

Guidance for Customers in Receipt of Universal Credit

On or around April 1st, you will receive a TO DO on your Universal Credit journal to report your rent increase. You will find the information you need in this letter. If you do not complete this TO DO you will be paid the wrong amount of Housing Costs in your Universal Credit and start running up rent arrears.

Your rent will increase from 28th March 2023. However, you will be asked if it has increased from April 1st 2023. You must answer Yes to this and follow the steps outlined below.

<p>CONFIRM YOUR HOUSING COSTS</p> <p><u>Date of change</u> Did your housing costs change on April 1st? See you landlords rent increase letter.</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>You must select Yes.</p> <p>Continue</p>	<p>CONFIRM YOUR HOUSING COSTS</p> <p><u>Changes to your rent</u> Your landlord will have written to you recently with details of your rent and eligible service charges. Are you still charged Monthly?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>How much is your rent each month? Do not include service charges.</p> <p>£ <input type="text"/></p> <p>Continue</p>	<p>CONFIRM YOUR HOUSING CHARGES</p> <p><u>Changes to your service charges.</u> Your landlord will have written to you recently with details of your rent and eligible service charges. Are you still charged monthly for your service charges?</p> <p><input checked="" type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>How much are your eligible service charges.</p> <p>£ <input type="text"/></p> <p>Continue</p>
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Guidance Notes

- You must not report this through a Change in Circumstances
- You can only report the change when you receive a "To Do" on your online Universal Credit claim.
- If you are a telephone Universal Credit claimant, you will receive a text message asking you to contact Universal Credit and inform them of the rent change.
- You should follow the steps outlined above when providing that information. _
- If you need help or would like further information, please call Jodie Wright on 0141-550-9554 who will then connect you to a staff member who can help or arrange a call back time.