



Department
for Work &
Pensions



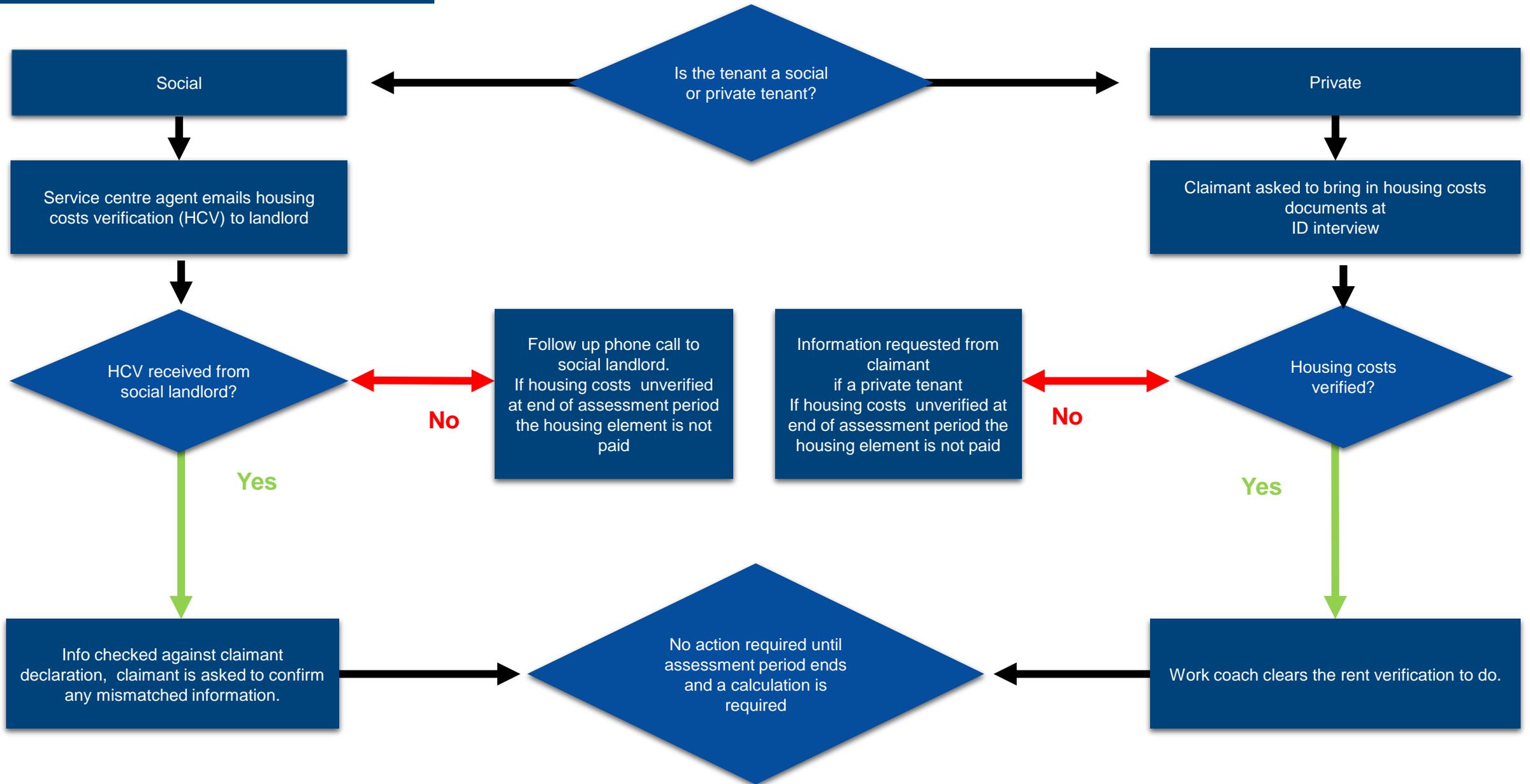
Universal Credit Full Service

Information for Landlords

UC *Universal
Credit*

Opening up work_

Verifying housing costs



Housing Costs Evidence Required for Verification



Private Landlords

To be eligible for Housing Costs the claimant must provide sufficient documentation to verify three criteria

1. Proof of address/residency
2. Liability for housing payments
3. Proof that payments have been made. This might be made through the following documents –
 - Bank statements or utility bills
 - Rent book or letter from the landlord

Verification of Housing Costs Scotland

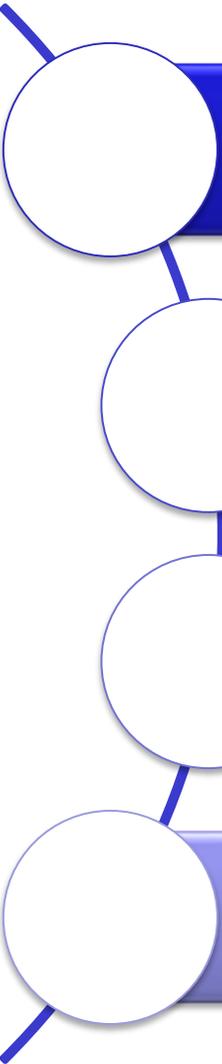


Additional Information for Addresses in Scotland

In Scotland there is specific legislation to protect tenants and all landlords are required to register with each local authority. Failure to register means that tenants do not have to pay rent, and Universal Credit does not therefore pay housing costs in these cases. There are however exemptions* that apply to registration.

Claimants can still qualify for Universal Credit housing costs in Scotland if their landlords have failed to register the property as long as the requirements around liability, payment and occupancy are met. Where the UC agent is unable to establish that the property is registered Universal Credit housing costs will still be awarded once the housing costs have been verified and will not be delayed

Disclosure of information.



The claimant has all their data in a secure online claimant account

Claimants can access award and payment details via their UC online account which is accessible via any internet enabled device.

For UC full service, requests for information are treated individually and only disclosed where the claimant allows explicit consent or we have the legal powers to share without the claimants consent

We also ask local authorities and social landlords to work closely with their vulnerable tenants to provide the best possible support

Disclosure of information – explicit consent

The customer has access to, and owns, their own account i.e. the first port of call for information is to contact the customer. However if “explicit” consent is required the claimant (via the journal, telephone or face to face) must state:

- That they give consent for their personal information to be disclosed
- What information they want to be disclosed
- Why the information is needed
- The relationship to the claimant where the representative is a family member or friend
- The name of the representative. If they cannot provide the name of the representative, they need to be as specific as possible, e.g. the representative’s job role within the organization.

There is no set or preferred wording to be used by claimants to express their consent as long as it covers the above criteria. Judgment should be used to decide whether the claimant has provided enough information to satisfy explicit consent to disclose the information to the representative.

The information provided above must be recorded in the claimant’s journal and profile.

How does DWP arrange to pay a Managed Payment to Landlord (MPTL)



An application can be made at Gov.UK. On the UC47, or rent verification form, Landlords will be asked to supply

- A nominated bank account for UC housing costs to be paid.
 - A creditor reference number
 - A unique reference number associated to the claimant so payments can be accounted for when received.

When the Application is received, we will.

- Send an automated message confirming receipt
 - Make a decision to pay MPTL
 - Enter Account details onto the service.

Once the payment has been set up, an e mail or letter will be sent confirming the provided details. Please check this information is correct

How housing costs are paid direct to landlords



Social Landlords

Rent Arrears

Application for APA can be made using UC47 form on GOV.uk or the Rent Verification form.

Landlord will be set up as a third party creditor (if not already)
Will be paid via CPS on a 28 day cycle.

MPTL

Are requested on the rent verification form or UC47.

Further evidence or consent not required.
Landlord will be set up as a third party creditor (if not already)
Will be paid via CPS on a 28 day cycle.

Private Landlords

Rent Arrears

Application for APA can be made on UC47 form.

Evidence and consent required from claimant via journal.

Landlord will be set up as a third party creditor (if not already)
Will be paid via CPS on a 28 day cycle.

MPTL

Are requested via UC47
Consent required from claimant via journal

Bank details of landlord requested from the landlord.
Paid calendar monthly direct into bank account.

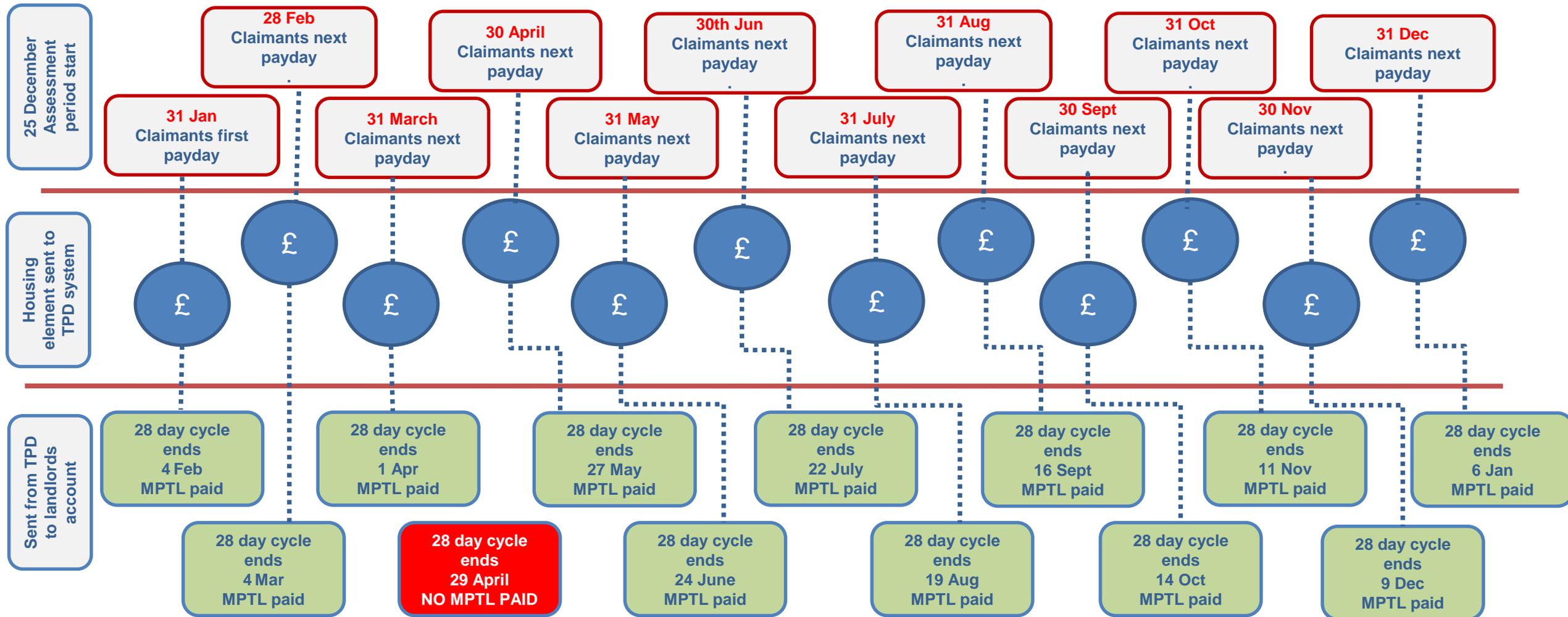
Third party payment cycle explained

The claimants assessment period for Universal Credit is calendar monthly.

Managed payments to landlords are sent to the Third Party Deduction system monthly.

Third party payments are on a 28 day cycle therefore there are thirteen cycles each year

Payments are released from CPS into landlords accounts at their next 4 weekly cycle date, so there will always be one 4 weekly cycle in which a third party is not paid.



Your payment may contain both MPTL and arrears

You can identify these as the claimant reference number will be annotated at the end with either RA for Rent Arrears payments, or MP for Managed Payment (MPTL APA). There could also be a deduction for legacy benefit arrears. These will not have a suffix

The claimant/ tenant reference number shown on the schedule will be made up of 18 characters. 2 of these will be taken by the 'RA' or 'MP' suffix.

For further help and information

If you have further questions about the UC full service MPTL process you should contact your local DWP Partnership Manager. partnership teams for England, Scotland and Wales can be found at - www.gov.uk/government/publications/dwp-partnerships

Further information and Guides:

- <https://www.gov.uk/universal-credit>
- <https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations>
- <https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing-guide-for-landlords>
- www.understandinguniversalcredit.gov.uk