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To: National Housing Federation

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Social Rented Sector

Universal Credit Live Service to Full Service transfers

I am writing to inform you of the impact on Landlords when claimants transfer from Universal Credit Live Service to Full Service.

In order to successfully transfer claimants to the Full Service, claimants must re-declare their Housing Costs. These then need to be re-verified by the landlord for payment to continue. We do this to ensure the details we are given by the claimant are correct as they may have changed since their initial claim to Universal Credit.

We re-verify the housing costs in the following way:

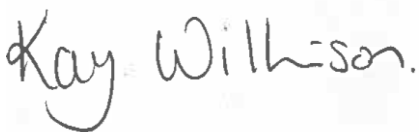
- For Landlords who are enrolled onto the Landlord Portal - A re-verification request will be sent via the Portal when the claimant transfers to Full Service.
- For Landlords not on the Portal - A manual request to re-verify will be sent via e-mail. These requests must be fully completed otherwise they will be returned which may delay payment.

Our partnership managers will support landlords in preparing for this activity and will be able to provide the dates for when this transfer activity will take place in local areas.

More information about Universal credit and landlords can be found at
<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2>

I would be grateful if you could forward this note to all your social landlords to make them aware of the necessity to re-verify Housing Costs when claimants transfer to Full Service and to take this action as quickly as possible.

Yours sincerely



Kay Wilkinson