

Claimant Details

Full name

National Insurance No.

DoB

 / /

Address

Partner Details (if applicable)

Full name

National Insurance No.

DoB

 / / **How Universal Credit changes the way benefits are paid**

Universal Credit will bring three main changes to the way benefits are paid:

* If you live with your partner and you are both claiming Universal Credit, you will receive a single payment that includes money for both of you.

* Your Universal Credit payments will be monthly.

* If your Universal Credit includes help with your rent you will need to pay this to your Landlord yourself.

If you are used to having your rent paid for you or being paid fortnightly, this is likely to mean that you are getting a much larger amount of money in one go than you have before

Many people will be able to manage their money so that they can cover their bills and other household running costs throughout the month. However some people may not be used to managing a budget in this way, and may have some difficulties in paying all their bills and still having enough to live on by the end of the month.

Alternative Payment Arrangements

Universal Credit may be able to provide additional support to help you. This could include the following measures:

- * **some of your Universal Credit being paid straight to your landlord.**
- * **payments being made twice a month instead of monthly.**
- * **splitting a household payment between you and your partner** (Splitting a household payment between you and your partner can only be considered in certain specific situations e.g. Domestic violence or where financial abuse occurs and one partner mismanages the UC payment).

These are known as alternative payment arrangements. They will only be used if the normal payment arrangements would be likely to lead to serious financial problems for you and your family. They are considered on an individual basis and you will be placed on alternative payment arrangements if it is decided that they are right for you.

Alternative payment arrangements can be considered at any point during your

If you are having problems paying your rent

If you have rent arrears to the value of two month's rent or more, we can pay the Housing Costs Element of your Universal Credit to your landlord. This is known as a managed payment. We can also take steps to recover any rent arrears through deductions from your Universal Credit payment.

If you have rent arrears to the value of one month's rent due to repeated underpayment, we will consider personal budgeting support for you and consider making managed payments to your landlord, if appropriate.

Review of Alternative Payment Arrangements

If these arrangements are agreed we will decide how long they should stay in place for and this will depend on your personal circumstances. For most people they will be a short term measure and during this period you will be expected to take actions that will help you manage your money better, such as getting money advice. At the review we will discuss whether you are now in a position to be able to handle the normal UC payment arrangements.

Section 1

If you would like to be considered for an alternative payment arrangement, please indicate what help you think you need to manage your money more effectively.

Please tick all the options you would like Universal Credit to consider for you

- ☐ Managed payment to your landlord
- ☐ Payments being made twice a month instead of monthly
- ☐ Splitting a household payment between you and your partner

Please provide the reasons why you think this arrangement will help you?

Please note that if you request your payments being made twice a month instead of monthly, or splitting your household payment between you and your partner, and Universal Credit agrees to your request, a managed payment to your landlord will automatically be arranged for you (where applicable) and you **MUST complete section 2 with your landlord details.**

Please now complete section 2 and 3 as appropriate.

Section 2

What information do I need to provide to support this request?

For payments being made twice a month instead of monthly you will be required to provide:

- details of why you are unable to manage your monthly Universal Credit payment. Please use space provided in section 1.

For splitting a household payment between you and your partner you will be required to provide:

- details of why you require your monthly Universal Credit payment to be split between you and your partner. Please use space provided in section 1.
- an alternative bank account belonging to you, your partner or your appointee, into which we can pay a percentage of your Universal Credit payment. Please provide details below.

Bank Account Number

Sortcode

Account Name

Roll Number (if appropriate)

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- depending on your domestic circumstances during this process, you may require Universal Credit to contact you using an alternative postal address or telephone number. If this is the case please provide details of this address and telephone number:-

Address

Telephone Number

For a managed payment to your landlord you will be required to provide:

- details of why you require a managed payment to your landlord. Please use the space provided in section 1.
- proof of rent arrears. This must show the current balance on the rent account including the amount of rent outstanding and the amount of rent due on each payment period. A rent book, rent statement or letter from your landlord self-addressed to you on letter-headed paper, are all acceptable.
- a full breakdown of exactly how the rent arrears have been calculated (eg. the period over which the arrears have accrued.)

If you pay rent you must provide the following details about your landlord, if you do not pay rent go to Section 3.

Landlords Full Name

Address

Telephone Number

Your Landlord's bank details

Bank Account Number

Sortcode

Account Name

Roll Number (if appropriate)

Section 3

Once we have received the completed form and all documentation required to support your request, a decision will be made whether to make an alternative payment arrangement.

Please note failing to provide sufficient information to support your request, or providing inaccurate information may result in your request being delayed or declined.

We will advise you and your landlord (where applicable) of the decision in writing.

Please sign, date and return this form to:

Universal Credit
Post Handling Site B
Wolverhampton
WV99 1AJ

Signature

Date

