

What should I do after my claim has been assessed?

*Due to the different criteria used to assess UC/Rate Rebate claims there is not an automatic entitlement to Rate Rebate if you receive UC.

- Contact your Housing Officer immediately to confirm that your claim has been processed and it has been successful.
- Check the amount of Rate Rebate you receive towards your rates.
- Confirm with your Housing Officer if the full rates charge is being covered. If there is a shortfall in the Rate Rebate payment or there are arrears on your account, you will need to make an agreement to pay any amount due.

Notifying Changes

You must notify LPS of any changes relevant to your claim immediately, by logging onto your online account.

Failure to notify a change of circumstance may result in an overpayment which will need to be repaid. Information on changes that need to be reported can be found at:

www.nidirect.gov.uk/rate-rebate-scheme

Help and Support

Getting Online

Help and assistance to get online is available at: **www.nidirect.gov.uk/go-on-ni**

If you would like further information or advice regarding the Rate Rebate application process, please contact your Housing Officer or our Welfare Advice Service on Tel 0330 123 0888.

Alternatively further information can be found on our website **www.radiushousing.org** or **www.nidirect.gov.uk/rate-rebate-scheme**



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HOUSING

Rate Rebate Scheme

Everyone has a place

What is the Rate Rebate Scheme?

A Rate Rebate Scheme administered by the Department of Finance replaces Housing Benefit for rates only, for tenants of working age who are entitled to Universal Credit.

Find out more about Universal Credit at: www.nidirect.gov.uk/universalcredit

Who is eligible?

The Rate Rebate Scheme will only apply to working-age tenants.

Eligibility to claim

- You must be entitled to Universal Credit.
- You or your landlord must be liable for payment of rates to Land & Property Services.
- You must occupy the property as your home.

Those eligible to claim will not be entitled to Housing Benefit for rates or Low Income Rate Relief.*

Who is not eligible?

- People who aren't entitled to Universal Credit.
- Pensioners are excluded and will remain on Housing Benefit and/or Low Income Rate Relief.
- People living in supported accommodation or temporary accommodation provided in relation to homelessness are excluded and will remain on Housing Benefit and/or Low Income Rate Relief.*

Preparation for applying for a Rate Rebate

Once you receive notification on your Universal Credit journal that you are entitled to UC you should immediately make a claim for a Rate Rebate. Failure to do so **within three months** may mean you lose some of your Rate Rebate award.

The Rate Rebate application process is a **digital only application**. If you do not have access to the internet, you could consider accessing the internet via a local library.

Libraries NI Tel: 0345 4504 580.



You will also need:

- your full address and postcode;
- your National Insurance number;
- your date of birth;
- an email address;
- Tenancy Reference. If you are not sure what this is, contact your Housing Officer at Radius.
- details of current weekly rates charge; if you are not sure what this is, contact your Housing Officer.
- details of the income you are receiving

Completing the online application

You will first need to use your email address to register for a Rate Rebate account online at: www.nidirect.gov.uk/rate-rebate-scheme

You will be prompted to create a password.

Please make a note of this password as you will need it each time you wish to access the online account to view your claim.

A verification email will be sent to you and once registered, you will then be invited to complete the online application.

During the application process, you will be prompted to select Radius Housing Association from a drop down menu.