

Christmas Housing Benefit Payments and Office Opening Times

The Christmas Housing Benefit payment arrangements are being scheduled as follows:

The scheduled Landlord cheque four weekly in an arrears payments are due to be dispatched on 8 December 2011 and 5 January 2012. **These dates have not changed.**

The scheduled landlord Bacs four weekly in arrears payments are due to be cleared in bank accounts on 12 December 2011 and 9 January 2012. **There is no change to these dates.**

The claimant scheduled cheque two weekly in arrears payments due to cover the period up to 25 December 2011 will be dispatched on 21 December 2011.

The claimant scheduled Bacs two weekly in arrears payments due to be cleared on 26 December 2011 will instead be in bank accounts on 28 December 2011 (due to the Bank Holidays).

The scheduled two weekly in arrears cheques and Bacs payments due to be received on 9 January 2012 will be issued as normal.

The scheduled two weekly in advance payments have been adjusted slightly. Cheque payments, normally due on 2 January 2012, to cover the period up to 15 January 2012 will be dispatched on 22 December 2011 instead of 29 December 2011.

The Bacs two weekly in advance payment due on 2 January 2012 will instead be credited on 3 January 2012 (due to Bank Holiday).

Office Opening Times

Council offices at Broadway, Sandown will close: 4pm, Fri 23 Dec. Reopen 8.30am, Tues 3 Jan. Automated payment system available 24 hours a day, tel: 0207 1381970.

Help Centres in Ryde, Sandown and at County Hall will also close at 4pm on 23rd December and will open again on 3rd January at 8:30am, except Ryde which will open at 9:00am.

Freshwater Help Centre with Freshwater Library will close at 4:30 pm on Tuesday 20th December and will open on 3rd January at 9:30am.