

## Housing Benefit

### General Information Bulletin

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**HB G9/2015**

**17 September 2015**

<b>Contact</b>	Queries about the <ul style="list-style-type: none"><li>• <b>technical content of this bulletin</b>, contact details are given at the end of each article</li><li>• distribution of this bulletin, contact <a href="mailto:housing.correspondenceandpqs@dwp.gsi.gov.uk">housing.correspondenceandpqs@dwp.gsi.gov.uk</a></li></ul>
<b>Who should read</b>	All Housing Benefit (HB) staff
<b>Action</b>	For information

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HB Bulletin G9/2015

## Data-hub update

### Background

1. We recently issued correspondence asking local authorities (LAs) to access the Data-hub webpage test IP Address range so ATOS Canopy, as supplier of the Data-hub solution, could confirm that LAs were on the correct Transport Layer Security 1.2 and using a compatible browser.

### Connectivity Issues

2. However, we received feedback from LAs confirming they were unable to access the Data-hub webpage test. After investigation, we have established that the root cause was due to Public Services Network (PSN) routing issues as the web-page had been hosted in a PSN Protect environment, whilst LAs are situated in a PSN Assured environment.
3. The Department for Work and Pensions (DWP) are in urgent discussions with ATOS Canopy, Vodafone and the Cabinet Office to resolve the PSN routing issue as soon as possible. In the meantime please do not try to access the webpage test IP address range anymore until you receive further instructions from us.
4. Until further advice is issued, please advise any PSN providers that they do not need to action any routing change requests until we have agreed the way forward. PSN providers have also been notified of the issue.
5. The DWP will try to resolve this issue centrally and will advise LAs as soon as possible once all suppliers have responded. Further communications will be issued by Friday 18 September 2015 at the latest. We are still intending to complete rollout of the hub by the end of November 2015 and apologise for the slight delay.
6. Finally, can those LAs that have not yet done so please email the contact details of the person who is best placed to test connectivity to the Data-hub tool to [lads.deliveryteam@dwp.gsi.gov.uk](mailto:lads.deliveryteam@dwp.gsi.gov.uk)

## New State Pension and ETD/ATLAS Merger enhancements

7. The IT changes in the DWP that include the transfer of new State Pension (nSP) information via the Automated Transfer to Local Authority Systems (ATLAS) and improvements to the Electronic Transfer of Data (ETD)/ ATLAS merger data feeds are being introduced from 28 September 2015. The improvements are mainly “behind the scenes” but will mean reduced errors when loading ATLAS files and avoid potential loss of ATLAS notifications.
8. LA IT Suppliers will shortly be delivering the new/revised code to incorporate these changes to LAs ahead of this date to allow LAs to test and install the new release. For some LAs the lead-in time for this may be slightly shorter

than normal and although you will not see nSP award information until December 2015, we do encourage LAs to install the updated software from 28 September 2015 so that the full benefits of the ETD/ATLAS merger improvements can be achieved.

9. If you have any queries or would like to know more please contact us at [lads.deliveryteam@dpw.gsi.gov.uk](mailto:lads.deliveryteam@dpw.gsi.gov.uk)

## LA Subsidy Workshops

10. Further to the article that was published in the July issue of [HB Direct](#), regarding LA subsidy workshops, we have collated the expressions of interest received to date and will hold workshops in the following locations:

- Perth – October 2015
- Newport - November 2015
- London (Ilford) – November 2015
- Newcastle – December 2015
- Leeds – January 2016
- Manchester – January 2016
- Birmingham – February 2016
- Salisbury – February 2016
- Cambridge – March 2016.

11. Compared to the provisional timetable of workshops given in July's HB Direct, there has been one notable change. The workshop previously scheduled to take place in Monmouthshire will now be held in Newport. Expressions of interest in locations do not need to be re-submitted due to a change of month and the expressions of interest in Monmouthshire will be applied to Newport.

12. The exact date and location of each workshop will be notified in advance to allow attendees sufficient planning time.

13. We are still continuing to receive expressions of interest. It remains open to those LAs which have not expressed an interest to do so by contacting Michael Mina at [michael.mina@dpw.gsi.gov.uk](mailto:michael.mina@dpw.gsi.gov.uk)

## Pensions Service annual uprating exercise

14. The LA data-share team has continued to explore with our IT suppliers a number of options around automatically sending the pensions annual uprating data through to LAs in December 2015 when the bulk uprating takes place in the Customer Information System.

15. We have analysed a number of options but unfortunately have not identified any that can be implemented for December 2015 that can handle the number of records and size of data file that would be generated.

16. We will continue to examine options for future years but it is unlikely that anything will be viable for 2016 as well. We have also notified your IT suppliers. The in year notifications of changes affecting uprating will be issued as now following the uprating updates to the DWP systems in December.

17. If you have any queries about this, please email [lads.deliveryteam@dwp.gsi.gov.uk](mailto:lads.deliveryteam@dwp.gsi.gov.uk)

## **HB higher permitted work disregard increase**

18. The higher permitted work disregard is currently £104 per week and is set by means of a cross-reference within the appropriate Housing Benefit (HB) schedules to the regulations which set out the equivalent upper earnings limit in Incapacity Benefit (IB), Severe Disablement Allowance (SDA) and Employment and Support Allowance (ESA). The upper earnings limit is set by reference to the hourly National Minimum Wage, which is increasing from £6.50 to £6.70 from 1 October 2015.

19. To allow claimants to take full advantage of the increase and continue to work for up to 16 hours per week, the upper permitted work earnings limit in IB, SDA and ESA will increase from £104 to £107.50 per week from 1 October 2015. This means that:

- for existing HB awards the higher permitted work disregard must be increased from £104 to £107.50 per week, effective from 5 October 2015
- for all new or repeat claims made, or treated as made, on or after 1 October 2015, the higher HB permitted work disregard will be £107.50 per week.

20. The lower permitted work disregard remains at £20.

21. Guidance on the HB permitted work disregards is in the HB guidance manual, starting at BW2.141 (working age claimants) or BP2.141 (Pension Credit age customers).

22. For further information on the permitted work disregard increase please contact: [housing.benefitenquiries@dwp.gsi.gov.uk](mailto:housing.benefitenquiries@dwp.gsi.gov.uk)

## Student uprating 2015/16

### Disregards for travel, books and equipment

23. The rates for the travel grant disregard and the books and equipment disregard have been frozen since 2010, and are again this year. For the academic year 2015/16 the disregard rates will remain at £303 in respect of travel and £390 in respect of books and equipment.

### Loans, grants and tuition fees

24. The Department for Business Innovation and Skills provides information on the financial support available to students for each year of their courses.

25. You can find more details on [student finance loans and grants](#) and [student finance for existing students](#) on GOV.UK.

26. For further information on student uprating please contact [housing.benefitenquiries@dwp.gsi.gov.uk](mailto:housing.benefitenquiries@dwp.gsi.gov.uk)

### Marriage allowance and married couple's allowance

27. HM Revenues and Customs brought in a new marriage allowance from April 2015 for married couples and civil partners who were born after 6 April 1935. Couples who were born before 6 April 1935 may be able to claim the married couple's allowance.

28. The marriage allowance allows a spouse or civil partner to transfer part of their personal tax free allowance to their spouse or partner who has a higher income which doesn't exceed £42,385. In the 2015/16 tax year the standard personal allowance is £10,600. Someone earning £10,600 or less can transfer £1,060 of their personal allowance to the higher income spouse or civil partner.

29. Those couples who successfully apply for the marriage allowance will be issued with new tax codes. Suffix 'M' will be added to the tax code for those awarded the higher allowance and 'N' for the other member of the couple but only if they are working or have a pension. Once set up the transfer of the personal allowance will continue until one member of the couple cancel the arrangement or they have a change of circumstances such as a divorce or death.

30. Married couple's allowance is for married couples and civil partners who were born before 6 April 1935. For marriages before 5 December 2005 the husband's income is used to calculate the allowance. For marriages or civil partnerships after this date it's the income of the highest earner.

31. You can find more information about [marriage allowance](#) and [married couples allowance](#) on GOV.UK.

## Help to Buy ISA

32. The Help to Buy ISA was included as a budget measure to assist first-time homebuyers with their property purchase. The government will add £50 for every £200 saved towards a deposit, up to the maximum of £3,000 for each person or £6,000 for a couple towards their first property.
33. The scheme is set to launch during autumn 2015 for people aged 16 and over. Savers can deposit an initial lump sum deposit up to £1,000 and then add up to £200 a month. The minimum amount to qualify is £1,600 and the government contribution will only be made if and when the savings are used as a deposit on a home.
34. Where a claimant and/or their partner has capital held in a Help to Buy ISA, the amount held in the account together with any other savings, capital and investments are fully taken into account when calculating their HB entitlement. The amount that they would likely receive from the government contribution is not included.
35. If you have any further queries about this article please contact [housing.benefitenquiries@dwp.gsi.gov.uk](mailto:housing.benefitenquiries@dwp.gsi.gov.uk)

## Administrative Penalties

36. Before requesting LA approval of an Administrative Penalty (Ad-Pen) for HB related offences, DWP Fraud and Error Services has to consider the suitability of the case for an Ad-Pen as an alternative to prosecution, and can only recommend this action if they are satisfied that the case is of a prosecutable standard. There are three options to consider which relate to the period of the overpayment or the offence:

### Offences committed prior to or spanning 8 May 2012

- The penalty is 30% of the overpaid benefit. If there is more than one benefit in payment these are calculated individually, rounded down to the nearest penny and added together to create the total penalty. The cooling off period is 14 days.

### Offences committed wholly on or after 8 May 2012

- Overpayments from £0.01 to £700, the penalty is a minimum of £350
- Overpayments over £700.01, the penalty is 50% of the overpayment up to a maximum penalty of £2000. The cooling off period is 14 days.

### Offences committed wholly on or after 1 April 2015

- Overpayments from £0.01 to £700 the penalty is a minimum of £350.

- Overpayments over £700.01 the penalty is 50% of the overpayment up to a maximum penalty of £5000. The maximum penalty of £5000 will only be offered in exceptional circumstances. The cooling off period is 14 days.

37. The Ad-Pen for an attempted fraud case is £350.

### Administrative Penalties overview

38. In summary:

- the minimum Ad-Pen which can be offered is £350
- for overpayments totalling over £700, the Ad-Pen is set at 50% of the recoverable overpayment, rounded down to the nearest whole penny up to a maximum Ad-Pen of:
  - £2,000 where the offences began before 1 April 2015
  - £5,000 where the offences began wholly on or after 1 April 2015
- attempted fraud where there is no overpayment, the Ad-Pen which can be offered is £350
- the **maximum penalty** is now £5000, but still subject to the 50% calculation on all overpayments between £700.01 and £10,000.

39. If an Ad-Pen is accepted a 4 week 'loss of benefit' will also apply.

40. You can find more on [benefit fraud](#), [loss of benefit as a penalty for benefit fraud](#) and [loss of benefit generic guidance](#) on GOV.UK.

### Without prejudice clause

41. Further to the article 'HB overpayments and Single Fraud Investigation referrals' in bulletin HB [G6/2015](#), we would like to clarify the use of the 'without prejudice' clause. This is a phrase that is used generally within the fraud community to cover any wording that explains to the claimant that if they repay an overpayment that this will not affect any subsequent decision to offer an Ad-Pen or prosecute. The following guidance in paragraph 42 is taken from the [Housing Benefit overpayments guide](#)

42. LAs may decide not to use 'without prejudice' in their overpayment recovery correspondence because it can cause confusion and many claimants are unlikely to know what it means. It may be more appropriate to insert a paragraph that means the same as 'without prejudice', but is easier to understand. The overpayment recovery correspondence should also explain that the decision on whether and how to pursue the overpayment will not be influenced by whether or not there is a prosecution with regard to the fraud committed.

43. Further guidance on '[without prejudice](#)' can be found on GOV.UK.

44. Any enquiries relating to this article should be sent to [sfis.projectimplementation@dwp.gsi.gov.uk](mailto:sfis.projectimplementation@dwp.gsi.gov.uk)

## Valuation of capital

45. If a valuation of capital is required for assessment of benefit, the Valuation Office Agency (VOA) will provide information for properties located in England, Wales and Scotland. Please note the VOA does not provide valuations for foreign properties.
46. The VOA monitors and reports on the quality and completeness of valuation requests by the DWP and LAs, providing DWP with monthly management information of valuation requests received; completed, outstanding and performance against agreed targets; including quality assurance of referrals.
47. Where the quality of completeness of submissions by both DWP and LAs does not allow progression by VOA colleagues financial penalties are incurred, which are currently being met by DWP.

## Quality and completeness of valuation requests

48. More information detailing common errors and steps to improve the quality of requests is provided in a desk aide, which is attached as Appendix A to this bulletin.
49. Due to the large number of errors currently being identified we would ask that LAs please take steps to improve the quality of the requests to the VOA; otherwise DWP may need to consider recharging LAs for penalties incurred.
50. Full guidance on assessment of capital is available in [DWP Housing Benefit guidance Part B](#) on gov.uk. Please note we aim to update this assessment of capital guidance before December 2015. Any revision should take into account guidance provided in the desk aide.
51. If you have any queries about this article, please contact [Elizabeth.Wright2@dwp.gsi.gov.uk](mailto:Elizabeth.Wright2@dwp.gsi.gov.uk)

## Knowledge Hub launch to support Disability Living Allowance claimant communications

52. Over the next two years the DWP will be writing to everyone who was aged 16 to 64 by 8 April 2013, who claims Disability Living Allowance (DLA), to tell them that their DLA is ending.
53. DWP has started to roll out the final phase of Personal Independent Payment (PIP) to existing DLA claimants where they:



- have an indefinite or long term award and are aged between 16 and 64
- were aged 64 or younger on 8 April 2013 (the day PIP was introduced) and are now aged 65 or over.

54. We are testing a range of communications and channels to raise awareness about the changes to see if they help claimants make a decision about whether to apply for PIP, and how to do so at the right time. As part of this we'll be launching a Knowledge Hub for LA and key disability organisations in early October 2015.

55. The Knowledge Hub will:

- provide a link between DWP Communications, LAs, community groups and key stakeholders
- support effective communication to DLA claimants via intermediaries
- ensure members have access to up-to-date information and products

56. Members will be able to share knowledge, identify new channels and opportunities and can give feedback in real time to improve and refine DWP communications.

57. The Knowledge Hub will be by invitation only. DWP Communications will be inviting our LA contacts to join the Knowledge Hub in September.

58. If you wish to receive an invitation to join the DLA to PIP Communications Network on Knowledge Hub then please contact [claire.howard@dwp.gsi.gov.uk](mailto:claire.howard@dwp.gsi.gov.uk)

59. You can find more information about [DLA ending](#) on GOV.UK.

60. The [PIP toolkit](#) contains the latest information.

## Cases with the Upper Tribunal

### HB/CTB cases awaiting decision by the Upper Tribunal

61. Decision Making and Appeals Leeds is aware of the following HB/CTB cases that are awaiting decision by the Upper Tribunal:

- CH/208/2015 – Removal of Spare Room Subsidy (RSRS) – never used as a bedroom. LA appeal – Secretary of State (SofS) not joining
- CH/1584/2015 – HB/CTB overpayments – failure to disclose no longer resident at address – appellant has subsequently died. SofS invited to join

- CH/2115/2015 – Income Support and HB/CTB overpayments – Living Together as Married Couple. SofS invited to join

62. Thank you to those LAs that have let us know about cases they are appealing. Please notify us of cases at the point that the application for leave to appeal is made to the Upper Tribunal office, or the appeal is lodged following grant of leave by a First-tier Tribunal (FtT) Judge. Please let us know if a case reference (CH/.. or CSH/..) has been allocated.

### **HB/CTB decisions by the Upper Tribunal**

63. Decision Making and Appeals Leeds is aware of the following HB/CTB cases that have been decided by the Upper Tribunal

- CH/4610/14: Claimant appeal dismissed. Tribunal entitled to reach their conclusion on non-commerciality of agreement
- CH/5532/14: Remit needed to determine factual questions regarding dwelling normally occupied as the home
- CSH/340/14: RSRS. Claimant appeal dismissed. Award of Discretionary Housing Payments (DHPs) meant that there was no live issue
- CSH/341/14: RSRS. Claimant appeal dismissed. Award of D HP meant that there was no live issue and no effective remedy
- CH/1985/14: RSRS. Shared care case. Previous case law followed and appeal dismissed
- CH/3041/2012: Claimant appeal. Allowed. HB/CTB overpayment. Official error to which claimant has not contributed and not reasonably expected to realise she was being overpaid
- CH/3570/2014: Claimant appeal. Allowed. HB overpayment. Official error to which claimant has not contributed and not reasonably expected to realise she was being overpaid
- CH/4692/2014: LA appeal. Allowed. HB/CTB overpayment. FtT determined official error – non recoverable. Judge Jacobs overturns FtT decision and provides a useful discussion on Regulation 100(2) and the timing of the claimant's realisation her assessment was wrong / was being overpaid (see paragraphs 9 – 14)
- CH/5215/2014: Claimant appeal. Allowed. HB/CTB overpayment. Judge Levenson assumes LA does not oppose appeal as in 3.5 months it had not responded to directions; the claimant's representative works for same LA

- CH/1942/14: RSRS. Shared care case. LA decision restored. No breach of Convention rights
- CH/130/15: Commercial basis of tenancy for disabled relative. Appeal dismissed as dominant purpose not commercial
- CH/418/2014: Whether the claimant was self employed with a right to reside. Found his attempts to generate income have never succeeded and this was not effective self employment. He received £50 a week from the State. This did not make him a self employed person it was not generated by his activity
- CH/144/15: Claimant appeal dismissed. Absence as a prisoner exceeded 13 weeks
- CH/62/15: RSRS. Shared care case. Tribunal should have applied spare room reduction
- CH/121/15: Tribunal entitled to conclude that agreement not commercial and created to take advantage of the HB scheme
- CH/4636/14: RSRS. Remit. Nelson followed
- CH/4786/14: RSRS. Remit. Nelson followed
- CSH/367/14: RSRS. Claimant appeal dismissed. Nelson followed
- CH/54/15: Temporary absence. Tribunal erred in awarding benefit for more than 52 weeks of the absence
- CH/96/15: Liability to the father of a child. Identity of landlord not established
- CH/286/15: Capital. Tribunal correctly reduced value of property to reflect service charge debt
- CH/2731/14: RSRS. Remit. Nelson followed
- CH/4926/14: Tribunal failed to consider whether claimant “normally” occupied flat
- CH/5322/14: Under-occupancy deduction. Remit. Nelson applied
- CH/5406/14: Under-occupancy deduction. Remit. Nelson applied
- CH/5494/14: Under-occupancy deduction. Remit. Nelson applied
- CH/60/15: Under-occupancy deduction. Remit. Nelson applied

- CH/1783/14: Under-occupancy deduction. Remit. Nelson applied
- CH/3641/14: Under-occupancy deduction. Remit. Nelson applied
- CH/4551/14: Under-occupancy deduction. Remit. Nelson applied
- CH/3141/2014: Claimant appeal. Allowed. LA notified on time of non-dependant becoming full-time student and actions the change. On change of address 12 months later LA attempts to supersede for claimant not providing evidence of full-time studies
- CH/5392/2014: Claimant appeal. Dismissed. HB overpayment – Regulation 100(2) – although disclosure was made of change of address (to a different LA) it was not actioned and claimant continued to receive HB for old address
- CH/4647/2014: Claimant appeal – tribunal procedure. Allowed. Multiple adjournment requests admitted but finally hearing went ahead without claimant. Tribunal judge did not consider interests of justice when refusing to set aside (Rule 37)
- CH/3973/14 and CH/3974/14 - linked cases: Tribunal correct to apply under-occupancy deduction. Cotton followed
- CH/4488/14: Under-occupancy deduction. Remit. Nelson followed
- CH/207/15: Tribunal erred regarding ownership of the property in the period between mother's death and the grant of Letters of Administration.
- CH/745/15: "Commercial letting" does not have same meaning as "commercial basis"
- CH/1447/15: CTB. Separated husband's to mortgage company were not maintenance
- CH/4490/2014: Claimant appeal allowed. HB/CTB overpayments. LA failed to apply HBR 104(1) – offsetting partner's HB/CTB entitlement during period of the claimant's overpayment
- CH/3957/14: Under-occupancy deduction. Remit. Nelson followed
- CH/3958/14: Under-occupancy deduction. Remit. Nelson followed
- CH/4411/14: Under-occupancy deduction. Remit. Nelson followed
- CH/5147/14: Under-occupancy deduction. Remit. Nelson followed
- CH/2717/14: Under-occupancy deduction. Remit. Nelson followed

- CH/3563/14: Under-occupancy deduction. Remit. Nelson followed
- CH/3776/14: Under-occupancy deduction. Remit. Nelson followed
- CH/3903/14: Under-occupancy deduction. Remit. Nelson followed
- CH/4784/14: Commerciality. Insufficient explanation given for tribunal's conclusion
- CH/5481/14 and CH/2639/14 have the same heading: Under-occupancy deduction. LA decision restored. Nelson followed
- CH/1664/15: Commerciality. Insufficient findings on terms of agreement.

64. Decisions of the Upper Tribunal are published on their website which can be found here:

<http://www.administrativeappeals.tribunals.gov.uk/Decisions/decisions.htm>

65. If you have any queries about cases before the Upper Tribunal Judges or courts, you can contact us by email at

[fldmma.customersupportservices@dwp.gsi.gov.uk](mailto:fldmma.customersupportservices@dwp.gsi.gov.uk) or fax on 0113 2324841.

## Statutory Instrument

66. The following Statutory Instrument (SI) has been laid:

- 2015 No. 1637, The Deregulation Act 2015 (Health and Safety at Work) (General Duties of Self-Employed Persons) (Consequential Amendments) Order 2015, coming into force 1 October 2015.

67. Copies of SIs can now be downloaded from the DWP own website

<http://www.dwp.gov.uk/publications/specialist-guides/law-volumes/the-law-relating-to-social-security/> and the website of the Office of Publication Sector Information <http://www.opsi.gov.uk/stat.htm>

## What's new on the web

68. The following items can be found on the website link shown:

Document Type	Subject	Link
HB G8/2015	Rollout of Personal Independence Payment continues Acceptable alternative	<a href="#">HB Bulletin: G8/2015 - Publications - GOV.UK</a>

	<p>evidence for subsidy claim certification</p> <p>Subsidy certification arrangements for Right Time Information changes</p> <p>Changes to the 18 to 21 year old housing policy</p> <p>Housing Benefit and Council Tax Benefit decisions by the Upper Tribunal</p> <p>What's new on the web</p>	
<p><b>Circular HB A11/2015</b></p>	<p>Fraud and Error Reduction Incentive Scheme</p> <p>Incentive Payments: Clarity on the end of year adjustment (previously known as 'final year adjustment')</p>	<p><a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458175/a11-2015.pdf">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/458175/a11-2015.pdf</a></p>

## Local authority (LA) submissions to the Valuation Office Agency (VOA) – Desk aide

1. The VOA will accept forms completed in writing or by telephone, but in the latter case the relevant box must still be ticked showing that the claimant's permission has been obtained. The form should be annotated "completed by telephone" and the member of staff's contact details provided. Officers should also make a record of the call on the case notes.
2. Check you access and **only** use the most current standard version of the associated forms LA1 and LA2. For latest copies, see link in existing [Housing Benefit Guidance Part B - BW1 - Assessment of capital, Annex D and E](#). Customised forms will not be accepted by the VOA.
3. Ensure all relevant questions on the LA1 are completed by the customer, the form is legible and the customer has signed the form. In order to meet Data Protection Act regulations, it is imperative that the customer gives their **permission to value**, i.e. completes Question 26. VOA cannot carry out a valuation without this unless the valuation is needed for fraud investigations. In these instances the file should be referred via the local Jobcentre fraud team.
4. When you hold the completed LA1 (as above) send form LA2 to the VOA with the completed LA1. Only photocopies of the forms LA1 and LA2 should be sent as the originals should remain in the customers file.
5. The LA2 should be annotated with your full authority UK office address, **not** a post opening site or a PO Box. A **direct dial** telephone number should be included for any queries.
6. The LA2 should include the case reference number on the form. The case reference number must not exceed 16 characters and should enable you to identify the customer, even if quoted alone.
7. The LA2 must include the full address, **including** the postcode, of the property to be valued.
8. If the property is known only by name and there are previous names for the property, please provide the current and previous name(s) on the LA2.
9. The relevant boxes should be marked to indicate which type of valuation is being requested, i.e. an open market valuation, or a deemed/actual share valuation. In respect of share valuations, the % share to be valued must be stated.

10. In cases where land is to be valued, please include a plan with the submission showing all the boundaries and the name of the nearest main road.
11. A maximum of 3 valuation dates can be requested on the form LA2. If the requirement is for more than 3 dates' additional forms need to be completed as this involves an additional charge.
12. Please ensure the LA2 has been signed, with name confirmed in block capitals and the dates the valuation are required from.
13. If the valuation is needed for two shares of the same property two instances of the LA2 must be completed.
14. If a specialist valuation is needed attach a letter to the LA1 and LA2 with an explanation.
15. If the claimant supplies new information, you should request another valuation from the VOA. The new information and a further form LA2 should be sent to the VOA.