



What is Universal Credit?

Universal Credit is a new benefit that replaces:

Housing Benefit

Income Support

Job Seeker's Allowance

Employment and Support Allowance

Child Tax Credits and Tax Credits

This means you do not have to claim for them separately.



If you have not claimed benefits before or something has changed you will need to claim Universal Credit.

If you are already getting benefits and nothing has changed you will not need to do anything.

You will be told when you will move to Universal Credit.



Universal Credit is for people over 18 and under 65



What will be different?



Instead of getting different benefits you will be paid one amount of money.



Your money will be paid into your bank account or building society once a month.



On other benefits, you might get housing benefit paid to your landlord.

When you get Universal Credit, **you** will get the money for your rent.

You need to give the rent money to your landlord.

If this is difficult you can ask about other ways of managing your rent.

How do I make a claim?

Some of the things you will need...

Your National Insurance number.

Information about your bank account or building society.

Your rent or tenancy agreement.

Information about your savings if you have any.





Information about other benefits you get.



Information about other people who live with you.



You will need access to the internet to make your claim and manage your account.
You can use the internet at the Library or Job Centre Plus.



You will need your own e-mail address.



If you need help when you are making your claim you can call:



Universal Credit helpline

0800 328 93 44

Monday to Friday 8am – 6pm Closed Bank Holidays

Universal Credit textphone

0800 328 13 44



You can visit your local Job Centre Plus to make an appointment.

<http://los.direct.gov.uk/>

jobcentreplus
Work Coach

You can get more information online

www.gov.uk/universal-credit

