


Stakeholders - A quick guide to using MySandwell when making enquiries regarding Council Tax and Housing Benefit.

First you will need to set up an account.

Insert <https://my.sandwell.gov.uk> into your web browser.



Once you have reached , on the top right hand corner you will find the **Register** field, click on it and it will take you into a new page where you can sign up for your MySandwell account (if you are not already registered).

It is a simple self – explanatory process.

Please be advised

If you are setting up the account for work purposes, you **MUST** state your work address and contact details. If more than one person in an organisation wishes to use MySandwell, each should set up their own account; **Accounts must not be shared.**

Data Protection (GDPR)

To misuse information shown on MySandwell or allow a person not authorised by Sandwell MBC to access MySandwell will constitute a breach of both Data Protection and Computer Misuse legislation.

Making Enquiries

Once your account is created, you will now have access to 3 tabs



Select **MyServices** - a further 6 boxes become available along with an A-Z of services.

Head to 'C' and select

[Contact us about revenues and benefits](#)

You will then see 4 options, please select whichever is appropriate

Council tax queries:

You will find a set menu of query types— if you have a general enquiry select the **NONE OF THE ABOVE** option. There will also be a reminder regarding General Data Protection Regulations (GDPR).

You will be asked to put your name and your (work) address along with details of the address you are contacting us about.

You can search for the address by using the “postcode finder.” Once you have selected the correct address, click **next**.

There will be a further selection of questions relating to Council Tax. This includes an option to “Ask a general question about Council Tax” or to “tell us something not listed above.”

These have free text boxes which you might find the most appropriate option for your query.

Housing Benefit / Council Tax Reduction enquiries:

You will find another set menu of query types, but if you have a general enquiry select **NONE OF THE ABOVE** option and then NEXT (once you have read the GDPR reminder).

You will then be asked to put your name and your (work) address along with details of the address you are contacting us about. You can search for an address by using the “postcode finder.” Once you have the correct address, click **next**.

You will have a selection of different questions you can ask about Housing Benefit or Council Tax Reduction. There is also an option to “Ask a general question about Housing Benefit or Council Tax Reduction” or to “tell us something not listed above.” These have free text boxes which you might find the most appropriate option for your query.

Please allow at least two weeks for a response to your enquiry. Please also remember that your enquiry and how we respond will be dealt with under the General Data Protection Regulations.