



Broxtowe
Borough
COUNCIL

Universal Credit

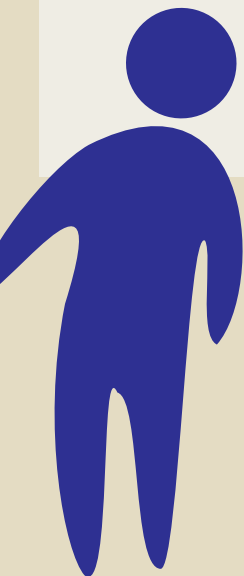
From November 2015 residents living in Broxtowe Borough who are unemployed and single with no dependants may be eligible to claim the Government's new benefit Universal Credit.

Universal Credit is a new benefit that will replace six existing benefits with a single monthly payment to each household. It will eventually replace:

- Income-based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

CLAIMANTS WILL BE RESPONSIBLE FOR PAYING ALL THEIR HOUSEHOLD BILLS INCLUDING THEIR RENT

Most claims for Universal Credit will be made online, but face-to-face support will be available from Jobcentre Plus and Broxtowe Borough Council.



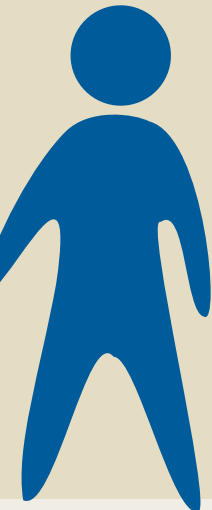
UC Universal
Credit

Housing, Leisure and Property Services

Pull out and keep

Who can claim Universal Credit?

People who are making a new claim for Jobseekers Allowance may be able to claim Universal Credit, you must:

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- Be single
 - Have a bank, building society, credit union or Post Office account
 - Be working age and fit for work
 - Have no children
 - Be eligible to pay rent or not have a mortgage
 - Not be receiving or waiting to hear about a claim to an appeal for any of the following benefits:
 - Jobseekers Allowance (JSA)
 - Employment Support Allowance (ESA)
 - Income Support (IS)
 - Incapacity Benefit (IB)
 - Working Tax Credit (WTC)
 - Child Tax Credit (CTC)

This is not the complete list of conditions; see more about who can claim at www.gov.uk/universal-credit

Making a Claim

Claims for Universal Credit should be made online. You will not be able to save your online application and need to complete it in one go. Make sure you allow yourself 20 to 40 minutes to complete your online claim.

You will need the following information:

- National Insurance number
- Bank, building society or Post Office your Universal Credit will be paid into
- Your rent agreement or a rent statement from your landlord
- Details of any savings and other capital
- Details of any non-work income, e.g. income from an insurance plan
- Details of any other benefits you already get

Claims for Universal Credit cannot be backdated except in exceptional circumstances. You must make your claim immediately.

Where can I get access to the internet?

If you do not have access to the internet at home there are a number of places where you can get free access, including libraries, Jobcentre Plus and the Council Offices in Beeston

Where can I get help to make a claim for Universal Credit?

Universal Credit is administered by the Department for Work and Pensions (DWP). Your local Jobcentre Plus has computers available for you to make a claim for Universal Credit. Trained staff that can help with any queries, explain how Universal Credit will be paid; discuss any concerns you have, including making rent payments direct to your landlord if you think you will struggle.

Staff at the Council Offices in Beeston can help you to claim for help with paying your Council Tax and claims for Universal Credit.

Personal Budgeting Support

Universal Credit will be paid in arrears every calendar month. This means in most cases you will not receive any benefit until 46 days after you make your claim.

Universal Credit is paid in one single payment. If you think you may struggle to budget or pay your rent you must talk to the personal adviser when you go for your interview at the Jobcentre Plus office.

When you make your claim for Universal Credit the Jobcentre

Plus advisor will ask if you need help to budget and manage your monthly Universal Credit payment. If you do they will pass your details onto Broxtowe Borough Council and we will arrange for one of our Customer Service officers or Citizens Advice Bureau to contact you to discuss what help is needed.

If you think that you may have any difficulties at all in managing your money, it is important that you say yes to Personal Budgeting Support.



How do I get help with my Council Tax?

Help with your Council Tax will not be included in your Universal Credit payment. A separate claim form must be completed and provided to the Council along with any evidence needed to validate your claim.

Applications for Broxtowe's Council Tax Support will be available online at **www.broxtowe.gov.uk**

If you tell DWP that you intend to claim help with your Council Tax they will share information with the Council about how much Universal Credit you are entitled to.

If you do not complete and send your Council Tax Support claim form to the Council when you make your claim for Universal Credit, you may lose benefit.

You must report any changes of circumstances, in writing, directly to Broxtowe Council within 21 days of the change occurring. You cannot rely on Jobcentre Plus or DWP to tell us about any changes.

Further Information

Universal Credit helpline

Telephone: 0345 600 0723

Textphone: 0345 600 0743

Monday to Friday, 8am to 6pm

Calls from landlines cost up to 9p per minute

Calls from mobiles may vary from 9p to 40p per minute

Information about Universal Credit - www.gov.uk/universal-credit

Apply for Universal Credit - www.gov.uk/apply-universal-credit

Frequently asked questions - www.gov.uk/government/publications/universal-credit-frequently-asked-questions

