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**Association's Out-of-Hours**  
Emergency Repair Cover:

 **03000 200 292** (Aberdeen)

 **08457 565 656** (Moray)

 **03456 081 203** (Aberdeenshire)

If you require this leaflet in an alternative format, please contact us and we will do our best to help.

The Association is committed to promoting equality and diversity across all areas of its work and discrimination or harassment of any kind is not tolerated.

Registered under The Co-operative and  
Community Benefit Societies Act 2014 No. 1916R(S)  
Registered with the Scottish Housing regulator No. HEP 145 AL  
Registered Scottish Charity SCO11754  
A member of the Scottish Federation of Housing Associations  
Property Factor Number PF 000666



## Universal Credit in a 'Full Service' Area

### December 2017 Update

- ◆ From the 4th Oct 2017 people living in Scotland making a new Universal Credit claim, in 'Full Service' areas can choose to be paid monthly or twice monthly and have the relevant housing costs in the Universal Credit award paid to themselves or to their landlord.
- ◆ From Jan 2018 a claimant can claim an advance during their assessment period of 50-100% of their estimated entitlement and the recoverable period increased to up to 12 months.
- ◆ From Feb 2018 the 7 day waiting period for new claimants will be removed which will reduce the length of time claimants will have to wait.

## Universal Claims in 'Full Service' Areas

In 2018 Universal Credit will be rolled out to other claimants including couples and families. This is known as the 'Full Service' and will be rolled out in the following areas from:

- ◆ Angus - Full Service is now operational in this area
- ◆ Aberdeenshire - June 2018
- ◆ Moray - June 2018
- ◆ Aberdeen City - October 2018

### What do you need to make a Universal Credit (UC) claim in a 'Full Service' area?

- ◆ National Insurance number
- ◆ Postcode
- ◆ Email address
- ◆ Landline/Mobile telephone number
- ◆ Landlord's name and address
- ◆ Rent details (contact Langstane for details)
- ◆ Details of any non-dependants (name, date of birth, age, income)
- ◆ Account number and sort code of where money is to be paid into
- ◆ Total amount of savings/capital
- ◆ Estimated gross monthly wage if working (before tax etc. deducted)
- ◆ Details of any other benefits awarded (such as bereavement allowance)
- ◆ Details of any other income (such as works pension)

**You can claim online at [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit) or call free on 08003285644 to DWP UC line**

- ◆ The online claim should take around 40+ minutes to complete
- ◆ There is no 'save' facility and claim times out after 20 minutes of inactivity so you will need to have all the information required to make a claim to hand

### What happens in a Universal Credit (UC) claim in a 'full service' area??

Under 'full service', claimants make the claim, check payment details, notify changes of circumstances, records their work search and keeps in contact with their work coach through a single online account. For this you will need to:

- ◆ Create an account with a user name, password and answer two security questions
- ◆ Create an email address if you don't have one (You must have an email address to make a claim)
- ◆ Verify your ID via a choice of companies such as Post Office, Experian (if you are unable to do this through one of the offered companies you will be asked to make an appointment with Job Centre to verify your ID)

### What happens after you have made a claim?

Once you have made your online claim you will be directed on screen to make an appointment at the Job Centre. You must attend this appointment or let the Job Centre know if you are unable to attend. If you do not then the claim will fail

You will then be issued with a 16 digit number which you will need to login to your claim

If you lose this number you can request a new one but will need to confirm your identity again at the Job Centre

The DWP will require information about your housing costs. They may contact your landlord direct or ask you directly for the information

You and your work coach will then talk about the claimants commitment i.e. what is expected of you in return for receiving UC. If you do not agree with the claimant commitment then your claim will fail. If you do not keep to the commitment then you may be sanctioned (Universal Credit will be stopped or reduced for a period of time)

### How often will you be expected to go online?

You are expected to use your online account to notify of changes in circumstances and to receive notifications from the DWP/Job Centre. You do this by:

- ◆ Using the To-Do list where all future appointments will be listed detailing where and when it will take place

Your on-line account also includes:

- ◆ An online diary detailing any work searches you have done
- ◆ A journal facility where you can ask questions
- ◆ Details of your assessment period and next UC payment due date and how the payment is made up

**If you want to know more about Universal Credit contact the Social Justice Team on 01224 423000 or email [wecanhelp@langstane-ha.co.uk](mailto:wecanhelp@langstane-ha.co.uk)**

Alternatively, please click on the following link for more details of Universal Credit. Full Service: [http://www.youtube.com/watch?v=4WgJU8Y\\_bQg](http://www.youtube.com/watch?v=4WgJU8Y_bQg)