



Wealden
District Council


Lewes District Council
www.lewes.gov.uk


Eastbourne
BOROUGH COUNCIL

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

A black and white photograph of a residential street. In the foreground, a street lamp stands on the left. The street is lined with houses, some with gabled roofs and chimneys. The background shows a hillside with more houses and trees. The overall scene is a typical suburban or village street.

Housing Benefit

A Guide to Overpayments

What is an overpayment?

Where Housing Benefit has been paid but there is no entitlement

Will the money have to be repaid to the Council?

We need to establish why the overpayment happened in the first place before deciding if it is 'recoverable'. In most cases, the money will need to be repaid.

When would it not be necessary to repay the money?

Where the overpayment was the result of an official error, and the person receiving the money could not reasonably have been expected to know they were being overpaid, we may not ask for the money back.

Who will be asked to repay the money?

Either the tenant or the landlord depending on who was being paid and the circumstances leading to the overpayment.

What if I don't agree that I owe the money?

You may ask for a statement of reasons or you may appeal against the decision.

How will the overpayment be recovered?

If there is an overpayment and the tenant is still entitled to benefit, usually the overpayment will be recovered from their on-going entitlement.

If benefit is being paid to the landlord, it may be recovered from the landlord and the tenant is expected to make up any difference.

If benefit has stopped and there is an overpayment, depending on the reasons for the overpayment an invoice for repayment may be sent to the landlord if the landlord was receiving the benefit payments. The tenant is expected to pay any rent arrears.

What happens if I fail to repay the debt?

We will:

- Register the debt at court
- Apply for an Attachment of Earnings
- Apply for an Attachment of Benefit
- Register a charge on your property (if appropriate)

How can I prevent overpayments happening in the first place?

Always advise the Benefits Section promptly of any changes of circumstances

e.g. increased income; addition to the household; start work; change of address.

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