

Housing and Council Tax Benefits

Benefit Overpayments

Overpayments usually happen when your circumstances change but your benefit has not been changed to match your new situation. To prevent overpayments you should tell us immediately about any changes in your circumstances.

In almost all cases, if we have paid you too much benefit we will usually ask you to pay back the amount we have overpaid, even if it was paid because of our error. However, you may not have to repay the overpayment if it was our error and we could not have reasonably expected you to know you were getting an overpayment.

We can get back an overpayment from you or your landlord if you have one, depending on who we paid it to. We take account of what caused the overpayment before we decide who to claim the money back from.

If there is an overpayment as a result of a fraudulent claim or a change of circumstances which the landlord could not reasonably have been expected to know about, we will ask you to repay the overpayment.

If you are overpaid we will write to you to explain the situation. We will make arrangements with you to pay back the overpayment, if necessary by instalments, and we will issue you with a revised Council Tax bill.

If you disagree with the overpayment after reading our explanation you must write to us and ask for a more detailed explanation or ask for us to look at the decision again. You need to do this within one calendar month of the date on your letter.