

Request for Backdated Housing Benefit and/or Council Tax Support

What does backdating mean?

If you have made a claim for benefit but would have claimed it sooner if you could have, you may ask us to backdate your claim. This means that we would treat your claim as if we received your claim form on an earlier date.

How do I claim backdated benefit?

If you need your claim to be backdated, you need to make a written request and show that you had good reason throughout the backdate period for not claiming benefit. This is known as 'showing continuous good cause'

What is a good reason?

Each claim is considered separately so there is no list of circumstances which can be thought of as 'good reasons' Some examples of reasons why you could potentially not have been expected to claim earlier include:

- The death of a close relative;
- Being in hospital or seriously ill;
- Being wrongly advised by an official person such as Council staff, a social worker, The Citizens Advice Bureau or the Department for Work and Pensions;
- Language difficulties
- Being unable to manage your affairs and having no one to help you.

What is not a good reason?

Some reasons will not be considered valid reasons unless there are other reasons as well. For example:

- You did not know you could claim benefit;
- Knew that you could claim benefit but had delayed or decided not to;
- Had a claim form but lost it or had a claim form but did not return it straight away.

How far back can my claim be backdated?

For customers under pensionable age we are able to consider backdating your claim for a period of up to 1 month for Housing Benefit claimants and up to 6 months for Council Tax Support claimants (this is 1 month or 6 months from the date that written request is received).

What happens after my claim has been made?

After we have received your returned backdate request form and have all the necessary supporting information we will make our decision and advise you whether or not we consider you have valid grounds to have your claim backdated.

What should I do if my backdate request is not successful?

If you disagree with a backdating decision, you may challenge it. You can also get more information or ask for an explanation of the decision.

You can formally challenge our decision by:

- Asking us to change the decision
- Appealing against our decision by requesting and completing appeal form DMA1. This must be done within one month of receiving your decision letter.

If you have any further questions relating to backdated benefit please contact us on 01263 516349 to discuss.

NORTH NORFOLK DISTRICT COUNCIL
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Fax 01263 516106
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Our Ref:
Claimant name:
Claimant address:

Telephone:

Request for Backdated Housing Benefit and/or Council Tax Support

I would like you to consider backdating my Housing Benefit and/or Council Tax Support for the period:

Housing Benefit : From To

Council Tax Support: From To

I was unable to submit my claim for Housing Benefit and/or Council Tax Support for the above period because:

Claimants Signature

Date

Continue over or on a separate page if you wish