



Executive Director of Finance
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cat?

Your Ref: [REDACTED]
Date: 4th July 2019

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

8 JUL 2019

Re: [REDACTED]

Dear Mr. [REDACTED]

Housing Benefit and Council Tax Support

I refer to your letter of 26.06.2019 requesting that we look again at our decision dated 05.09.2017

I would refer you to the original decision which gives you details of the dispute process including the time limits.

The request that you have made for the decision to be reconsidered has been made late as there is an overall time limit of 13 months from the date of the original decision in which to make this request.

We received notification that Mr. [REDACTED]'s entitlement was ceased on the 02.08.2017
Letters of correspondence were issued on the 03.08.2017 confirming the housing benefit had been suspended due to Employment Support Allowance stopping.
Letters of correspondence were issued on the 05.09.2017 confirming the housing benefit has now been cancelled.

Hence the decision made at the time was correct.

The customer did not provide any information in relation to the suspension letters or ask the claim to be assessed on any other income. We were not notified of any change in circumstances by the customer.

After the 05.09.2017 there was no live claim for housing benefit and council tax reduction.

We received a claim form for housing benefit on the 16.10.2018 requesting for a new claim.
No claim for a backdate or reconsideration was made on the form.

Yours sincerely,

Sharon Gillespie
Customer Operations Manager

Please allow us time to process your claim. We will contact you if we require further information.
An appointment only service is available at a number of locations across the city. Please visit our website detailed below and click on contact centres for further information or telephone us on 0141 287 5050 to make an appointment.

To create and manage your claim online log on to www.glasgow.gov.uk/ben
Log on to www.glasgow.gov.uk/privacy to find out how we will use your information