



Langstane Housing Association
680 King Street, Aberdeen, AB24 1SL
 **01224 423000**
Email: wecanhelp@langstane-ha.co.uk
Website: www.langstane-ha.co.uk

Langstane Housing Association
7 North Guildry Street, Elgin, IV30 1JR
 **01224 423000**



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 'Live
Service' Area**

Universal Claims in 'Live Service' Areas

Universal Credit brings together income-related benefits into one single payment and only applies to working age people. It does not apply to pensioners. At the moment in the Angus, Moray, Aberdeenshire and Aberdeen areas Universal Credit is only available to single people who meet certain conditions regarding their employment status and fitness to work. This is commonly known as the 'Live Service'.

What do you need to make a Universal Credit (UC) claim in a 'Live 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)
- ◆ P45 if you have one

You can claim:

- ◆ Online at www.gov.uk/universal-credit
- ◆ Through the UC helpline on 03456000723 (there may be costs involved but you can ask for a call back. Be aware that the call back will show a 'withheld' number)
- ◆ Request a home visit if unable to claim any other way

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

The steps of a claim in a 'live' area

- ◆ The online form will first check that you are eligible to claim
- ◆ If eligible, follow the instructions online - telephone help is available if required from the helpline (see above for telephone number)
- ◆ Keep following the instructions on the screen and at the end you will be given a summary of the information you have entered and will have the opportunity to correct any mistakes
- ◆ All mandatory fields must be completed
- ◆ Langstane Housing Association tenants should answer 'Yes' to the question "Do you pay rent or eligible charges to live in your home?". You will need details of your rent less any service charges (contact Langstane for help with this information)
- ◆ If you are happy that the information you have provided is correct - then press the 'submit' button to make the claim

What happens next?

- ◆ Once you have input all your information and submitted your claim, a new page will appear that shows if you are likely to be entitled to UC, how much you may get and when first payment is due
- ◆ You must attend a new claim interview and provide any evidence required
- ◆ Your claim will be assessed one month later plus 7 'waiting days' and an award letter will be sent at this time. Your first payment will follow 1-2 weeks later
- ◆ The letter may show a different award amount as was shown online as it will be based on verified evidence and your circumstances at the end of your Monthly Assessment Period

If you want to know more about Universal Credit contact the Social Justice Team on 01224 423000 or email wecanhelp@langstane-ha.co.uk