

## Universal Credit

Everything you need to know  
to make a successful claim



Working  
together for  
positive change

## EVERYTHING YOU NEED TO KNOW TO MAKE A SUCCESSFUL CLAIM

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Universal Credit has now replaced 6 key benefits in NI: Income Related Jobseekers Allowance, Employment and Support Allowance, Income Support, Working Tax Credits, Child Tax Credits & Housing Benefit.

Being offered a home with Choice may trigger a change in your circumstances which requires you to claim Universal Credit. This is claimed at nidirect – the government's website: [www.nidirect.gov.uk/universalcredit](http://www.nidirect.gov.uk/universalcredit).

### Basic information required

To help your claim run smoothly you should have the following ready;



#### Personal information:

- A valid email address
- Telephone and /or mobile number
- National insurance number
- Photographic ID



#### Housing information:

- Postal address (including postcode).
- Landlords details.
- Tenancy or Rent Agreement
- How much rent is paid. If you have a service charge you will need this amount separately as it will ask for this during your application.



#### Financial information:

- Details of the bank, building society, Credit Union, or Post Office card account you want your Universal Credit to be paid into. Payment into a bank is the preferred method.
- Details of any savings or other capital (if you have any).
- Details of any earnings or income that's not from work, for example from an insurance plan or occupational pension.
- Details of any other benefits you are receiving (if receiving any).
- Child Benefit reference numbers where relevant.



## Getting online

If you do not have internet access in your home, there are various ways to get online locally.

Your nearest Jobs and Benefits Office will have digital zones with PCs and free WiFi. One key option is your nearest library where there are PCs, free WiFi and sometimes basic IT classes on offer.

The local Further Education College may offer IT classes as well as a local community group or advice centre.

If you have any difficulties getting on online please ask your Housing Officer for help.



## Rates

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

When completing the online application you should:

Tick the box to confirm your name appears on the rates bill: and

Tick the box to say you require support with rates.

You should make your claim for Rates straight after making your claim for Universal Credit at [www.nidirect.gov.uk/articles/how-claim-rate-rebate](http://www.nidirect.gov.uk/articles/how-claim-rate-rebate).



## Email Addresses

A valid email address is needed to claim Universal Credit. The most well known webmail providers include **Gmail**, **Outlook.com**, and **Yahoo!** Mail. All of these services are free to use and can be accessed just about anywhere.



## Budgeting support / Money Advice

Did you know that Choice Housing have their own specialist Benefit Adviser ready and waiting to help you. Contact our **Financial Inclusion Team** on **0300 111 2211** and ask to speak with us today.





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