOROUGH COUNCIL  
*...Making the Difference...*

# **Housing and Council Tax Benefit Making an Appeal**

*What you can do if you think a decision is wrong*



## **If you think a decision made on your claim is wrong you can:**

1. Ask for an explanation
2. Ask us to reconsider
3. Appeal to an Independent Tribunal

### **1. Asking for an explanation**

It may help if you ask us to explain our decision, but you must do this within one month of the date on the letter you disagree with. You should write to us giving the date of the letter you want an explanation for and why you disagree. Make sure you sign your letter or provide a signed authorisation for someone else to act on your behalf.

### **2. Asking us to reconsider**

You can do this as soon as you receive a decision letter you think is wrong or after receiving a written explanation you still disagree with. You must ask for a reconsideration within one month of the date on the

letter you disagree with, but this can be extended by the length of time it took to provide a written explanation if you ask for this first.

If you want us to reconsider our decision you should write to us giving the date of the letter containing the decision you disagree with and tell us why you think it is wrong.

Make sure you sign the letter or provide a signed authorisation for someone else to act on your behalf.

### **3. Making an appeal**

You can do this as soon as you receive a decision you think is wrong or after receiving a reconsideration from us which you still disagree with.

You must make an appeal within one month of the original decision letter, which can be extended by the time it took us to provide a written explanation if you asked for one first, or one month of the letter which reconsidered the original decision if you asked for this first.

If you want to appeal against the decision you can write to us or complete the appeal form included with this leaflet.

You should identify the date of the letter you want to appeal against and give your reasons why you think the decision is wrong, enclosing any evidence you have to support your appeal.

Make sure you sign the appeal letter/form or sign to authorise someone else to act on your behalf.

If we have previously reconsidered our decision we will forward your letter/form to the Appeals Service.

If no reconsideration has taken place, we will do so and write to you with our decision. If the decision has not changed or is changed but results in less benefit, your appeal will be forwarded to the Appeals Service.

If the decision is changed in your favour, the appeal will end. You will still have appeal rights but the process will start again with the new decision.

## **Time Limits**

If you make your request outside the specified time limit, we will only be able to consider it if there are special circumstances which prevented you contacting us sooner.

## FURTHER INFORMATION

### EASTBOURNE BOROUGH COUNCIL

#### Housing Benefits Office:

1 Grove Road, Eastbourne, East Sussex, BN21 4UG

#### Opening Hours:

Monday-Tuesday 0900 - 1700

Wednesday 0930 - 1700

Thursday-Friday 0900 - 1700

#### Telephone:

01323 410000 (General Queries)

#### Fax:

01323 415130

#### E-mail:

housing.benefits@eastbourne.gov.uk (General Queries)

### HASTINGS BOROUGH COUNCIL

#### Benefits Service:

41 Wellington Square, Hastings, East Sussex, TN34 1PP

#### Opening Hours:

Monday-Thursday 0845 - 1630, Friday 0845 - 1600

#### Telephone:

01424 781900 (Helpline)

01424 781573 (Overpayments)

#### Fax:

01424 781541

#### E-mail:

benefits@hastings.gov.uk (General Queries)  
overpayments@hastings.gov.uk (Overpayment Queries)  
fraud@hastings.gov.uk (Reporting Fraud)

### LEWES DISTRICT COUNCIL

#### Finance and Community Services:

Council Offices, Fisher Street, Lewes, East Sussex, BN7 2DQ

#### Opening Hours:

Monday-Thursday 0900 - 1645

Friday 0900 - 1615

#### Telephone:

01273 471600 (General Queries)

#### Fax:

01273 484066

#### E-mail:

Benefit@lewes.gov.uk (General Queries)

### WEALDEN DISTRICT COUNCIL

#### Benefits Service:

Vicarage Lane,

Hailsham,

East Sussex,

BN27 2AX

#### Opening Hours:

Monday-Friday 0830 - 1730

#### Telephone:

01323 443500 (General Queries)

#### Fax:

01323 443146

#### Email:

benefits@wealden.gov.uk