

yourself unless you have an appointee.

We can give you a form where you can give someone else permission to discuss your claim with us. Please contact us if you need one.

## Anglia Revenues Partnership



## Discussing your claim with other people

### **Breckland Council**

Revenues Services  
Breckland House  
St Nicholas Street  
Thetford IP24 1BT

Phone: 01362 656872  
Fax: 01842 756513

### **Forest Heath District Council**

Benefit Section  
College Heath Road  
Mildenhall  
Bury St Edmunds  
Suffolk IP28 7UZ

Phone: 0800 163030

[www.angliarevenues.gov.uk](http://www.angliarevenues.gov.uk)



**Revenues Services**

When you claim benefits, you have to give us a lot of personal details. We want to reassure you that we treat any information you give us as confidential. We will not normally discuss it with anyone else without your permission.

The Data Protection Act 1998 protects your privacy. This leaflet gives you an outline of what information we can give to other people. If you want you can ask us for a more detailed explanation.

### **Sharing information with your landlord**

Sometimes sharing information with your landlord helps us to deal with your claim quickly. It also makes it less likely that you will fall behind with your rent because of your claim being delayed. We can only share information with your landlord if you are a council tenant or you have agreed that your Housing Benefit can be paid directly to your landlord.

But in either case, under the Data protection Act, we need your permission to share information. If you gave us permission we would be able to tell your landlord:

- whether or not you had claimed or renewed your claim for Housing Benefit and, if so, whether we had made a decision on your claim or not; and

- if we need more information to make a decision on your claim and, if so, what information this is.

There may be other information we need to check with your landlord, such as the date your tenancy started, before we can make a decision on your claim. If this is the case, we have to ask your landlord even if you have not given us permission to discuss your claim with them. But, unless you have given us written permission, we will not discuss anything else with your landlord.

### **We will not give your landlord any information about:**

- **your personal or household circumstances; or**
- **your financial circumstances.**

If you do not give us permission to discuss your claim with your landlord, it will not affect your claim. and if you give us permission but then change your mind, we will follow your wishes. Just contact us and let us know.

### **Appointees**

If you unable to deal with your claim yourself, claim maybe made by a third party, known as an 'appointee'. This may be, for example, because of serious illness.

In these cases, the appointee takes over all your rights and responsibilities for the Housing Benefit and Council Tax claim.

We may also accept a claim from:

- receiver appointed by the Court of Protection;
- attorney; or
- person appointed by the DWP to act on your behalf over some other benefit.

In other cases we may be able to accept a written request from anyone over 18 to be an appointee, for example a friend, social worker or solicitor. In these circumstances we must consider first whether there is any conflict of interests - in other words, whether there is anything that might cause the appointee to not always act in the best interests of the claimant. If this affects you, please contact us for advice.

### **Discussing your claim with family or representatives**

We can also give information to someone who is acting on your behalf, including family members. However, we need to be sure they are doing this with your knowledge and consent, and therefore we would normally ask for your written consent.

You should always sign any claim forms