
Dudley Metropolitan Borough Council, (‘the Council’) in accordance with the Housing Benefit Regulations and the localised Council Tax Reduction Scheme (including subsequent amendments and orders) hereby makes the following directions

1. Provided that the method used is approved by the Council, electronic communication is authorised in respect of Housing Benefit and/or Council Tax Reduction in the following circumstances:
   (a) To make an application
   (b) To report a change in circumstances
   (c) To make enquiries / requests

2. Methods of electronic communication approved by the Council are:
   (a) Any electronic form authorised for use by the Council and submitted in accordance with its instructions.
   (b) Communications received by email

3. Authenticating the identity of the individual:
   (a) Applications for Housing Benefit and/or Council Tax Reduction
      (i) As stated on the form
   (b) Other approved electronic forms
      (i) Name; and
      (ii) Address; and
      (iii) National insurance number; or date of birth
   (c) Electronic mail
      (i) The email address is registered with the Council; or
      (ii) The senders’ identity is verified as described in sub-paragraph 3(b)

Notwithstanding the Council’s intention to make applications for benefit and reductions more efficient and accessible through the use of electronic means, the Council reserves the right to request further evidence in connection with an application or change before it can be decided.

Signed by

[Signature]

Chief Executive

Dated 05/06/2014