UNIVERSAL CREDIT FACTSHEET (Oct 2017)

Universal Credit is a new benefits system – it replaces Housing Benefit, Working Tax Credit, Child Tax Credit, Income Support, Income Related Employment and Support Allowance and Income Related Job Seekers Allowance.

MAIN CHANGES TO THE CURRENT SYSTEM:

- You will need to claim Universal Credit online
- You will need an email address to claim Universal Credit.
- Universal Credit will be paid monthly in arrears and one payment will be made per couple, if partners are claiming
- A bank account or credit union account is required to receive Universal Credit payments.
- Universal Credit replaces Housing Benefit. Any housing costs that are paid as part of a Universal Credit claim will be paid directly to you.
- You are responsible for paying your housing cost directly to Rykneld Homes.
- You will be required to manage your Universal Credit claim online.
- In return for receiving Universal Credit you will need to sign a Claimant Commitment with your Work Coach at the Department for Work and Pensions
- Currently you may have to wait a minimum of six weeks before you receive your first Universal Credit payment

What information you will need to make a claim

Before you start to make an **online** claim you need to make sure you have <u>ALL</u> the following information with you, including details for a partner if you have one and other household members.

- Your National Insurance Number
- Your email address
- Your phone number
- Your address
- Your landlords name and address
- How much rent you pay you may be asked to provide proof
- · Your bank account details

- Details of any savings you have
- Full details of your salary or any other income which includes other benefits

If you have children you will need

- The Child Benefit number
- Childcare Provider's address and registration number if appropriate

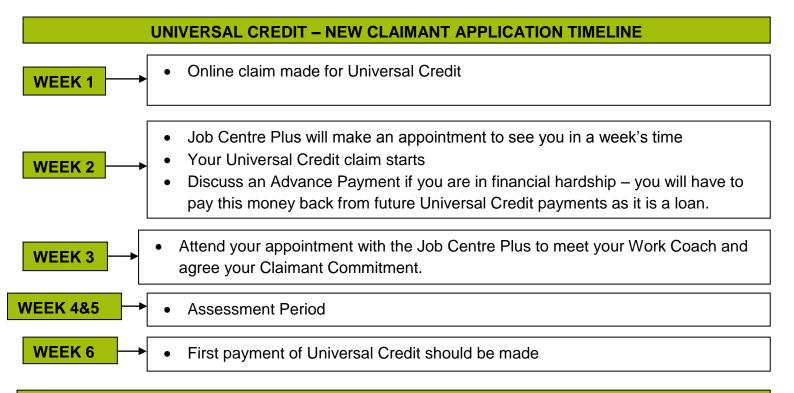
To make a claim online go to: www.universal-credit.service.gov.uk
Universal Credit (Full Service Claims): 0800 328 5644 (Live Gateway Claims): 0800 328 9344

IMPORTANT INFORMATION

Contact your Rent Collection Officer to tell them you are applying for Universal Credit on 01246 217670 or via email: rents.team@rykneldhomes.org.uk

If you are unsure about your Housing Costs (rent charges) we can give you the correct information for your Universal Credit Claim.

We have a Financial Inclusion Team who may also be able to assist you with further questions about Universal Credit and other welfare benefits. You can contact the Team on 01246 217670.



TEMPORARY FINANCIAL HELP DURING THE ASSESSMENT PERIOD

Organisations which may be able to help you:

- Derbyshire Discretionary Fund 01629 533399
- Chesterfield & NE Derbyshire Credit Union 01246 278833
- Foodbanks Referral only basis via Job Centre Plus, Citizens Advice Bureau & Rykneld Homes