

# **HOUSING BENEFIT PROBLEMS**

**FULL DAY COURSE – 10 am to 4 pm**

## **Who is this course for?**

Do you support tenants with their Housing Benefit queries? Sometimes things go wrong; clients have overpayments or haven't claimed in time for example.

If you need to know about the problem areas of this benefit then this is the course for you.

## **Aim**

To raise awareness of the problems associated with the administration of the Housing Benefit scheme in order to ensure that clients get the best practical advice on successfully claiming benefit.

## **Objectives**

- To understand the purpose of Housing Benefit and who can claim
- To know how to identify liability for Housing Benefit purposes
- To know how to advise on backdating and overpayments
- To identify situations where the Local Authority has discretion
- To be able to advise on challenging a Housing Benefit decision
- To discuss recent and future changes to the system