

Universal Credit Assessment Period

Once your application is received at the service centre a further check on all evidence submitted will be carried out, if further details are required you will be asked to submit these. If housing costs are included in the application they will also contact your landlord.

Your claim assessment period will normally be a calendar month from the day you submit your claim i.e. submit your claim 27th Sept 2018 assessment period will be 27th Sept – 26th Oct 2018 you will then normally receive your payment 7 days later i.e. 2nd Nov 2018.

Once payment is released this MAY include housing costs if eligible and should be paid to Dunbritton Housing.

Payment of YOUR RENT

If you are a Dunbritton Tenant and qualify for Universal Credit then the monthly amount of money you receive from the DWP will include a HOUSING ELEMENT which MUST be used to pay your rent to your landlord. Your housing element may be less than your actual rent charge i.e. under occupancy or non-dependent in household. Please contact Dunbritton and they will confirm the amount you need to pay to them.



Dunbritton Housing Association Limited, First Floor, 32 High Street, Dumbarton, G82 1LL
Tel: 01389 761486 • Fax: 01389 730067 • E-mail: admin@dunbritton.org.uk

www.dunbritton.org.uk



Universal Credit

Dunbritton Housing Association is a Scottish Charity (Scottish Charity Number SC036518), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2421R(S) and having its Registered Office at 1st Floor, 32 High Street, Dumbarton, G82 1LL.

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the [Data Protection Act of 1998] and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted. We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z7205348 and we are the data controller of any personal data that you provide to us. Our Data Protection Officer is Daniel Wilson. Any questions relating to this notice and our privacy practices should be sent to Daniel Wilson at 1st floor, 32 High Street, Dumbarton, G82 1LL, by phone on 01389 310 893, or e-mailed to dwilson@dunbritton.org.uk

What Is Universal Credit?

Universal credit is administered by the Department of Working Pensions (DWP). It is a new benefit for working age people who are in and out of work and replaces six existing benefits with a single monthly payment paid direct to one named person in a household. This may also include your rent and service charge if eligible.

Universal Credit Full Service

Universal Credit "Live service" was introduced in Argyll and Bute and West Dunbartonshire over 2015/2016. This meant that working aged single people making a new claim for jobseekers allowance would instead make new claims to Universal Credits. "Full Service" for all our customers means that Universal Credits will now be extended to include single people, couples and families in Argyll and Bute and West Dunbartonshire meaning that all new claims for the legacy benefits listed below will be an automatic claim to Universal Credit. Full Service in Argyll and Bute will begin on 12th September 2018 and Full Service in West Dunbartonshire will begin on 28th November 2018 and this will initially be for new claims or those who have a change in circumstances.

Universal Credit replaces the following "legacy" benefits and tax credits:

- Housing Benefit
- Income Based Jobseekers Allowance
- Income Support
- Income based Employment and Support Allowance
- Working Tax Credit
- Child Tax Credit

Who can claim?

- Individuals, couples and families aged between 18 and 60 and 6 months.
- Must have a National Insurance number and be a British Citizen
- Not own or partially own the home they live in
- Must have a bank, building society or credit union account.
- Must not have any undecided appeals for non entitlement to old rules- Employment Support , Jobseekers Allowance or Income
- Don't apply for Universal Credit if you have a visa that says "no recourse to public funds" or you're subject to immigration control. It could affect your right to stay in the UK.

A full list of eligibility available at
www.gov.uk/universal-credit

How to Claim Universal Credit

An application form must be completed to claim Universal Credit and this will need to be made online at <http://www.gov.uk/apply-universal-credit>

Universal Credit Helpline: 0800 328 5644/0800 328 9344

Where to find a computer to make your application:

- You can complete an application online at your local jobcentre located in Helensburgh, Dunoon or Dumbarton
- You can access computers at your local libraries in Helensburgh, Rosneath, Dunoon, Cardross, Dumbarton & Alexandria
- Alexandria job centre closed on 9 August 2018, All customer have transferred to Dumbarton job centre.
- Contact Anna Murray at Dunbritton on 01389 310885

What happens once you have made a claim to Universal Credit?

- After submitting your claim you will be contacted by the DWP UC Service Centre to arrange an interview at your local jobcentre with a Work Coach. You will also be reminded of identification and evidence required to progress your application
- Dunbritton staff will be able to provide you with proof of your tenancy, rent and service charges
- On attendance at the jobcentre your application will be reviewed, evidence verified and your claimant commitment discussed and agreed.
- The work coach will discuss monthly budgeting and any possible debt issues, if appropriate alternative payment will be arranged.
- Future follow up appointments will also be agreed.
- The DWP will then send your application to a Universal Credit Service Centre for processing.
- The DWP will then send you a Universal Credit decision letter