

### What happens once my claim is submitted?

Once your claim has been submitted, an Adviser will contact you to arrange an interview which you must attend.

You can also consider requesting an advance on your claim to cover your first months rent. Please note: if you request your rent is paid directly to your landlord usually the first payment will be made to you. It will then be your responsibility to pay this to your landlord.

Details of your payments including the amount you have been awarded for the Housing Element will be noted on your journal.

You must tell Universal Credit straight away if any of your circumstances change after you submit your claim. When your claim is up and running you can report a change of circumstances via your online journal.



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Do you need information provided in a different language or format?



HAPPY TO TRANSLATE

We can arrange to have information translated into most languages - please contact the office for further information.

We can also provide information in alternative formats (for example, large font or on CD) - again, contact the office for further details.

# Universal Credit

## How to claim Universal Credit

You can make a claim for Universal Credit online on the GOV.UK website. If you are not able to go online yourself you should first ask friends and family to help you. If this is not possible you can contact your Neighbourhood Housing Officer on 0800 093 8823 for advice and assistance.

### Making a claim

Before you start your claim you need to make sure that you have a bank account. You will then need to create an online gov.uk account which asks some basic questions about you, such as your postcode and date of birth. The account will be connected to an email address, so you will also need an email address before applying.



Your claim then has 4 steps

1. Your claim - providing all of the information needed for your claim
2. Verifying your identity - this is done via the government 'Verify' system or can be done in a Jobcentre if you have problems online. You will need some proof of identity such as a passport, driving licence or bank card.
3. Submit claim - you will be given details of your responsibilities and likely payment
4. What's next - what you need to do next to be paid Universal Credit

### What you need to complete your claim

To help you complete the questions you will need to have the following information with you: your contact details, bank or building society account details and your National Insurance number.

You can find your National Insurance number on any of the following:

- Payslips, benefit letters, letters from HMRC, your National Insurance number card

If you don't have a National Insurance number, you will not be able to apply for Universal Credit. To get a National Insurance number you will be directed to the gov.uk website.

You may also need details of:

- current employment (for example, employer name and how often you are paid)
- total monthly earnings (you can find this information on your payslip)
- your rent and service charges if you have them
- tenancy agreement details if you have one
- income (this is income that you get as well or instead of earnings, for example income protection insurance payments)
- savings and other capital (you may find this information on your latest bank statement(s) or share certificates)
- any other benefits you already get

Allow at least half an hour to submit your claim. You can complete it in stages if you need time to collect together the information needed for the application. Only give correct information - you may need to provide proof of anything you mention during your claim.

### Submitting your claim

Before you submit your claim you will be shown a summary of your application and your responsibilities.

You will also be asked to sign a Claimant Commitment and to confirm that the information you have provided is correct and complete as far as you know or believe. If you do not agree to the declaration and responsibilities, you will not be able to submit your application.

If you fail to provide correct and complete information this will affect your Universal Credit. Any supporting information must be provided within one calendar month. If the information does not match what you have previously said, your claim will be reassessed using the new information you have provided.

The Universal Credit claim date is the date you submit your claim. Your payments will be calculated from this date. The system will tell you your first payment date. Any delay in verifying your information or signing the claimant commitment may change the start date.