

## Universal Credit & Housing Costs

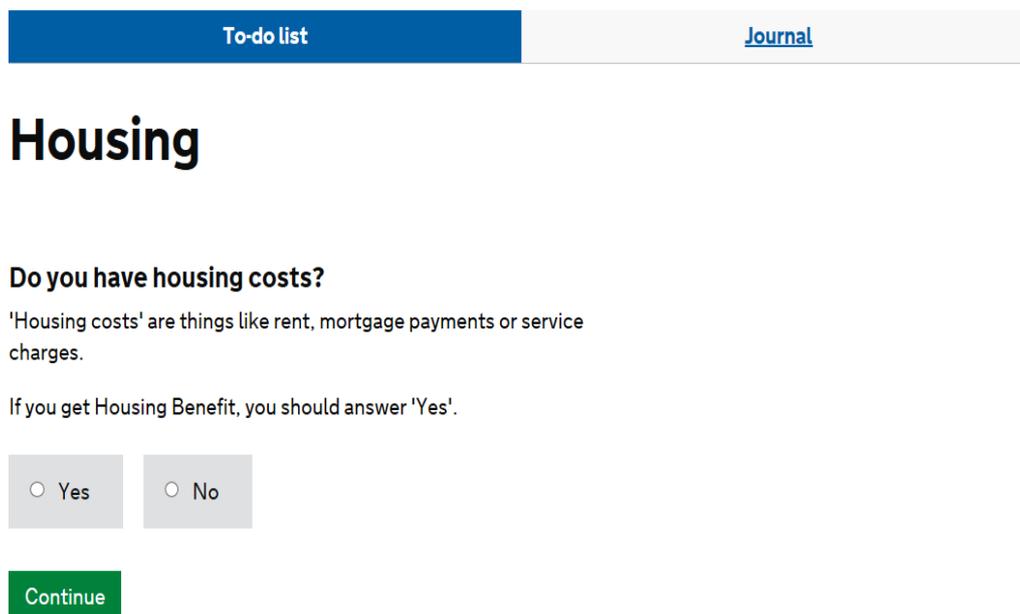
You will be paid a housing cost element as part of your Universal Credit. It will be your responsibility to pay the rent to your landlord. It is very important you get the rent figures correct on the application otherwise it will cause a delay in you receiving your Universal Credit payment.

Universal Credit may include an amount towards service charges that you need to pay your landlord. Landlords can identify which charges are supported by Universal Credit and will be able to tell you the total amount you can get support for. It is the intention that all service charges that are covered by the current system will still be covered with Universal Credit.

If you are receiving Housing Benefit, the Department for Work and Pensions will contact your local authority to stop your Housing Benefit payments. At this point you will receive an additional payment of 2 weeks' worth of Housing Benefit to support you as you move to Universal Credit.

If you live in a housing association property you won't need to provide proof of your rent to your new claim interview. Instead you will enter details of your housing costs online, and the Department for Work and Pensions will contact your landlord to confirm that these are correct.

When you get to the housing costs section, the 1<sup>st</sup> question you will see is:-



The screenshot shows a web interface with two tabs: 'To-do list' (active) and 'Journal'. Below the tabs is a large heading 'Housing'. The main question is 'Do you have housing costs?' with a subtext: ''Housing costs' are things like rent, mortgage payments or service charges.' A note states: 'If you get Housing Benefit, you should answer 'Yes''. There are two radio button options: 'Yes' and 'No'. At the bottom is a green 'Continue' button.

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Please tick yes to this question.

Next it asks 'where do you live now', you need to tick the first option which is "I rent from a council or housing association".

# Housing

## Where do you live now?

- I rent from a council or housing association
- I rent from a private landlord
- I live in a property I own (with or without a mortgage)
- I rent-buy through a shared ownership scheme
- I'm in temporary accommodation
- I'm in supported or sheltered accommodation
- I live with close relatives - for example, my parents or my partner's parents
- I'm in another type of housing

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You will then be asked when you moved into the property, if you cannot remember the date please ring Housing Solutions office and they will be able to give you the date.

The next question which is very important is, how much rent do you pay, this is the weekly amount you are liable to pay excluding any service charges or any Housing Benefit you were previously getting, for eg if your weekly rent is £125.00 which includes a service charge of £15.00 you would put your rent down as £110.00 weekly in this section:-

## Housing: rent payments

### When did you move to this address?

DD MM YYYY

Day Month Year

### How much rent do you pay?

This is the amount of rent you have to pay under your rental agreement. Do not include any service charges shown separately in your rent agreement or any rent arrears payments.

£  . 

Select how often you pay rent

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On the next question you will be asked about the amount you pay for your service charges; here you would enter £15.00 :-

## Housing: service charges

### How much do you pay in service charges?

Only include service charges that you must pay as part of your rental agreement. Your landlord may help with information on which service charges are eligible for Universal Credit.

£  . 

Select how often you pay service charges

### Do you have any rent-free weeks?

 Yes No

Tick no to the question about rent free weeks as Housing Solutions do not have any. Please note the above figures are shown as an example, use your latest rent increase/decrease letter to confirm what your current rent charges are.

The next questions asks who you pay rent to. Please complete it as shown below:-

# Housing: landlord details

## Who do you pay rent to?

Landlord, council or housing association

Landlord's agent

## Name of landlord or agent

This can be an individual, company or organisation

Housing Solutions

## Street address

Waldeck Road

## Town

Maidenhead

## Postcode

SL6 8BY

## Contact phone number

0800 8766060

## Email address

Contact@housingsolutions.co.uk

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Following this question you will be asked the number of bedrooms you have and if you have anyone else on the tenancy agreement, this only applies if you are a joint tenant, if not then tick no and move onto the next question.

You will then be asked if your name is on the council tax bill, if so tick yes and continue to the next question. If you answered yes it will generate another question asking if you have applied for a reduction in your council tax, which is more commonly known as council tax support/council tax benefit. Tick 'No- but I will apply' and you will see a pop box up saying

'We'll share your details with your council to support your application. You'll need to contact them'

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**BETA** This is a new service – your feedback will help us to improve it.

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To-do list

[Journal](#)

## Housing: Council Tax

Is your name on your Council Tax bill?

Yes

No

Have you applied for a reduction in your Council Tax?

Yes

No but I will apply

No I don't want to apply

We'll share your details with your council to support your application. You'll need to contact them.

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This is to remind you that you need to apply for Council Tax Support (CTS) separately as CTS is not part of Universal Credit. If you need help with applying for CTS then please contact our Financial Inclusion Team who will be happy to assist you.

This is your final question in the housing costs section, this section is now complete and you can now move onto the next section.

**IT IS REALLY IMPORTANT YOU ANSWER THIS SECTION CORRECTLY TO AVOID ANY DELAY IN YOU RECEIVING YOUR UC PAYMENT**