

Top 10 points social landlords need to know about Universal Credit

1. Universal Credit is paid monthly, the way most people's salaries are paid. It changes the way housing costs are paid for many tenants in the social sector, promoting personal responsibility to actively seek work and increase earnings, while continuing to provide support for those who need it most.
2. Landlords are responsible for collecting rent; tenants are responsible for paying rent. And DWP is responsible for paying appropriate housing costs as part of the Universal Credit calculation.
3. As with wages and salary from paid employment, Universal Credit is paid monthly in arrears into the claimant's account, including housing costs. This is irrespective of when rent liability arises.
4. Claimants will receive their first payment one month and seven days after they make their claim for Universal Credit, and on that same date thereafter. It is likely that this date will not align with their rent due date. It's important, therefore, that you work with your tenants early on to decide how best to manage this. This could include moving rent due dates to align with their Universal Credit payment, ensuring a direct debit is in place, or arranging for the tenant to pay rent early, as soon as their Universal Credit payment is received.
5. The Universal Credit housing costs element the tenant receives in rent will not always be enough to cover the full amount of rent due to you. This could be for a variety of reasons, such as application of the Removal of the Spare Room Subsidy, third party deductions, sanctions or earnings. But it is important tenants understand their responsibilities to make up any shortfall. Budgeting support is available to those who need it. For example, claimants will be able to ask for an advance in the first month of their claim to support them until their first payment is made. And in some cases, Alternative Payment Arrangements (APAs) can be made.
6. If you have any concerns about your tenant's ability to pay their rent, you can contact DWP on 0345 600 0723. In particular you can notify us if any of the [Tier 1 or Tier 2 APA Risk Factors](#) apply. DWP now offers an email address for landlords to use for urgent enquiries. This should be used for cases facing eviction or in instances where landlords require an urgent response. Landlords can email UC.SERVICECENTREHOUSING@DWP.GSI.GOV.UK
7. If rent arrears do accrue and if they reach one month's worth of arrears you can apply for a review. If rent arrears reach two months' worth of rent you can apply for a Managed Payment [using this form](#).

8. DWP has also produced a [Q&A](#) for private and social sector landlords, providing current information about UC and on how you can help your tenants prepare.
9. The **Money Advice Service** also offers advice and support to [landlords](#) to help you prepare yourself and your [tenants](#) for Universal Credit.
10. Your tenants can also access [guidance](#) and a guidance [cover note](#) on personal budgeting support.