

Customer First

Benefits and Council Tax



South Hams
District Council

These are the **service standards** we aim to achieve

If you	We will
move into or out of a property	amend your Council Tax or Business Rate account within 10 working days of receiving all the information we need
make a claim for a discount or an exemption from Council Tax	notify you of our decision, or contact you again, within 5 working days
have overpaid your Council Tax or Business Rate account	notify your bank or send you a cheque within 10 working days of receiving all the information we need
make a new claim for Council Tax/Housing Benefit or tell us about a change in your circumstances	assess/re-assess your claim and send you a notification within 5 working days of receiving all the information we need; if we need to visit you regarding the claim we will offer you an appointment, to take place within 10 working days
claim Housing Benefit but are unable to supply us with all the information we need because it's not in your possession	make an interim payment to you within 10 working days of receiving your claim
tell us that you believe your claim for benefit has been wrongly calculated	review your claim within 10 working days
tell us you are still not happy with our decision regarding your Benefit claim and wish to appeal against it	submit your appeal to the Tribunals Service within 10 days of receiving all the relevant information