



*Helping you prepare for
Universal Credit*

Universal Credit is the new single monthly payment, which replaces the following Benefits:

- Income Based Job Seekers Allowance
- Income Based Employment and Support Allowance
- Income Support
- Working Tax Credits
- Child Tax Credits
- Housing Benefit

You will now have to pay your rent directly to us from your monthly Universal Credit Payment. Previously, this may have been paid directly to us from your Local Authority via Housing Benefit.

Remember, you must pay your rent as soon as you receive your Universal Credit payment.

Let us help you - 0303 303 0003

What have I got to do?



Step 1 – Check your bank account

Make sure you have a bank, building society or Credit Union account so you can make and receive payments.



Step 2 – Get Online

Make sure you have access to a computer and the internet. If you don't know how to use it, please contact us on 0303 303 0003 to find out how we can help you.



Step 3 – Sign up to Tenants Online

By signing up to Tenant's Online, you will be able to check your rent account and make payments to us if you need to.



Step 4 – Reliable Payments

Set up a regular and reliable payment you can trust. The most reliable payment methods are Direct Debit or Standing Order



Step 5 – Get Ahead

Your rent is due on the 1st of the month, pay your rent as close to the beginning of the month as you can.



Step 6 – Budget Advice

You should talk to our friendly team to let them know what progress you are making in getting prepared.

What will trigger going onto Universal Credit?

- Change in Employment Status
- Change in Family Circumstances
- Changes to Working or Child Tax Credits
- Sickness and unable to work
- No longer a Carer
- Moving address into full Universal Credit Live area



To make a Universal Credit Claim visit <https://www.gov.uk/apply-universal-credit>

For Help and Advice

Call us on **0303 303 0003** to speak to your Income Recovery Officer.

Visit our website for further information and to see a video which can help you. www.broadlandgroup.org

Visit your local Housing Office, where you can use a computer if required.

You risk losing your home if you don't pay your rent!