

Universal Credit -Live Service

Service Centre Housing Improvements

Disclosure to Landlords

- Improvements to the process of verifying the identity of Local Authorities and Housing Associations who contact the enquiry line.
- RSLs will not be asked about the APOLLO list.
- RSLs must provide a Landlord Reference Number or Tenant Reference Number for the call to proceed if enquiry is about APA. Data for disclosure:
 - effective date of the APA/TPD
 - expected date of 1st payment of the APA/TPD,
 - amount of the first payment.
 - the maximum amount of the HCE payable in the next payment of UC
- For other enquiries RSL needs to show Implicit Consent and following may be provided:
 - information about the progress of the claim,
 - how benefit or payment has been calculated,
 - how a payment is made up, rates of specific benefits in payment,
 - why a benefit, premium or allowance has been allowed or disallowed,
 - factors have been taken into account in reaching a decision, and
 - what future action is likely to be taken on the claim

Form UC179 - Landlord Notification

Improvements to the process for Notifications to Social Landlords of a Claim to UC (form UC179) were deployed on the 20th of June 2016.

The revised process and form will, where possible, automatically issue notifications via e-mail

All RSLs have been asked to provide an email address for this purpose (secure address not required)

Hosing Cost Assessment

A new approach to prioritising housing work. The Assessment Period (AP) scan enables us to target cases with housing costs by upcoming AP dates thereby increasing the potential to assess housing costs in time for the first payment.



UC FULL SERVICE ROLL OUT

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|---|--|---------------|
| Musselburgh | East Lothian | Mar 16 |
| Inverness | Highlands | Jun 16 |
| Kirkintilloch, Port Glasgow Greenock | East Dunbartonshire Inverclyde Inverclyde | Nov 16 |
| Dalkeith Penicuik | Midlothian Midlothian | Mar 17 |

- **Access to Full Service will be determined by postcode sector**
- **The Post Code “Sector” is determined by the first number in the second part of the postcode e.g. ML10 6**
- **In Full Service all Postcode Sectors in a Jobcentre will go live unless that sector is shared with another Jobcentre (e.g. Airdrie JC and Shettleston JC share PC sector G69 7 – both JC will need to be in Full Service before that sector goes live.**
- **Some PC sectors overlap Local Authorities(e.g. Kirkintilloch postcode G66 8 overlaps East Dunbartonshire and North Lanarkshire. This postcode will go live in November 16 and both EDC and NLC will need to close down access to Housing Benefit claims for that PC sector at that point.**

Working with our landlords.



We have worked with the social rented sector to develop our Alternative Payment Arrangement process

Agreed a uniform rent verification process with the social rented sector.

Contact details for each social landlord so verification of rent purposes are shared so we can minimise fraud and error

Worked closely with Local Authorities to provide essential knowledge and learning for DWP staff.

Housing Cost verification

