

## Annex B

### **Specified Accommodation – Specified Accommodation Data share form received from the local authority**

#### Summary

Actions to take when a Specified Accommodation Data share form is received back from the local authority

#### Content

The [local authority](#) has completed a [UC321](#) and returned the form via the [Universal Credit](#) shared inbox confirming if [Housing Benefit](#) has been awarded to the [claimant](#).

An account developer (AD):

1. Opens and views CAMLite task.
2. Accesses and retrieves UC321 from the [Document Repository System](#) (DRS).
3. Identifies from the UC321 if the claimant is living in [Specified Accommodation](#).

If the claimant is living in Specified Accommodation, see below 'Claimant is in Specified Accommodation'.

If the claimant is not living in Specified Accommodation, see below 'Claimant is not in Specified Accommodation'.

#### Claimant is in Specified Accommodation

The AD checks the UC321 to see if the claimant has been awarded Housing Benefit. Housing Benefit will not be awarded where the Specified Accommodation is funded by another organisation, for example by a charity or a voluntary organisation.

If the claimant is living in Specified Accommodation and has not been awarded Housing Benefit, the Housing Costs element is not payable.

If the claimant has not been awarded Housing Benefit, the AD uploads the relevant documents to the DRS, updates [CAMLite](#) Contact history with all action taken, closes CAMLite task and exits all claimant records.

If the claimant has been awarded Housing Benefit the AD:

1. Checks if Housing Benefit has been awarded.
2. Navigates to the Award summary screen.
3. Checks in which [assessment period](#) the Housing Costs element was last paid.
4. Identifies the date Housing Benefit has been awarded from.
5. Considers if an overpayment has been made.
  - if overpayment action does not need to be considered, the AD updates CAMLite contact history with action taken, closes CAMLite task and exits claimant records

- if overpayment action needs to be considered the AD goes to the next step
6. Takes action to consider a potential overpayment. See [Identifying and/or actioning an underpayment or overpayment](#).
  7. Updates CAMLite Contact history with the action taken.
  8. Closes the CAMlite task.
  9. Exits all claimant records.

#### Claimant is not in Specified Accommodation

Where the local authority has decided that the claimant is not Specified Accommodation, the AD:

1. Navigates to Claim admin homepage.
2. Selects 'Report changes' in the Report Changes and Earnings screen.
3. Selects 'Continue'.
4. Selects 'Continue' in Updates details 1 screen.
5. Selects 'Update Housing details' option in Updates details 2 screen.
6. Selects 'Continue'.
7. Selects 'Continue' in the End of section screen.
8. Selects 'Start' button next to 'Housing' in the Claim overview screen.
9. Selects 'Continue'.
10. Inputs the date of change using the dropdown list. The date of change will be the date the claimant changed address and will be held on the UC321
11. Selects 'Continue'.
12. Selects 'Yes' option in the Rent and service charges screen.
13. Selects 'Continue'.
14. Selects the correct option for the question 'is your landlord a person or a company linked to you?'
15. Selects the correct option for the question 'Do you live in supported exempt accommodation, a bail hostel or residential care?'
16. Selects the correct option for the question 'Do you rent from local authority or social housing landlord? This can be identified from the UC321
17. Selects 'Continue'.

18. Selects the type of cost the claimant is paying from the dropdown list. This can be identified from the UC321

19. Selects the frequency of cost from the dropdown menu for the question 'How often do you pay this'. This can be identified from the UC321

20. Inputs the amount of the cost(s) in the 'free text field'.

- if the claimant has more than one type of cost the AD selects 'Add cost' to input each individual cost
- this can be identified from the UC321

1. Selects 'Continue'.

2. Enters the landlord's name in the free text field in the 'Who you pay your rent to?' section.

3. Enters the landlord's postcode and updates the free text field. This can be identified from the UC321.

4. Selects 'Find address'.

5. Selects the correct address from the drop-down list.

6. Selects the correct option for the question 'Is this the property owner?' This can be identified from the UC321.

7. Selects 'Continue'.

8. Enters the number of people who pay rent in addition to the claimant and selects the correct option from the drop-down list. This can be identified from the UC321.

9. Selects 'Continue'.

10. Selects 'Continue' in the End of section screen.

11. Checks CAMLite Contact history to identify if evidence for the Housing Costs element has been received.

Evidence received

If evidence has been received the AD will identify, using the UC321, if the claimant is living in the [Private Rented Sector](#) (PRS) or [Social Rented Sector](#) (SRS).

If the claimant is living in the Private Rented Sector, see [Housing Costs element – Private Rented Sector](#).

If the claimant is living in the Social Rented Sector, see [Housing Cost element – Social Rented Sector](#) (includes Data share).

Evidence not received

The AD initiates an outbound call to the claimant. See [Handling Calls](#).

If the call is successful, see 'Call successful' below.

If the call is unsuccessful see 'Call unsuccessful' below.

Call successful

If the call is successful the AD:

1. Informs the claimant that their Housing Benefit has been disallowed and they will be notified of the decision by the local authority.
2. Informs the claimant they must provide evidence so that we can consider eligibility for the [Housing Cost element](#).

To be eligible for the Housing Costs element, the AD informs the claimant they must provide the following evidence:

- a rent book or
- a tenancy agreement or
- a letter from the landlord signed and dated by the landlord

For the Private Rented Sector (PRS) the evidence must also include:

- the names of all tenants on the tenancy agreement
- the property address
- the current rent and payment frequency (for example: monthly, weekly)
- the landlord/agent details (name, address)
- signed and dated by the landlord/agent (this can be an electronic signature)

For the Social Rented Sector (SRS) the evidence must also include:

- the names of all tenants on the tenancy agreement
  - the property address
  - the current rent and payment frequency (for example: monthly, weekly)
  - a breakdown of rent type, frequency and amount of each service charge
  - the number of bedrooms
  - the landlord/agent details (name, address)
  - the number of rent free weeks a claimant has (where applicable)
  - signed and dated by the landlord/agent (this can be an electronic signature)
3. Informs the claimant that the evidence must be in date of when the claim for Universal Credit was made or the change of address occurred, for example a claim to Universal Credit Housing Cost element was made on 2/6/14 and the tenancy agreement is dated 1/2/14 for a six month period. This is a current tenancy agreement.

4. Ends the call.
5. Updates CAMLite Contact history with the action taken.
6. Closes the CAMLite task.
7. Exits all claimant records.

Call unsuccessful

If the call to the claimant is unsuccessful the AD:

1. Accesses [UC255](#).
2. Completes and issues UC255.
3. Uploads a copy of the UC255 to DRS.
4. Updates CAMLite contact history with action taken.
5. Closes the CAMLite task.
6. Exits all claimant records.