



**Assistant Director: Governance,
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[illegible]

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Freedom of Information Act (FOIA) 2000 – Information Request -TWC-54318

How many people have their housing benefit paid directly to their landlord? In last year?

The Council does not hold the historic data requested. On the 20 January 2020 the total number of claims paid directly to a landlord was 8,474.

What is the Council criteria for having the housing benefit element paid directly to a landlord?
Eg private tenant

Payments can be made directly to a customer's landlord when:

- **Direct payment will secure or retain your tenancy.**
- **If the customer has difficulty managing their finances. This could be because they: have difficulty budgeting; are illiterate or unable to speak English; fleeing domestic violence; leaving prison.**
- **Have rent arrears of eight weeks or more.**
- **Where it is improbable the customer would pay their rent.**
- **While it is under consideration if any of the above apply.**
- **If the customer has left the property and it has been shown rent arrears exist.**

If you are not happy with the information you have received, you have the right to appeal. Please send us the reasons for your appeal to the above address and mark for the attention of Information Governance, Freedom of Information – Appeal on or before 13/05/2020.

Please remember to quote the above reference number in all related correspondence.

Yours sincerely,

Phoebe Bryan

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