

## Contact us

You can Contact us in a variety of ways to:

- Ask about **making a claim** or request forms
- Ask about your existing claim
- Tell us about a change (you may also need to complete a form)
- Ask about letters or forms we have sent you
- Discuss an overpayment
- **Make an appeal** against our decision - you will also need to put this in writing. You can download an appeal form – see Forms and Publications
- Make a **complaint or** pay us a **compliment**

### ***By telephone:***

If you wish to request a form to claim Housing Benefit or Council Tax Benefit or if you have an enquiry, which you think can be dealt with over the telephone then please contact the **Benefits Helpline** on:

- 01507 609333

You can also make an appointment to see a Benefit advisor at one of our Customer Services Centres (please see details below) by telephoning either

- 01507 609333 or
- 01507 601111

### ***Customer Service Centres:***

If you need help or advice on your claim, you can **make an appointment** to see a Benefit advisor at the following locations:

- **Tedder Hall Manby (headquarters) - Monday to Friday**
- **Louth, Cannon Street - Mondays, Wednesdays, Thursdays and Fridays**
- **Mablethorpe, Stanley Avenue - Monday to Friday**
- **Skegness, North Parade - Monday to Thursday**

- **Horncastle, Community Access Point and Library, Wharf Road - Mondays every fortnight**
- **Spilsby, Franklin Hall, Halton Road - there is no Benefit advisor at Spilsby however you can still hand in your documents in support of your claim**

**Important information:**

If you need to hand in any information at either **Manby, Louth or Mablethorpe** including evidence in support of your benefit claim then you will need to make an appointment to see a Benefit advisor. This is because at these offices we operate an appointment only based system. However following this appointment we will aim to deal with your claim within 24 hours

Please be aware that **you may not be able to get an appointment straightaway** so it might be worth telephoning first.

***By letter:***

Write to: The Benefits Section, Tedder Hall, Manby Park, Louth, Lincs, LN11 8UP.

This **may take longer** than a phone call or a visit to our Customer Service Centres.

***By e-mail:***

[hben.enquiry@e-lindsey.gov.uk](mailto:hben.enquiry@e-lindsey.gov.uk)