Benefit Update

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19th March 2014
Haringey Landlord Forum
HB Processing

• New Claims processing is 22 days on average. Customers should be advised not to delay in providing any requested information as this causes delay in benefit being processed.

• New claims and changes remain our key priorities. We facilitate 108 appointments each week at customer services for new claims. Onus is on customers to supply all necessary information at the time of their appointment. Where all documents are provided the processing time is 48 hours.

• On average we receive 160 new claims per week and circa 3,000 changes in circumstances
Council Tax Reduction Scheme

- The scheme is not changing for 2014/15

- If the Scheme is to change in 2015/16 it will require consultation. This will be considered during this Summer 2014.

- Annual billing for the upcoming financial year has been successfully completed, the bills are in the process of being delivered now.
HB – Home Finder Scheme

• The take up of our Home Finder scheme remains low with only 2-3 per week being received.

• Landlords are encouraged to sign up to this scheme in order for claims to be fast-tracked and paid direct to the landlord
Local Housing Allowance Rates

- Since 1 April 2013 LHA rates are set annually. The rates below apply from 1 April 2014 until 31 March 2015.

<table>
<thead>
<tr>
<th>Room rate</th>
<th>Inner North London (Highgate and Finsbury Park)</th>
<th>Outer North London (The rest of Haringey)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared accommodation</td>
<td>£94.07 a week</td>
<td>£87.15 a week</td>
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<tr>
<td>1 bedroom self contained</td>
<td>£258.06 a week</td>
<td>£192.00 a week</td>
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<tr>
<td>2 bedrooms</td>
<td>£299.34 a week</td>
<td>£245.52 a week</td>
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<tr>
<td>3 bedrooms</td>
<td>£350.95 a week</td>
<td>£303.00 a week</td>
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<tr>
<td>4 bedrooms</td>
<td>£412.89 a week</td>
<td>£384.80 a week</td>
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</tbody>
</table>
Discretionary Housing Payments

• Our budget for 13/14 was £2.4m and we are projected to slightly overspend on this.

• Our 14/15 budget is £2.46m