

Universal Credit claimants: How to report your increase



- 1 Sign in to your Universal Credit account:

Sign in to your Universal Credit account

www.universal-credit.service.gov.uk/sign-in

Username

Password

Sign in

- 2 Click on 'To-do list' then click 'Housing'

To-do list	Journal
Housing	

Completed items appear in your [journal](#).

- 3 Click the appropriate option

Confirm your housing costs

Date of change

Did your housing costs change on 4 April 2022?

Check the letter from your landlord for the date of the change.

Yes

No

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4 Click 'Yes' then **add your new rent amount** (as per your rent letter)

Confirm your housing costs

Changes to your rent

You are currently charged £100.00 per week in rent.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your rent?

Yes

No

How much is your new rent per week?

Do not include any service charges or rent arrears.

£

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5 Click 'Yes'

Confirm your housing costs

Changes to your service charges

You are currently charged £5.45 per week in eligible service charges.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?

Yes

No

How much are your new eligible service charges per week?

Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£

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To-do list

Journal

Your partner



Completed items appear in your [journal](#).

I'm applying for Universal Credit for the first time, what do I need to do?

You will apply and manage any future claims through an online portal so it's important you are prepared. You need to:

1. Have Internet access

- You need to access your UC account daily to meet UC claimant commitment

2. Have a mobile phone

- You need to be able to text to receive UC updates.

3. Set up a bank account

- You need a bank account to receive your UC payment

4. Have an email address

For three reasons:

- To make your claim
- To check your payments
- To receive UC updates

5. Prove who you are

- You'll need proof of your identity
 - Driving licence
 - Passport etc

6. Provide proof of income

- If you're working, you'll need copies of your payslips

Learn more about how to *make a UC claim* by visiting:

www.understandinguniversalcredit.gov.uk/making-a-claim/how-to-claim

Learn more about *Universal Credit* by visiting

www.learnmyway.com/courses/universal-credit-a-how-to-guide

Southway support for Universal Credit

We can offer a range of advice on claiming Universal Credit, including:

- Making a claim
- Minimising errors to prevent delays
- Managing until your first payment
- Managing through a crisis
- English language classes
- Digital training & access opportunities
- Foodbanks & Food Clubs



If you'd like help with any of these, email connect@southwayhousing.co.uk or call **0161 448 4263**