important information for universal credit customers

believe housing

Report a change

Report a change

To get the correct amount of Universal Credit, you must report changes accurately and as soon as possible.

If you give wrong or incomplete information, or do not report changes, you may:

- be prosecuted
- need to pay a financial penalty
- have your Universal Credit reduced or stopped
- be paid too much Universal Credit and have to pay the money back

step one – sign into your UC journal, from home screen, press to report a change

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What do you need to tell us about?

Contact details
Includes email, phone number, contact preferences

Personal details
Includes name and date of birth

Where you live and what it costs
Includes address, landlord, rent or mortgage, and service charges

Savings, investments and other capital
Includes savings, money in your current account, cash, stocks and shares

My change in circumstances is not listed

step two – go to where you live and what it costs

Housing situation
You rent from the council or housing association.

Tenancy agreement
• bedrooms
• tenant on the tenancy agreement

Your rent
£ every week

Rent-free weeks
You have rent-free weeks every year

Your eligible service charges
You have no eligible service charges

Your landlord
Address line 1,
Address line 2,
Address line 3,
Address line 4,
Postcode
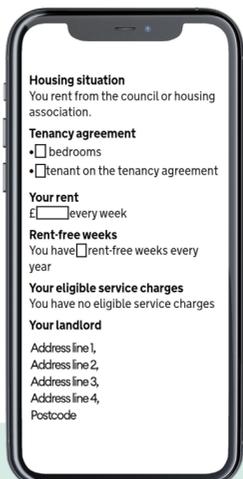
step three – your tenancy details will show here, you need to update to end your rent free weeks

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Important
Read about extra government payments to help with the cost of living.

| Home | To-do list | Journal |

Report a change
Your housing change

What do you want to tell us about your housing?

○ I've moved
○ Something else

Continue

If you don't want to continue, you can cancel this change.

step four – press something else and continue

Report a change
Annual rent changes

You cannot use this to-do to tell us about annual rent changes happening on **1 April 2023** or **3 April 2023**. This is because you cannot report changes before they happen.

You will get a 'Confirm your housing costs' to-do when it is time to tell us about your annual rent changes.

Keep your information in a safe place until then.

You can continue to report changes to your housing costs that are not annual rent changes.

Continue

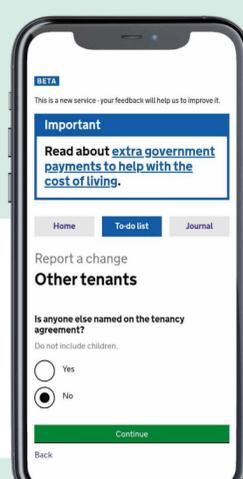If you don't want to continue, you can cancel this change.

step five – you may see a warning message appear about updating your annual rent increase. Your 'to do' list item to report your change in rent will not report your change to end rent free weeks
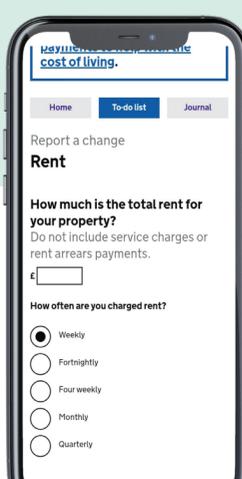

BETA
This is a new service - your feedback will help us to improve it.

Important
Read about extra government payments to help with the cost of living.

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Report a change
Housing change

When did this change happen?
For example, 10 9 2012

| Day | Month | Year |

Continue

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step six – what date did the change happen, enter 3 04 2023 and continue

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This is a new service - your feedback will help us to improve it.

Important
Read about extra government payments to help with the cost of living.

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Report a change
Number of bedrooms

How many bedrooms are listed in your tenancy agreement?

Continue

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Contact   Privacy   Cookies   Accessibility
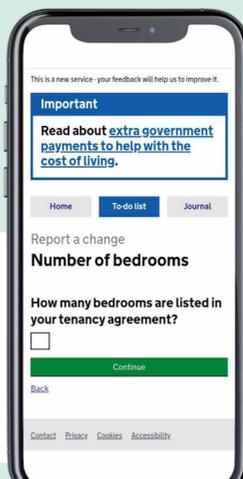
step seven – confirm the number of bedrooms in your home

BETA
This is a new service - your feedback will help us to improve it.

Important
Read about extra government payments to help with the cost of living.

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Report a change
Other tenants

Is anyone else named on the tenancy agreement?
Do not include children.

○ Yes
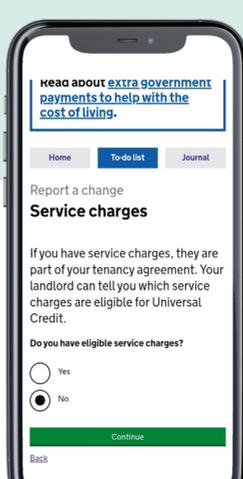● No

Continue

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step eight – enter yes if there is more than yourself on the tenancy or no if the tenancy for your home is in your name only

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payments to help with the cost of living.

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Report a change
Rent

How much is the total rent for your property?
Do not include service charges or rent arrears payments.

£

How often are you charged rent?

○ Weekly
○ Fortnightly
○ Four weekly
○ Monthly
○ Quarterly

step nine – enter the basic rent value and how often the rent is charges, this is usually weekly

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Important
Read about extra government payments to help with the cost of living.

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Report a change
Rent-free weeks

Do you have any rent-free weeks?

○ Yes
● No

How many weeks each year?

Continue
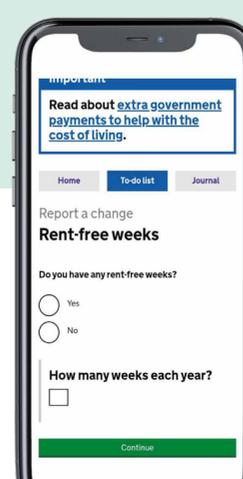
step ten – press no, how many rent free weeks is now 0

Read about extra government payments to help with the cost of living.

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Report a change
Service charges

If you have service charges, they are part of your tenancy agreement. Your landlord can tell you which service charges are eligible for Universal Credit.

Do you have eligible service charges?
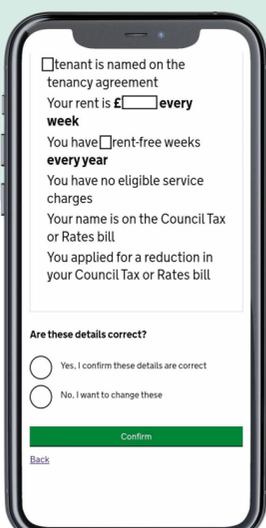
○ Yes
● No

Continue

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step 11 – if your rent includes services charges that are usually paid as part of your housing costs, include the service charge value here. This is usually for homes with communal areas

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Housing
Council Tax

Is your name on your Council Tax bill?

● Yes
○ No

Have you applied for a reduction in your Council Tax?

● Yes
○ No, but I will apply
○ No I don't want to apply

We'll share your details with your council to support your application.

Continue

step 12 – press yes if your name is on the council tax bill, unless this is a new tenancy you should press yes if you have applied or are in receipt of a council tax reduction

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The change occurred on

Address

Housing details
Your landlord is **Believe Housing (formerly East Durham Homes, Dale and Valley Homes, Durham City Homes)**
You have bedrooms
tenant is named on the tenancy agreement
Your rent is £ every week
You have rent-free weeks

step 13 – this screen should summarise the entries you have made to report – please check carefully

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tenant is named on the tenancy agreement
Your rent is £ every week
You have rent-free weeks every year
You have no eligible service charges
Your name is on the Council Tax or Rates bill
You applied for a reduction in your Council Tax or Rates bill

Are these details correct?

○ Yes, I confirm these details are correct
○ No, I want to change these

Confirm

Back

step 14 – press to submit the details if the details are correct or no to go back to change them

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For further information please phone

0300 131 1999

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