

# The City of Edinburgh Council Universal Credit Update

RENT  
FIRST

Services for Communities, Service  
Support Unit  
Rent Service Redesign Project Manager  
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26 August 2015 - SHBVN

# Council Tenant UC Position

UC

- Around 171 known tenants

Arrears

- Increased by 25%

APA

- 114 (67%) APAs requested

# Managing Income

- Knowing who is on UC -Leith Job Centre trial
- Prioritise APA and 20% arrears as standard at start
- Intensive to manage APA process
- No direct interface which triggers rent notifications
- Different income streams at different times

# Improvements

- APA now electronic if using secure email
- Direct line for landlords to UC Housing Team
- Notify tenant of full rent as soon as HB ends and what UC change means
- Manage arrears as standard practice
- Landlord approach review – Sep 2015
- Landlord/DWP group in Edinburgh