

DIRECTION OF IWAN DAVIES, CHIEF EXECUTIVE OF CONWY COUNTY BOROUGH COUNCIL, UNDER THE HOUSING BENEFIT AND COUNCIL TAX BENEFIT (ELECTRONIC COMMUNICATIONS) ORDER 2006 ON ELECTRONIC COMMUNICATIONS

In accordance with:

Schedule 11 of the Housing Benefit Regulation 2006,
Schedule 10 of the Housing Benefit (Persons who have attained the qualifying age for state pension credit) Regulations 2006
Schedule 12 of the Council Tax Reduction Scheme and Prescribed Requirements (Wales) Regulations 2013

Conwy County Borough Council ("the Authority") hereby makes the following directions –

1. An individual ("Applicant") who, in accordance with the above regulations, makes a claim for Housing Benefit and/or Council Tax Reduction is authorised to do so by an electronic communication, provided that the Applicant uses the method approved by the Authority in relation to the claim.
2. The methods and forms set out, at the time of, and for the purposes of, the delivery of such a claim as referred to in paragraph 1, on the Authority's website, are respectively-
 - (a) The methods approved by the Authority for electronic applications are:-
 - Submitting a new claim
 - Submitting a change of address claim
 - Authenticating the claim delivered
 - Authenticating the identity of the individual making the claim
 - The method of electronic communication
 - (b) The forms approved by the Authority in which the claim is to be delivered are either –
 - New Claims via the Authority's approved electronic form on the Conwy County Borough Council web site. Application to include Applicant's name, address, date of birth and National Insurance number
 - or
 - Change in Address via the Authority's approved electronic form on the Conwy County Borough Council web site. Application to include Applicant's name, address, date of birth and National Insurance number
3. It should be noted that although new claims and change of address applications can be made electronically, there may be a requirement to provide further information or original supporting evidence in certain circumstances. The Applicant will be informed at the end of the online claim process which additional documents are required in order for the application to be processed. The Authority may verify claims, information or evidence by using third party systems and sources of information as well as by direct contact with a person using electronic communications or by some other means.

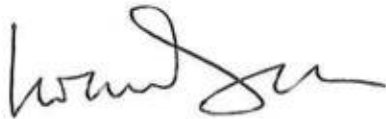
The Applicant will be responsible for the validity and accuracy of any statement made.

4. Submitting a Claim

The Authority will not be held responsible for the non-receipt of any claim by the Authority's official computer system. Applicants are advised to keep records of any claim or change of address application submitted in case of a query.

This Direction on electronic communications, allows the use of electronic signatures on Housing Benefit and Council Tax Reduction applications made via the approved electronic form on the Conwy County Borough Council web site.

Signed by

A handwritten signature in black ink, appearing to read 'W. Jones', is written over a faint horizontal line.

Chief Executive,
Conwy County Borough Council

Date

CYFARWYDDYD IWAN DAVIES, PRIF WEITHREDWR CYNGOR BWRDEISTREF SIROL CONWY, O DAN Y GORCHYMYN BUDD-DAL TAI A BUDD-DAL TRETH Y CYNGOR (CYFATHREBU ELECTRONIG) 2006 AR GYFATHREBU ELECTRONIG

Yn unol â:

Atodlen 11 o'r Rheoliad Budd-dal Tai 2006,
Atodlen 10 o'r Rheoliadau Budd-dal Tai 2006 (Pobl sydd wedi cyrraedd yr oed cymwys ar gyfer credyd pensiwn y wladwriaeth)
Atodlen 12 o Gynllun Gostyngiadau Treth y Cyngor a Rheoliadau Gofynion Rhagnodedig (Cymru) 2013.

Gan hynny mae Cyngor Bwrdeistref Sirol Conwy ("yr Awdurdod") yn gwneud y cyfarwyddiadau canlynol -

1. Mae unigolyn ("Ymgeisydd") sydd, yn unol â'r rheoliadau uchod, yn gwneud cais am Fudd-dal Tai a/neu Ostyngiad Treth y Cyngor wedi ei awdurdodi i wneud hynny drwy dull cyfathrebu electronig, cyn belled â bod yr Ymgeisydd yn defnyddio dull sydd wedi ei gymeradwyo gan yr Awdurdod mewn perthynas â'r cais.
2. Mae'r dulliau a'r ffurfiau a osodir, ar adeg, ac i bwrpas, cyflawni cais o'r fath fel y cyfeirir ato ym mharagraff 1, ar wefan yr Awdurdod, fel a ganlyn-
 - (a) Y dulliau a gymeradwyir gan yr Awdurdod ar gyfer ceisiadau electronig yw:-
 - Cyflwyno cais newydd
 - Cyflwyno cais am newid cyfeiriad
 - Dilysu'r cais a wneir
 - Dilysu hunaniaeth yr unigolyn sy'n gwneud y cais
 - Dull cyfathrebu electronig
 - (b) Y ffurflenni sy'n cael eu cymeradwyo gan yr Awdurdod i gyflwyno'r cais yw un ai -
 - Ceisiadau Newydd drwy ffurflen electronig yr Awdurdod sydd wedi ei chymeradwyo ar wefan Cyngor Bwrdeistref Sirol Conwy. Cais i gynnwys enw'r Ymgeisydd, cyfeiriad, dyddiad geni a rhif Yswiriant Cenedlaethol
 - neu
 - Newid Cyfeiriad drwy ffurflen electronig yr Awdurdod sydd wedi ei chymeradwyo ar wefan Cyngor Bwrdeistref Sirol Conwy. Cais i gynnwys enw'r Ymgeisydd, cyfeiriad, dyddiad geni a rhif Yswiriant Cenedlaethol
3. Dylid nodi er y gellir gwneud ceisiadau newydd a cheisiadau i newid cyfeiriad yn electronig, mae'n bosib y bydd gofyn darparu gwybodaeth bellach neu dystiolaeth gefnogi wreiddiol mewn rhai amgylchiadau. Bydd yr Ymgeisydd yn cael gwybod ar ddiwedd y broses o lunio cais arlein pa ddogfennau ychwanegol sydd eu hangen er mwyn i'r cais gael ei brosesu. Gall yr Awdurdod wirio ceisiadau, gwybodaeth neu dystiolaeth drwy ddefnyddio systemau a ffynonellau gwybodaeth trydydd parti yn ogystal â thrwy gyswllt

uniongyrchol gyda pherson yn defnyddio dull cyfathrebu electronig neu drwy ryw ddull arall.

Bydd yr Ymgeisydd yn gyfrifol am ddilysrwydd a chywirdeb unrhyw ddatganiad a wneir.

4. Cyflwyno Cais

Nid cyfrifoldeb yr Awdurdod fydd unrhyw gais nad yw'n cael ei dderbyn gan system gyfrifiadurol swyddogol yr Awdurdod. Cynghorir Ymgeiswyr i gadw cofnod o unrhyw gais neu gais newid cyfeiriad sy'n cael ei gyflwyno rhag ofn y bydd ymholiad.

Mae'r Cyfarwyddyd hwn ar gyfathrebu electronig, yn galluogi'r defnydd o lofnodion electronig ar geisiadau Budd-dal Tai a Gostyngiad Treth y Cyngor sy'n cael eu gwneud drwy'r ffurflen electronig sydd wedi ei chymeradwyo ar wefan Cyngor Bwrdeistref Sirol Conwy.

Llofnodwyd gan:



Prif Weithredwr,
Cyngor Bwrdeistref Sirol Conwy

Dyddiad: