

# DWP UNIVERSAL CREDIT UPDATE

## Clarification of the new Rent Verification Process (Live Service)

- If the claimant has not provided the required verification of housing costs the SC will issue a new form (UC182) to the Social Landlord
- This form will be issued by email if the landlord has a secure email address
- If a secure email is not held the form will be issued by post.
- The form can only be returned by email if the landlord has a secure email address
- Where a UC 182 is issued the UC Notification form UC 179 will not be issued
- The verification process for Full Service does not require the landlord to have a secure email address

## FULL SERVICE - APA's for SRS Housing

- The 'Verification of Housing Costs Social Rented Sector Landlord' form has been updated to incorporate a section for the landlord to request an Alternative Payment Arrangement (APA). The Landlord can apply for an APA for both current rent and arrears. They will also have to supply the reasons for the request.
- This simplifies the process because landlords will no longer need to use UC47s to request APAs when providing housing verification information at the start of a claim.
- Social Rented Sector landlords can still apply for an APA after the initial verification stage has been completed. They can do this by obtaining a UC47 form via GOV.UK

# Rent Changes – Process for October 16

At previous meetings we have discussed the lack of a process for notifying Rent Changes. For information only, here are details of the process in England where October changes are likely to result in a reduction in rent (No guarantee that a similar process will apply in April 16):

- DWP will contact claimants in England who we anticipate will have a change in rent in October 2016, but have not reported a change by 14th October 2016.
- Should a landlord choose to send in information about October rent changes, DWP will accept this on a multiple entry schedule in an MS Excel format. Landlords are responsible for determining for themselves whether they are able to share this data with DWP and any information is shared at your own risk. It can be sent to DWP by email and should include
  - Tenant name
  - Tenant NINO
  - Rent old amount
  - Rent new amount (preferably with the 4 week rent free period already taken into account).
  - Rent payment frequency

## Sharing of Information with RSLs

- At previous events we spoke how DWP will handle requests for information received by telephone from Private & Social Registered landlords regarding claimants in receipt of UC housing costs. (Implicit Consent)



PPT File

- You should note that these arrangements only apply to UC Live Service not to Full Service where Explicit Consent is required. A full range of external communications is being developed for Full Service to explain this.