



THE LONDON BOROUGH

Financial Services  
Civic Centre, Stockwell Close, Bromley BR1 3UH

Telephone: 0300 303 8670  
Email:

020 8464 8016  
Direct Line:  
Internet: [www.bromley.gov.uk](http://www.bromley.gov.uk)

HB/BROM 11848027

Mr Daniel Mcmorrow  
64 Rosing Apartments  
45 Homesdale Road  
Bromley  
Kent  
BR2 9FN

3 August 2015

Dear Mr Mcmorrow

### **Housing Benefit / Council Tax Support - Complaint**

I refer to your email received 21 January 2015 which has been passed for my attention and I am sorry that you have had cause to complain about the service you have received.

In response to your initial enquiry, unfortunately we are unable to accept a claim form which has been submitted online due to the requirement of a signature.

As advised in your telephone conversation with an advisor on 27 July 2015, I can offer the following assistance:

- **Someone may fill out the claim form on your behalf**
- **We can make an appointment for you at the Civic Offices where a member of staff will assist you in completing a claim form**
- **We can arrangement for a Visiting Officer to visit you in your home, where they will assist you in completing the form and collecting any support evidence. They will then bring the information back to the Civic Offices for you**

I would ask that you please contact the telephone number at the top of the letter to notify us of the option which is convenient for you.

In concluding your complaint, I would like to offer my sincere apologies for any distress incurred as a result of pursuing this matter. If you require any further assistance, please do not hesitate to contact us.

**Liberata**  
Working in Partnership  
with Bromley

### **ENQUIRIES:**

For Housing Benefit & Council Tax enquiries, telephone 0300 303 8670. You will be able to speak to an advisor or make an appointment by pressing the personal appointment option. For general enquiries and other departments, telephone 020 8464 3333.



Yours sincerely

A handwritten signature in black ink, appearing to read 'S Dennison', written in a cursive style.

Mr S Dennison  
Complaints Lead Officer  
Bromley Benefits Service