

Example SMS message regarding Housing Benefit Overpayments



Text Message
Today 16:01

Dear Cerys Rushall. You currently have an outstanding matter with Eastbourne Borough Council - Housing Benefit Overpayment Recovery Team. For details visit <https://recoveryhub.lewes-eastbourne.gov.uk/t/6ppwj0ac5d4> or call on **01323 415035**. Please do not ignore this message.

Example webpage regarding Housing Benefit Overpayments

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Dear Miss Rushall

Housing Benefit Overpayment account number: 48738
Property address: 84 Greenways Business Park London
Essex Harlow CM195QE

You currently have an outstanding overpayment of £39.92 outstanding which could be subject to recovery action. Please make a payment now to bring your account up to date.

[Automated payment line](#)

[Online payment](#)

To make sure you don't miss payments in the future, why not speak to an advisor to set up a direct debit. Available Monday – Friday 9am – 5pm.

[Speak to Eastbourne Borough Council](#)

You can find about how to access debt advice on our website.


[Debt advice and help](#)


Please ignore this message if you have made a payment in the last 72 hours.


Recovery Team
Eastbourne Borough Council

recoveryhub.lewes-eastbourne.gov.uk


Example identity verification regarding Housing Benefit Overpayments

Select Language 

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Working in partnership with Eastbourne Homes



Confirm your identity

This is an important communication from Eastbourne and Lewes Council.


We have invested significant time and effort to ensure that we're compliant with regulation, notably GDPR (General Data Protection Regulation).

To access this information you are required to enter below your full postcode for identification purposes.

*** To view full details - verification is required**

Please enter your full postcode for authentication:

Proceed

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