

**Requesting interim payments on account pending decision on housing benefit claim**

**Note: private and housing association tenants only**

[Your address]

[Your telephone number]

[Your email address]

[Date]

[Address of the Council's housing benefit department]

By [first class post / hand / email to: [email address]]

Dear Sirs

**Re: Request for decision to be made on housing benefit claim  
Request for interim payments of housing benefit 'on account'  
Housing Benefit Regulations 2006, SI No. 213, Regs 91(3), 93(1)  
Your ref: [National Insurance Number]**

I write about the housing benefit claim I made on [date].

You confirmed when [I / my housing options officer / my support worker / [name]] contacted your office on [date] that no further information or documentation was required to process my claim. [OR I believe that I have provided all the information you need in support of my claim, and at no time have you advised me otherwise].

I am aware that you are required to issue a payment of housing benefit by the fourteenth day after you receive my claim, "or, if that is not reasonably practicable, as soon as possible thereafter" (SI 2006, No.213, Reg 91(3)).

As it is now over 14 days since my claim, I would be grateful if you could by return:

- (1) confirm whether a decision has been made on my benefit entitlement; and if so
- (2) forward written notification of that decision.

I am aware that if it is impracticable to make a decision on my claim within 14 days, you are obliged to issue an interim payment 'on account' (SI 2006, No. 213, Reg. 93(1)). You will be aware that payments on account are mandatory and are not reliant on me requesting interim payments, subject to an exception only if you have asked me to produce information, documents or evidence, and I have failed without good cause to provide the same (Reg. 93(1)).



In the event that you take the view that you are unable to determine my claim and decide my benefit entitlement because of a need for further information or documentation from me, I consider that I have 'good cause' under Reg.93(1), namely that neither you or the Department of Work and Pensions have asked me to provide you with any information, certificates, documents or evidence.

If you are unable to determine my claim and confirm the amount of benefit payable to me, please by return:

- (3) confirm the reason(s) I have not been notified of a decision on my claim;
- (4) confirm the date on which my claim will be processed;
- (5) confirm whether payments 'on account' will be made, in accordance with Regulation 93(1);
- (6) send me written notification of those matters listed in Regulation 90 and Schedule 9 to the 2006 Regulations.

Your delay in processing my claim (or, if applicable, the failure to promptly advise me of any legitimate reason for not processing the claim) is causing me the following difficulties:

*[Describe briefly difficulties you're experiencing; examples are given below:*

- I am unable to pay my rent, and I am at risk of losing my tenancy
- I am unable to pay my rent, and my landlord has indicated s/he may end my tenancy
- I am unable to pay my rent, and my landlord has served a notice to end my tenancy as a result of the resulting arrears
- I have fallen into debt because I have borrowed £[amount] to pay my rent.
- I have fallen into debt because I have borrowed £[amount] to pay my rent. I will have to pay interest on this debt.]

**Please note that if I do not receive a satisfactory response to this letter within 14 days I may submit a formal complaint under the Council's complaint policy, without further reference to you.**

I look forward to hearing from you shortly.

Yours faithfully

[Your name]

Copy: [Insert name & job title of any person you want to forward of copy of this letter to, eg support worker, homelessness officer, legal advisor, councillor, landlord etc.]

