

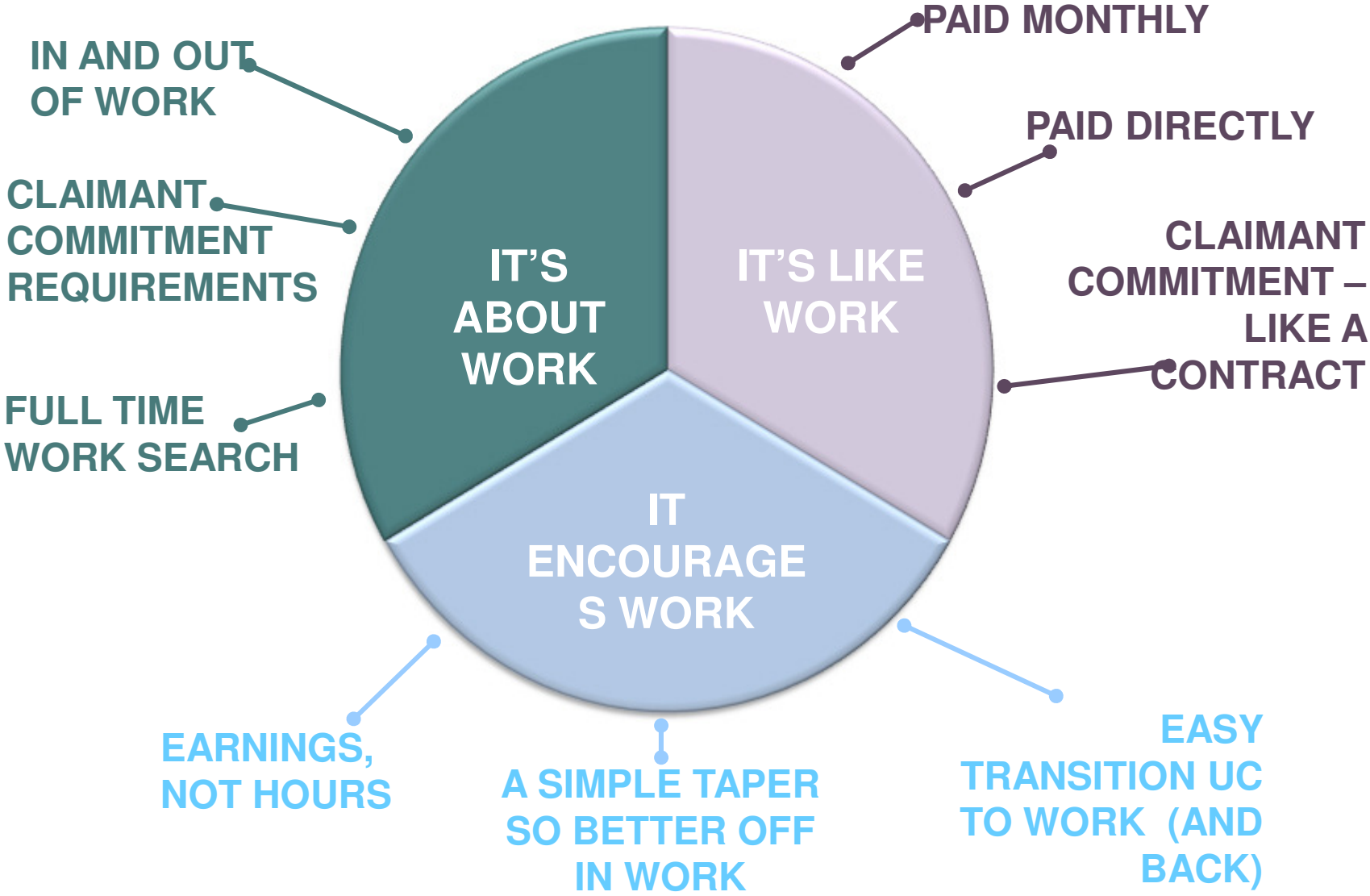


Universal Credit Housing Federation

March 2015



What's different about Universal Credit?



National roll out

- National roll out will be in 4 Tranches from February 2015
- Commencement Order for Tranches 1 & 2, along with expansion to families will be laid in January 2015
- Commencement Order for tranches 3 & 4 will be laid after the General election in May 2015
- Tranche 1 will launch UC in around 150 Jobcentres bringing a further 78 Local Authorities in as Delivery Partners
- Tranche 2 brings in around 115 jobcentres and 63 more Local Authorities as Delivery Partners
- Retrofit for families in existing 91 live service sites will take place in 2 stages, with 26 sites going live on 26th January and 65 sites on 2nd March



Local Roll out Tranche 1

- Universal Credit will roll out to new claims from single people, who would otherwise have been eligible for Jobseeker's Allowance, including those with existing Housing Benefit and Working Tax Credit claims.
- In summary the key dates for national expansion of Universal credit across the Dudley Borough are:-
- **Tranche One – Dudley Local Authority**
-
- Dudley Jobcentre – 23 March 2015
- Halesowen Jobcentre – 13 April 2015
- Stourbridge Jobcentre – 13 April 2015

Working with landlords



- We're working closely with social landlords such as councils and housing associations to help them pro-actively support tenants to manage the change to UC:
- As part of our learning from our Pathfinder, we have **already**:
 - Introduced a standard template on which landlords can apply for an Alternative Payment Arrangement and deductions from UC
 - Put in place a dedicated Housing Costs team within the UC Service Centre in Bolton.
 - Offered a range of contact methods depending on the severity of individuals circumstances
 - Held a series of meetings with RSLs to address issues they were experiencing.

Sharing data with landlords



- 6 week public consultation from 22nd September
 - Landlords – what they can do to help UC claimants
 - UC claimants – seeking views on data sharing with Landlords
- Regulations to Social Security Advisory Committee by December 2014
- Regulations scheduled to be laid in Parliament by mid January 2015
- Regulations coming into force February 2015



Paying Rent

Claimants will be expected, where possible to arrange their own rent payments as they would if they were in full-time work.

- UC is assessed monthly and paid monthly in arrears.
- DWP will send a letter to social landlords in all live areas identifying whether a tenant is a UC claimant.
- **What to do if the details supplied by DWP do not match your tenant?**

You can email:
UC.SERVICECENTREHOUSING@DWP.GSI.GOV.UK to let them know as soon as possible. DWP will investigate any anomalies in the information supplied.



How will DWP check rent & tenancies under UC?



Calculating rent

How will monthly rent be calculated if a claimants rent is paid weekly?

What about Other payment frequency?



Alternative Payment Arrangements & Managed Payments.

What happens when a tenant gets into arrears?

DWP offers an email address for landlords to use for urgent enquiries

UC.SERVICECENTREHOUSING@DWP.GSI.GOV.UK

This should be used for cases facing eviction or in instances where landlords require an urgent response.

Landlord request for a Managed payment

If you are a landlord wishing to request a managed payment, you will need to download the Universal Credit: [Rent Arrears Form](#) and send it to:

Freepost Plus RTEU-LESU-EXTJ
Universal Credit
Post Handling Site B
Wolverhampton
WV99 1AJ

You can also contact DWP on 0345 600 0723* when the tenant has accrued arrears to the value of one or two months' rent. These measures will help to avoid the build up of excess levels of rent arrears and to reduce the risks to landlords.

This is a request for:
(tick one of the options)

- Managed Payment
- Rent arrears
- Both

Tenant Details

Tenant Name

Partner Name (if applicable)

Address

Tenant National Insurance Number DoB

Partner National Insurance Number DoB

Tenant's reference number. (BACS payment identifier)

Rent payment frequency

Amount of rent payable (£)	<input type="text"/>	
Service charge (£)	e.g £1.49	Details e.g Gardening
Service charge (£)	<input type="text"/>	Details
Service charge (£)	<input type="text"/>	Details
Service charge (£)	<input type="text"/>	Details
Service charge (£)	<input type="text"/>	Details
Service charge (£)	<input type="text"/>	Details

Total payable (£)

Number of rent free weeks (zero if none)

Number of bedrooms

Joint Tenancy (Yes/No)

Amount of arrears (£)

PTO

What is the purpose of this form?

This form is used to request a managed payment or a rent arrears deduction, or both.

What is a Managed Payment or a Rent Arrears Deduction?

When a tenant has accrued arrears to the value of two month's rent or more, we can make managed payments to you as their landlord. We can also take steps to recover any rent arrears through deductions from their Universal Credit payment

When a tenant has accrued arrears to the value of one month's rent due to repeated underpayment, we will look at personal budgeting support for them and consider making managed payments to you as their landlord, if appropriate.

What information must I provide?

- To progress your request for the managed payments, it must be linked to the tenant's Universal Credit claim. In order to do this, you must provide the National Insurance number of your tenant. If the National Insurance number is not known,
- then please provide their date of birth.

The following evidence must also be provided before a managed payment and deductions can be considered:

1. Proof of rent arrears. This must show the current balance on the rent account including the amount of rent outstanding and the amount of rent due on each payment period. A rent book, rent statement or letter from yourself addressed to the tenant on letter-headed paper, are all acceptable.
2. A full breakdown of exactly how the rent arrears have been calculated, e.g. the period over which the arrears have accrued.
3. A full breakdown of exactly how the rent amount is calculated (e.g. service charges, water rates, tv aerial fees, etc.)

What happens next?

When completed this form should be returned to:

Universal Credit
Post Handling Site B
Wolverhampton
WV99 1AJ

Once we have received the completed form and evidence, a decision will be made whether to make a managed payment and deductions.

We will advise you and your tenant of the decision in writing.

Landlord Details

Full Name

Address

Telephone Number

Bank Account Number

Sortcode - -

Account Name

Roll Number *(if appropriate)*

Rent Arrears Details

Do you want to apply for a Third Party Deduction to repay existing rent arrears? Yes/No

If 'Yes' please provide your Department for Work and Pensions creditor reference number (if known)

Additional information

Signature

Date

Improvements already made

- Legislation change to enable DWP to notify Social Landlords when a claim to UC made by a tenant.
- Easements in policy for Alternative Payment Arrangements.

Further improvements in consideration

- Further housing team to be set up in Glasgow Service Centre
- Improvements to the MGP 1 process for closing HB claims
- Sec of State letters to support LCTRS
- Senior Operational Manager appointed to oversee changes to housing element of UC and how we work closer with Local Authorities and RSLs

Useful links for stakeholders

- **An introduction to Universal Credit video**
<http://youtu.be/E7GUu7Xa7Nw>
- **Universal Credit pages on GOV.UK**
<https://www.gov.uk/universal-credit>
- **A toolkit for Partners**
<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations>
- **A Personal Planner to help claimants prepare for Universal Credit**
<http://ucpp.dwp.gov.uk/universal-credit-preparation/>
- **A pictorial representation explaining Better off in Work**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/301408/how-uc-tops-up-earnings-to-make-work-pay.pdf
- **Budgeting help and support**
<https://www.gov.uk/government/publications/budgeting-your-universal-credit-quick-guide>
- **Operating Guidance for Personal Budgeting Support & Alternative Payment Arrangements**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181399/personal-budgeting-support-cover-note.pdf
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181400/personal-budgeting-support-guidance.pdf
- **The Local Support Services Framework**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181395/uc-local-service-support-framework.pdf

Useful links for stakeholders

- **The Money Advice Service**
<https://www.moneyadviceservice.org.uk/en>
- **A Money Advice Service Universal Credit video**
<https://www.moneyadviceservice.org.uk/en/videos/get-ready-universal-credit>

Thank you for Listening.