

A step-by-step guide to applying for Universal Credit



Before you begin your application

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You can only apply for Universal Credit online

We can loan you a tablet to complete or update your application. We can even help you to complete a claim at our offices, if you need extra assistance.

Contact us on 01483 429 157 or email us at info@ethical-lettings.com.

Please take a look at the following two YouTube videos before applying as they explain the process well.

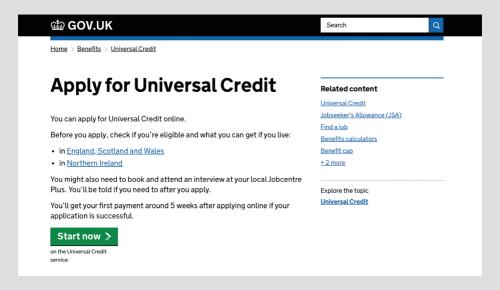
- Go to: https://youtu.be/4WgJU8Y_bQg
- Go to: https://youtu.be/4jVeWPsCzUI

The claim process will take about 20 minutes for an individual claim and an hour for a joint claim.

In order to make the claim, you will need the following:

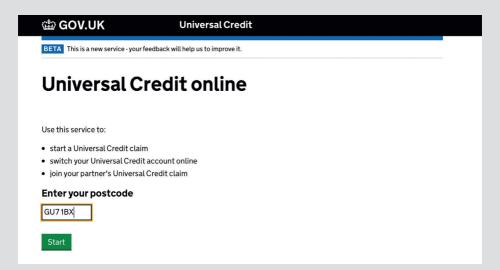
- An email address (if required, you can sign up for a free one with providers such as outlook.live.com or mail.google.com/mail/signup)
- A mobile phone number
- A bank or building society account and the account details
- Photo ID
- Rent costs (a copy of your tenancy agreement will help you with this)
- Details of any wages
- Details of the people who live with you (e.g. children, partner, parents)
- Your National Insurance number

- > Go to: https://www.gov.uk/apply-universal-credit
- Click on the 'start now' button



Step 2

The next page requires you to enter your postcode.



If your postcode is not in an area that is running the Universal Credit scheme, you'll see this message (see our other information sheet to find out when the scheme will be starting in different parts of the country).



Universal Credit

BETA This is a new service - your feedback will help us to improve it.

You can't get Universal Credit at the moment

You might be eligible for one or more other benefits instead.

Other benefits you might get

Use a benefits calculator to find out exactly what you can get.

Support for your children

You might be able to get Child Tax Credit.

You could also get extra help with childcare.

If you're on a low income

You might be able to get Working Tax Credit or Income Support.

If you're looking for work

You might be able to get Jobseeker's Allowance (JSA).

If you have a medical condition

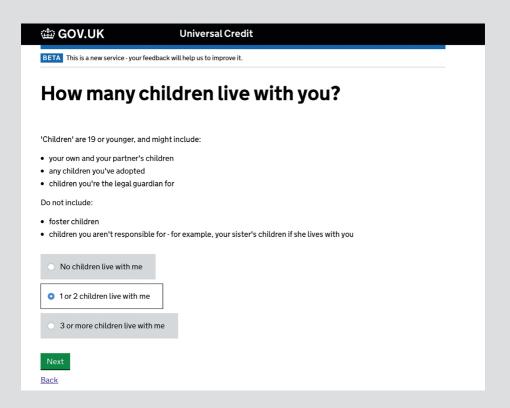
You might be able to get Employment and Support Allowance (ESA).

Help with housing

You might be able to get Housing Benefit to help pay your rent.

If your area is running the Universal Credit scheme, you'll now see a screen with the title 'How many children live with you?'. Proceed to Step 3.

Select the relevant box to indicate how many children live with you, then click on the 'next' button.



> Create an account

You'll need your email address for this. You start by creating a username and a password – choose something you'll remember. Next, you set up some security questions, then choose your contact preference (email or text message) so you'll be notified of updates to your account.

Finally, the system will send you an automated email and you'll need to click on the link it contains to confirm your address and move on with the application.

∰ GOV.UK	Universal Credit
BETA This is a new service - your	rfeedback will help us to improve it.
Create an a	occupt.
Create an a	ccount
You'll need your userna make them memorable	me and password when you sign in online, so
Create username	
This must be:	
at least 6 characters	
• no more than 30 character	s
 made from letters or numb 	ers
Create password	
This must contain at least:	
• 1 capital letter	
1 lower case letter	
• 1 number	
8 characters	
D. 4	
Re-type your password	1



The Universal Credit system gives you 28 days to complete all the actions in your to-do list. Failure to do so will mean your Universal Credit claim is cancelled. This could mean you fall behind on your rent and place your tenancy at risk.

Step 5

You'll be taken through to your 'to-do list'. This breaks down all the information you need to supply into sections such as National Insurance Number, housing, work and earnings and savings and investments. You can fill out these sections in any order, and you can stop and come back to the questions as you like, but you must complete the process within 28 days.

To claim as a couple you both need to create an individual online account, then link them together using a code. Once the accounts are linked you'll be able to see each others' 'to-do list' and share some actions.

Step 6

Once you have completed all the sections, you'll need to sign a claimant commitment and declaration. You'll be able to view any outstanding items in your 'to-do list'.



Your claim will not be submitted until you click the 'SUBMIT CLAIM' button.

Step 7

You will need to make and attend an appointment with the Jobcentre after you have submitted your claim. If you do not make or attend the appointment, your claim will be cancelled and you will have to start again.

Verify your ID by doing one of the following:

- Go to: https://bit.ly/1ASQBil or search 'Gov uk verify'
- Visit the Jobcentre you'll need to book an appointment and take in your ID.

Step 9

The 'journal' section of your Universal Credit online account keeps a record of everything you've told the Universal Credit system. When Ethical Lettings come to do a settling-in visit, we'll ask you to log in to your Universal Credit account so that we can make sure all the relevant housing sections have been completed.

Step 10

If you are already receiving Universal Credit when you move into your new Ethical Lettings home, you'll need to:

- Log in to your account
- > Select 'change in circumstances' on the 'home' page
- > Click on 'housing'
- Add in the details of your new tenancy and provide a copy of your tenancy agreement when attending the Jobcenter.

If you need any more information, please visit these websites:

- > Go to Citizens Advice: https://bit.ly/2R1Xf2e
- > Go to The Money Advice Service: https://bit.ly/1fic1ly

