Moving to Universal Credit?

Tips to help you make a successful application

Our Welfare Advice Team is here to help.
T: 028 7130 4800 | E: welfareadvice@apex.org.uk

apex

The benefits system is changing

Universal Credit (UC) is replacing Housing Benefit**, Income Related Employment and Support Allowance and Job Seekers Allowance, Income Support, Child Tax Credit and Working Tax Credit.

If you get any of these benefits WAIT until you receive a letter from the Department for Communities informing you to Move to Universal Credit.

When you get your letter, it is important you take action to apply for Universal Credit by the deadline on your letter as you will not be changed over automatically.

There are circumstances in which you may need to Move to Universal Credit before getting your letter such as moving into a new home. If you are offered a home with Apex, this change in circumstances may trigger a Move to Universal Credit for some new tenants.

**Universal Credit will normally only replace Housing Benefit if you are working age and rent a home that is not temporary or supported accommodation.

Information you need to make a new UC Claim

First, create an online account at **www.universal-credit.service.gov.uk**

Personal information:

- Valid email address - if you are making a joint claim, both of you will need an email address
- Mobile / telephone number
- National Insurance number
- Documents to confirm identity (e.g. UK driver's license or a household bill)

Housing information:

- Address, including postcode
- Landlord details
- Tenancy / rent agreement
- Rent and service charge (if you have one)
- Details of people who live in your home

Financial information:

- Bank, building society or credit union account details that you would like Universal Credit paid into
- Details of any savings, investments or capital
- Details of employed or self-employed earnings
- Details of any other income (e.g. private pension or insurance)
- Details of any other benefits you may be receiving

Rate rebate

Help for rates is NOT included in the housing costs element of Universal Credit. When completing your UC Claim, in the Housing Costs section:

- Tick the box to confirm your name appears on the rates bill, and
- Tick the box to say you require support with rates.

You should make your claim for Rate Rebate immediately after submitting your UC claim at:

www.nidirect.gov.uk/articles/applying-rate-rebate

Part of the details required for a Rate Rebate claim is your Tenancy Reference Number. Contact us if you do not have this.

Supported living tenants

If you are a supported living tenant and in receipt of Housing Benefit only you will not be issued a letter asking you to Move to Universal Credit.

However, if you are receiving Housing Benefit and either Income-Related Employment and Support Allowance, Jobseekers Allowance, Income Support, Child Tax Credit or Working Tax Credit you will be issued a letter and will need to take action to apply.

You will continue to receive Housing Benefit for your accommodation costs unless your housing circumstances change.

Accessing the Internet

If you don't have access to the Internet, you could visit your local library or Jobs and Benefits Office. If you are struggling and want to improve your online skills, text DIGITAL to 07984404591 to access free training.

Apex can also offer assistance and Internet access by appointment.

Help to cope with the 5-week wait

When applying for Universal Credit, there will be a 5-week wait for your claim to be processed. If you are struggling financially in that time period you can apply for a UC Contingency Fund which can provide a small grant to help with living expenses.

Universal Credit may offer an Advance Payment, however this is repayable which would start your claim in a deficit. We would encourage claimants to apply for the grant in the first instance and speak to an adviser if you are struggling to manage financially.

SCAN ME

Universal Credit Helpline

If you need help to claim Universal Credit, or can't claim by the deadline date given on your letter, you can contact the UC Helpline:

Freephone: 0800 012 1331 | Textphone: 0800 012 1441

Apex Welfare Advice Team

You can seek independent advice or speak to one of our Welfare Advice Officers.

Apex has a dedicated Welfare Advice Team with qualified benefits advisers who can provide advice, guidance or resolve any queries or problems you may have with budgeting or applying for benefits.

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