

## **8.1 Resources**

### **FUNCTIONS DELEGATED TO THE DIRECTOR OF CUSTOMER SERVICES**

#### **1. Housing Benefits**

Generally to exercise the Council's discretionary powers under the Housing Benefit regulations including but not limited to:

To determine entitlement to housing benefit and pay such amounts as are due.

To restrict the amount of eligible rent for housing benefit in accordance with the Government regulations and guidance.

To waive the recovery of housing benefit overpayments in those cases where it appears that recovery would be likely to cause hardship, or such other relevant circumstances in accordance with the law.

To apply to the rent officer for re-determinations of reasonable market rents.

To exercise discretion to accept evidence or information provided late in support of benefit claims.

To award Discretionary Housing Payments in line with legislation.

#### **2. Customer Services Operations**

To manage the customer services operation within the Council, including the provision of information to and receipt of payments from customers in respect of the following Council functions:

- a) Street services
- b) Planning and Building control
- c) Pollution Control
- d) Cultural Services
- e) Environmental health
- f) Revenues
- g) Social Services
- h) Cashiers
- i) Housing Benefits

### **3. Registry and Business Support**

To operate the Council's mail distribution, reprographics and archiving service.

To respond to complaints against the Council.

To provide reports to the Local Government Ombudsman.

To exercise the Council's functions relating to the registration of births, marriages and deaths

To approve premises for civil marriages

To be the proper officer for the purposes of the Registration Act 1953