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Overpayments - Housing Benefit

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An overpayment occurs when you receive more Housing Benefit than you are entitled to receive and must be repaid.

Overpayments usually occur when you do not report changes immediately, such as:

- Increase in wages or other income
- Increase in capital
- Someone moving into your home
- Change of address

[Report any change in your circumstances](#) straightaway to avoid overpayments.

Recovering your overpayment

The council can recover overpayments from:

- The person who claimed (and sometimes their partner)
- An appointee or someone with an agreed power of attorney who at the time of the overpayment acted on behalf of the person claiming
- The person who received the benefit if different (e.g. landlord or agent) via deductions from composite housing benefit payments, invoice or by arrangement unless they could not have known you were being overpaid

Notification letter includes:

- Reason for the overpayment
- Amount and period covered
- Whether and how it will be recovered
- What to do if you disagree

Recovery methods

These recovery methods apply to the person claiming or their partner.

Deductions:

- From future Housing Benefit
- From another local authority if you have moved and are claiming Housing Benefit
- From other benefits (e.g. State Pension, Universal Credit)
- From your earnings/salary

Repayments:

- An invoice for repayment
- Weekly/monthly instalment arrangements by agreement with a benefit advisor
 - email: overpayments@blackpool.gov.uk
 - Telephone 01253 478847
- Other legal repayment methods e.g. recovery agents or county court

How to Pay

We can offer the following payment methods in order to help you make your repayments:

Make a payment online

- Scan the QR code on our invoice
- Telephone: 24-hour automated payment line – 01253 478983
- Standing Order or BACS quoting your invoice number:
 - Barclays Bank; sort code 20-10-11; account 73443450
- Using the bar code on our invoice to pay at the Post Office or a PayPoint outlet
- Cheque/Postal Order: include invoice number; payable to Blackpool Council
- In person: credit/debit card or cash at Customer First Centre

Disputes and appeals

If you disagree with a decision you should write to us within 1 month of the decision letter.

You can:

- Ask for a written explanation; then
- Ask us to look at the decision again; then
- Appeal against the decision

Problems paying

The council has a duty to take all reasonable steps to recover overpayments.

If you have difficulty making repayments we are here to help; please contact the following:

- Benefit advisor:
 - Email overpayments@blackpool.gov.uk
 - Telephone 01253 478847 – we can refer you to a dedicated money advice team
- Citizens Advice: 0808 278 7818 or [Blackpool Citizens Advice](#) 01253 308401

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Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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