

**DIRECTION OF BOB SMITH, ACTING CHIEF EXECUTIVE OF SOUTH BUCKS DISTRICT COUNCIL,
UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC
COMMUNICATIONS) ORDER 2006**

South Bucks District Council ('the Authority'), in accordance with

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006,
- Paragraph 2 of Schedule 10 to the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
- Part 4 of Schedule 7 to the Council Tax Reduction Schemes, Prescribed Requirements, (England) Regulations 2012 and Sections 101-106A of the South Bucks DC Council Tax Support Scheme

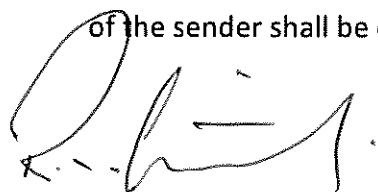
The Authority hereby makes the following directions:

1. Provided an approved method is used, electronic communication may be used in the following circumstances:
 - a) Making a claim for Housing Benefit and/or Council Tax Support under South Bucks District Council's Local Council Tax Reduction Scheme;
 - b) Amending a claim for Housing Benefit and/or Council Tax Support under South Bucks District Council's Local Council Tax Reduction Scheme;
 - c) Notifying a change in circumstance for Housing Benefit and/or Council Tax Support under South Bucks District Council's Local Council Tax Reduction Scheme

The methods approved by the Authority for using electronic communication are as follows:

- a) The claim / application form used must be the one provided on our Authority's website www.southbucks.gov.uk
- b) The claim / application form must be completed in accordance with the instructions set out on the form and the Authority's website
- c) Any electronic communication about Housing Benefit and/or Council Tax Support must be sent to benefits@southbucks.gov.uk
- d) Any person sending an electronic communication must clearly state their name, full postal address and claim reference (where appropriate). Any communication where the Authority is unable to authenticate the identity of the sender shall be deemed invalidly made and not responded to.

Signed



Bob Smith
Acting Chief Executive

Dated 1 July 2015