

## **Interim payments**

### **What are interim payments?**

If you...

- ...are a housing association (or private) tenant;
- ...have made a claim for housing benefit;
- ...have provided all of the relevant information...

...and the local authority has not been able to assess your housing benefit within 14 days, you should receive a payment on account - known as an interim payment - while your claim is being processed. The local authority should automatically do this. You do not have to request an interim payment.

Some local authorities treat interim payments as though they are discretionary. However, the local authority must pay you an amount which it considers reasonable, given what it knows about your circumstances.

### **What can I do if I have not been given an interim payment?**

Interim payments can only be refused if it is clear that you will not be entitled to HB or the reason for the delay is that you have been asked for information or evidence in support of your claim and you have failed, without good cause, to provide it.

If the delay has been caused by a third party (e.g. bank, employer, DWP dept) this does not affect your right to an interim payment.

If your local authority has not made an interim payment, you should make a complaint to the local authority. You could also complain to the ombudsman at:

#### **Local Government Ombudsman**

**The Oaks**

**Westwood Way**

**Westwood Business Park**

**Coventry**

**CV4 8JB**

**Tel: 024 7682 0000**

Please note interim payments cannot be made if you have had a change of circumstances and you are waiting for a new housing benefit calculation to be made on an existing claim.

**What happens if I get an interim payment?**

You should be notified of the amount and advised that any overpayment can be recovered if your entitlement is different from the interim amount. If your interim payment is less than your true entitlement, your future HB can be adjusted to take account of the underpayment.