



# Housing Benefit & Council Tax Benefit

General Guidance  
on making an  
Appeal

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## Introduction

An Appeals Hearing is the third step in the process of appealing against a decision made by Revenue Services about your claim for Housing Benefit or Council Tax Benefit.

The Appeals Service will decide your appeal at a tribunal hearing. The tribunal is made up of people who are not from Cambridge City Council.

You will already have received a letter from us telling you the decision regarding your claim or you will have received a written statement of reasons explaining the decision.

The letter telling you about the decision tells you if you have the right to appeal against it.

### ***Do you:***

- Believe the decision is wrong?
- Have the right to appeal against the decision?
- Want to appeal to an independent tribunal?

If you have answered 'YES' to all three questions, you will need to complete the appropriate form. This form is contained in our Appeals leaflet **'If you think the decision about your Housing or Council Tax Benefit is wrong'**.

## Appeals Leaflet

The Appeals leaflet is available on request from Revenue Services. Our details are on the back of this leaflet. The Appeals leaflet also provides advice on how to complete your Appeal Form and explains the whole Appeals process, covering the following issues:

- Do you want more information about the decision?
- Do you want us to look at the decision again?
- Do you want to appeal against the decision?

- Time limits on making an appeal.
- After you have made an appeal.
- If you disagree with the tribunal's decision.
- Other organisations that can help.

**There are strict time limits for appealing so it is important that you contact us as soon as possible.**

If you require help to complete your Appeal Form or if you need independent help or advice you may wish to contact:

The Citizen's Advice Bureau  
72/74 Newmarket Road  
Cambridge CB5 8DZ  
Tel: (01223) 353875

or

Cambridge Independent Advice Centre  
41 Mill Road  
Cambridge CB1 2AW  
Tel: (01223) 712222

It will help the advice bureau/advice centre, if you show them any letters you have about the decision that you think is wrong.

Unfortunately, it is not possible to obtain assistance in completing your Appeal Form from Revenue Services Officers but they are able to advise you on procedures and can forward your completed Appeal Form to the Appeals Officer.

If you require further information or an Appeal Form, please contact:

**Revenue Services  
Cambridge City Council  
Mandela House  
4 Regent Street  
Cambridge CB2 1BY**

By telephone:      **Surnames A – F: (01223) 457765**  
                             **Surnames G – N: (01223) 457776**  
                             **Surnames O – Z: (01223) 457782**

Completed Appeal Forms should be sent to the Appeals Officer at the above address.

Revenue Services is open during the following times:

<b>Monday – Thursday</b>	<b>9.00 am – 5.00 pm</b>
<b>Friday</b>	<b>9.00 am – 4.30 pm</b>

