

FACTSHEET

What you need to know if you need to claim

Universal Credit is claimed online at www.nidirect.gov.uk/universalcredit (the government's website). There is a reference guide in the tenant's **Journal** for those making a claim in Northern Ireland which highlights the differences from the process in England, Scotland and Wales. *This is important information.*

What you need to have ready when making a claim

Personal Information

- Valid **email address**
- **Telephone** and / or **mobile number**
- **National Insurance number**
- **Photographic ID** (eg passport / drivers licence; guidance on Gateway)

Housing Information

- **Postal address** (including postcode)
- **Landlord details** - tick 'rent from housing association'.
- **Tenancy Agreement**
- **How much rent is paid.** If you are charged a service charge you will need this figure separately for your Universal Credit application.
- Rates are claimed separately (see overleaf)

Financial Information

- **Details of Bank, Building Society, Credit Union, or Post Office Account** Universal Credit to be paid into – if benefits or wages are paid into an account this can be used. If 'no bank account' see section on 'opening a bank account'. *Payment to a bank or building society is the preferred option.*
- **Details of any savings** or other capital (if any)
- **Details of earnings or income** *not* from work, eg insurance plan (if any)
- **Details of any other benefits** you are receiving (if any)
- **Child Benefit reference numbers** where relevant



Getting online

If you do not have internet access in their home, or have a PC / tablet / smartphone, there may be various options available locally.

- **Nearest Jobs & Benefits Office** (UC areas only) will have a Digital Zone with PCs and free WiFi.
- **Nearest library** with PCs, free WiFi and sometimes IT classes on offer.
- **Local Further Education College** may offer IT classes as well as a local community group or advice centre.
- **Some cafes offer free WiFi** - may be an option for internet access.

Email address

A valid email address is needed to claim Universal Credit. The most well-known webmail providers include **Gmail**, **Outlook.com** (formerly known as Hotmail), and **Yahoo! Mail**. All of these services are free to use.

Further info: www.nidirect.gov.uk/articles/email-internet-and-social-media.

Rates

A payment for rates is **not included** in the housing element of Universal Credit.

When completing the online application you must:

- **Tick the box to confirm your name appears on the rates bill**
- **Tick the box to say you require support with rates.**

This will trigger information to be sent to you in that your information will be passed to Land and Property Services (LPS), which manages the rate rebate, to help with confirmation of a payment for rates.

Once a UC award is made you can apply online for help with rates at www.nidirect.gov.uk/articles/how-claim-rate-rebate. No further reminder to apply once the award is made will be posted in your online journal. You may need to put a reminder in your diary to follow-up with tenants about applying for the rate rebate scheme.

A guide to making a claim for rates can be found on **Gateway**. (The Government **Gateway** is the website you use to register for online government services.)

Opening a bank account

If you do not have a bank, building society, credit union and post office account they must open one for UC claims.

Anyone over 18 should be able to provide two forms of ID to prove name and address. Whichever provider is chosen they will explain which documents they will accept as proof of identity and residence. It may vary but could include:

Confirming identity	Confirming address
<ul style="list-style-type: none">• Valid Passport• Driving Licence• Blue Disabled Driver's pass (current)• National Identity card (photographic)• Electoral ID card• Translink Senior SmartPass• Inland Revenue card issued to self-employed people in the construction sector• Student ID/registration card (student account only)• Firearms certificate• UK Armed Forces ID card	<ul style="list-style-type: none">• UK driving licence with current address• Gas, water, electricity, cable TV or landline phone bill - less than three months old; (Mobile phone bills are not acceptable)• UK credit card, mortgage or bank statement (within last 3 months)• Household or motor insurance certificate• Original Vehicle Registration document• Current TV licence• Correspondence from Benefits Agency (within last 6 months)• Rates bill (within last 12 months)• HM Revenue and Customs tax notice for current or next tax year• Tenancy agreement / letter from the NIHE or housing association.

Budgeting Support / Money Advice

We have a friendly, dedicated **Welfare Advice Officer** who can guide and help with claims for Universal Credit.

For free advice or to arrange an appointment, contact **Sandra McCoubrey** on **02890 395655** (direct line) or email: sandra.mccoubrey@habinteg-ulster.co.uk

When does Universal Credit start?

Universal Credit is being introduced for new claims on a phased geographical basis across Northern Ireland from September 2017 to December 2018.

Date Universal Credit will start	Jobs & Benefits / Social Security office
27 September 2017	Limavady
15 November 2017	Ballymoney
13 December 2017	Magherafelt and Coleraine
17 January 2018	Strabane and Lisnagelvin
7 February 2018	Foyle and Armagh
21 February 2018	Omagh and Enniskillen
7 March 2018	Dungannon and Portadown
16 May 2018	Newry and Downpatrick
30 May 2018	Lurgan, Newcastle and Kilkeel
13 June 2018	Falls and Shankill
27 June 2018	Andersonstown and Banbridge
5 September 2018	Hollywood Road and Ballynahinch
19 September 2018	Newtownabbey and Newtownards
3 October 2018	Shaftesbury Square and Carrickfergus
17 October 2018	Knockbreda and Bangor
31 October 2018	Lisburn and Larne
14 November 2018	North Belfast and Cookstown
5 December 2018	Ballymena and Antrim

There is an online postcode checker for when area will be affected and whether further help may be available near www.ni.entitledto.co.uk/ucdate



Alex Moira House
22 Hibernia St
Hollywood BT18 9JE

Exchange House
2nd floor, Queens Quay
Londonderry BT48 7AS



028 9042 7211

028 7136 0015



info@habinteg-ulster.co.uk

NWoffice@habinteg-ulster.co.uk



habinteg-ulster.co.uk



twitter.com/habintegNI



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