

# UNIVERSAL CREDIT

## IMPORTANT UPDATES REQUIRED ON YOUR UNIVERSAL CREDIT ACCOUNT ON

**1ST APRIL 2019**

If you are currently in receipt of, or are currently making an application for Universal Credit it is your responsibility to inform the DFC (Dept. for Communities) of your new rent charge for 2019/2020. You will have recently received confirmation of these new charges from Radius.

It is important that you update your UC journal on **1st April 2019** to ensure that the new charge is paid from that date. Radius cannot inform Universal Credit about the rent increase on your behalf. However, if you need help accessing your journal, accessing the internet or you need a copy of the new charges, please contact your Housing Officer.

Please see below a step-by-step guide which explains how to update your online journal with your new rent charges. (Please note that you should input the separate rent and service charge figures and not the total weekly charge figure)

Log on to your Universal Credit account

Click on Home and you should see the following options:



· You now need to choose **'Report a Change of circumstances'**

**Report a change  
of circumstances**

You will now see the following screen. Please choose the option 'Where you live and what it costs'

**What do you need to tell us about?**

<b>Work and earnings</b> Includes employment, self-employment, sick pay, and maternity allowance	<b>Health</b> Includes illness, ongoing conditions, disability, pregnancy, time in hospital, and fit notes
<b>Living with a partner</b> Includes details of a new partner and the date you started living together	<b>Caring for someone</b> Includes who you care for, for how many hours a week, and time off from caring
<b>Bank account</b> Includes bank or building society, sort code, and account number	<b>People who live with you</b> Includes children, step-children, and anybody else who lives with you
<b>Personal details</b> Includes name, date of birth, email, and phone number	
<b>Where you live and what it costs</b> Includes address, landlord, rent or mortgage, and service charges	

You should input the new rent and service charge ( where applicable).

You will be asked to confirm the new information and tick to declare that this information is correct.

**\*PLEASE NOTE THAT IF YOU HAVE ALREADY UPLOADED THE NEW RENT CHARGES BEFORE THE 1ST APRIL 2019, YOU WILL HAVE TO UPLOAD THIS INFORMATION AGAIN ON 1ST APRIL 2019, AS THE UC SYSTEM IS UNABLE TO PROCESS THE CHANGE IN RENT UNTIL THE DATE IT IS EFFECTIVE.**

If you would like to find out more information regarding Universal Credit or require assistance getting online, please contact your Housing Officer on tel: 0330 123 0888, by email: [info@radiushousing.org](mailto:info@radiushousing.org) .

Visit the Welfare Reform section of our website [www.radiushousing.org/welfare-changes](http://www.radiushousing.org/welfare-changes) or visit [www.nidirect.gov.uk/welfarechanges](http://www.nidirect.gov.uk/welfarechanges).