

# UC is coming... are you ready?



Universal Credit (UC) Full Service goes live in North Herts and East Herts from 3 October 2018; in Central Beds from 18 November 2018; and in Hertsmere from December 2018. From these dates, eligible benefit claimants will move from the old-style benefits across to UC.

## Here's what you can do now:

Check the government website ([www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)) to find out more about UC, who will claim it and how and when it is paid.

If you receive any communication from the Department for Work and Pensions (DWP), make sure that you understand what it means. It may be an invitation to claim UC. If you are unsure, please contact the DWP, to clarify the situation.

## Claiming UC will change how your rent is paid:

At the moment, if you claim Housing Benefit to help you with your rent, you can opt for the payment to be made direct to your landlord. Housing Benefit is paid four weeks in arrears. We allow this debt on your account because we know that the council will send us the money for your rent.

## This will change.

On UC your housing costs will be paid direct to your bank account. You will need to set up a direct debit to pay your rent to us, in the same way as you would do if you were working. UC will be paid one month in arrears, so unless your rent account is in credit at the point when you go onto UC, you will fall into rent arrears.

If you fall into rent arrears, you will need to make arrangements with us to clear them. With all of this in mind, it will really help you if you start paying even the smallest amount extra now, to put your rent account in credit.

You can check your rent account easily by logging on to [My Online Account](#).

**UC** Universal  
Credit

