

# Frequently asked questions



## What is Universal Credit and who is eligible?

Universal Credit (UC) is one benefit which has replaced the following six benefits:

- Income Support
- Housing Benefit
- Income-based Jobseeker's Allowance
- Child Tax Credit
- Income-based Employment and Support Allowance
- Working Tax Credit.

The best place to go for up-to-date and accurate advice on benefits and UC is [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

## When does UC come into effect and who will be affected?

It varies according to where you live. UC will be starting in North Herts and East Herts on 3 October 2018; in Central Beds on 18 November 2018; and in Hertsmere in December 2018.

UC affects new claims and people on the above benefits who have a change in entitlement. It already operates for single people without dependants. At some future date, as yet to be announced, all claimants under 65 will switch across to UC. All other claimants will transition eventually.

## What rent amount do I have to pay?

You will need to pay the full monthly rent and service charge. This may be more than the housing element on your UC entitlement letter.

Log on to [My Online Account](#) for details of your rent and service charge.

## Do I need anything to make a claim for UC?

To create a UC account, you'll need:

- An email address
- A mobile number
- A bank, building society or credit union account.

We also recommend getting your personal details together before you start your UC claim. Handy things to have include:

- Photo ID
- Rent costs (tenancy agreement)
- Wages (payslips)
- Family (children and partner) details.

**UC** Universal Credit

