



Department
for Work &
Pensions

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To: National Federation of ALMOs

Date 8th February 2018

Social Rented Sector - Reporting April 2018 rent changes: advice for landlords

We are writing to request your help in supporting the proactive engagement of social landlords with tenants claiming Universal Credit (UC) where annual April 2018 rent changes are applicable.

To do this effectively we need your help and expertise to notify all social landlords of the different approaches we are using; these are dependent on whether their tenant's claims are with the UC live or full service.

For UC Live Service Tenants

We want to fully utilise a process whereby social landlords can voluntarily send in rent changes for their tenants who are claiming UC housing costs.

In order to do this efficiently we need social landlords to notify DWP of all rent changes by 30th March 2018. A dedicated team will be ready to process all changes from 3 April 2018, providing social landlords with assurance that their tenants will receive the correct amount of housing costs in their payment of UC.

Schedules can be sent in **now until the 30th March 2018 only**. A dedicated DWP e-mail inbox has been made available during this period. Schedules received after this period will not be actioned.

Changes should be e-mailed to:

SOCIALRENTED.SECTORSCAN@DWP.GSI.GOV.UK

If possible, the schedules should only include tenants who are UC **live service** claimants. UC full service has no facility to process schedules of rent changes for their claimants. If the social landlord cannot distinguish between full and live service claimants they can enter all their UC claimants on the schedule. However housing costs changes for full service claimants **will not be actioned**.

Our preference is for the schedules to be in a MS Excel format (See Appendix sent with this letter) and must include the following information:

- Claimant NI Number,
- Claimant name,
- Claimant address and postcode,
- Landlord name,
- Number of Rent Free weeks,

- Rent new amount
- Eligible service charges total new amount,
- The date the rent changed, and
- Rent payment frequency.

The **subject field of the email must first contain the region followed by the name of the organisation**, e.g. North East (Gemini Housing Association) or Scotland (Taurus Housing Association) or Wales (Pisces Local Authority).

For UC Full Service tenants

In UC full service claimants are responsible for reporting their rent changes using their online account. However, they cannot report rent changes until the change happens.

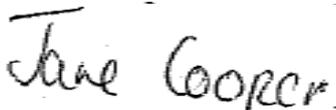
We are seeking your help in notifying social landlords of this approach and to remind their full service tenants of the information we need and the requirement to report rent changes on their UC account.

Can I please ask that you ensure all your social landlords are aware of the contents of this note and that they understand the importance of the role they play in ensuring their tenants receive the correct amount of housing costs included in their payment of UC.

Guidance will be updated with the April 2018 advice to landlords on:

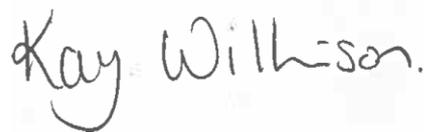
<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2>

Yours sincerely



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