

Housing Benefit Terms and Conditions – MySouthwark Portal

1. Authorised Access

Unauthorised access to the MySouthwark Account service (to specific account detail level) contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages. Please proceed only if you are the claimant or a person authorised to access the system and account information, including support workers or agents acting on your behalf ('Authorised User', 'you').

2. Electronic Communication Agreement

By registering for online access, you agree (until you notify Southwark Council in writing otherwise) that:

- All future notifications, correspondence, and decisions regarding your Housing Benefit claim may be served by publication on a website accessible via your MySouthwark account.
- You will be notified of such publications via email.
- Emails will be sent to the address provided during registration.
- You must notify the council of any change in your email address.
- You must maintain a valid email address throughout your use of the service.
- You remain responsible for any notifications sent to your email address, even if not received due to technical issues (e.g. spam filters, inactive accounts).

3. Account Security

You are responsible for keeping your username and password secure. If you suspect your credentials have been compromised, you must cancel the service and reapply. The council will take appropriate technical and organisational measures to protect personal data from unauthorised access, loss, or damage.

4. Third-Party Access and Joint Claims

If your Housing Benefit claim involves multiple parties (e.g. joint tenants or household members), you confirm that:

- You have disclosed these terms to all relevant parties.
- You are authorised to act on their behalf in using the MySouthwark portal.
- All parties agree to receive electronic notifications and correspondence.
- You act as a duly authorised representative for all parties involved.

5. Statement Accuracy

The information shown in your account reflects the status at the time of the last update and may be subject to change. To report a change, contact www.southwark.gov.uk/benefits-and-support/report-change

6. Virus Protection

While the council takes steps to ensure its websites are virus-free, you are advised to maintain adequate antivirus protection on your device.

7. Service Availability

The council aims to provide 24/7 access to online services. However, availability may be affected by maintenance, updates, or external factors such as your internet connection. If you experience issues, please retry later.

8. Payment Processing

If applicable (e.g. overpayment recovery), payments made via the council's online service may take up to two business days to be credited. Ensure payment amounts are accurate.

9. Data Protection

Personal data is held in accordance with current Data Protection legislation. The full privacy policy is available at: www.southwark.gov.uk/important-information/mysouthwark-terms-and-conditions

10. Postal Notifications

Certain notices (e.g. decision letters, overpayment notifications, appeal responses) may continue to be sent by post.

11. Service Suspension

The council reserves the right to suspend or withdraw the service at any time due to:

- Essential maintenance or updates.
- Technical issues requiring urgent attention.
- Other reasonable grounds deemed appropriate by the council.