

If you prefer independent advice, why not contact one of these:

- Welfare Rights Officer
- Any Advice Centre, Citizens' Advice Bureau or Law Centre.

Breckland Council
Revenues Services
Breckland House
St Nicholas Street
Thetford IP24 1BT

Phone: 01362 656872
(Dereham)
Fax: 01842 756513

Forest Heath
Benefits Section
College Heath Road
Mildenhall
Bury St. Edmunds
Suffolk

Phone: 0800 163030

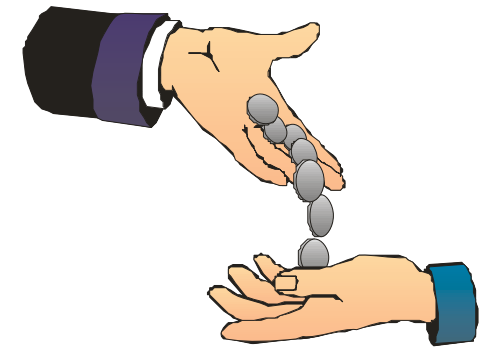
email: benefitenquiries@angliarevenues.gov.uk

For more information see our website:
angliarevenues.gov.uk

Anglia Revenues Partnership



Benefit Overpayments



Revenues Services

what is an overpayment?

An overpayment happens when you have been paid Housing Benefit, Council Tax Benefit (or both) which you were not entitled to. This could be because you did not inform the Council of a change in your circumstances, such as:

- your Income Support or Jobseeker's Allowance stopped
- you received an increase in earnings or private pension or other benefit award;
- someone joined your household;
- you left the address for which Housing Benefit was being paid.

can the Council insist I pay the money back?

Yes, in almost every case overpaid benefit has to be re-paid, even if it was because of our error.

However, you may not have to repay the overpayment if it was because of our error **and** the person claiming or receiving the benefit could not have known an overpayment was being made.

We can deduct any entitlement you had to Housing Benefit or Council tax Benefit during the time you were overpaid, but only if we have full details of your income, etc.

why have I received this bill?

If you have been sent an overpayment bill, this means we have decided that you must repay the overpayment. The bill includes a letter giving the reason for the overpayment and a statement of the dates and amount.

what should I do now?

Do not ignore the bill. You should arrange to repay the money by contacting Revenue Collection Services on the respective council's telephone number shown overleaf. Payment can be by convenient instalments that you can afford, if you prefer. Alternatively, you can pay the amount by cheque or postal order made payable to the respective council and post it to the address shown overleaf.

In some cases it may be possible to repay the overpayment from benefit you are still getting. The amount we can take from ongoing benefit is set by the Government. No deductions would be made without first telling you in writing. The amount of the deduction can be negotiated.

what if I disagree with the overpayment?

If you disagree that you have been overpaid or that you should have to repay it, you must send a letter of appeal to this office. We must receive any appeal within a month of the date of the overpayment notice.

what are my rights of appeal?

For further details, please refer to the appeals information on your letter, see our appeals leaflet or telephone the number overleaf. Any appeal must be made within one month of the decision.

what if I do not repay or appeal?

If you do not repay, appeal or arrange to repay the money, the Council may take further action to recover the amount involved. This could include legal proceedings.