

Tenants Problems with Universal Credit.

Universal Credit claims closing when they shouldn't be

There are many things you have to do in order to claim Universal Credit but some claims are failing because of some simple specific reasons

Recent figures show that 1 in 5 of Universal Credit claims were closed due to 'noncompliance with the process' because they failed to:

- book an interview with the Work Coach soon after submitting their online claim
- attend the interview with the Work Coach
- state on their online 'journal' that they accepted the Claimant Commitment – within 7 days

What can you do if the claim fails?

If the claim has closed down, you will be told this has happened and a journal note is added to that effect. You can ask the Jobcentre to reconsider their decision, explaining why you didn't provide the information or do the action required. After that you can appeal. Our money and benefits advice team may be able to help with this.

Otherwise, you are faced with the prospect of having to make a new claim. The best you can do then is ask for your claim to be backdated but you need to prove there was a valid reason for delay.

People are not claiming their Rates rebate.

Some people do not realise that to get help with their Rates they must claim

A Rates Rebate and are getting into arrears.

Rates Rebate is separate from Universal Credit and is not paid automatically.

You have to apply for it. You can do this [here](#).

You may not have to claim Universal Credit

We have heard of people who are on the benefits that are being replaced by Universal Credit (called 'legacy benefits') being told they have to claim Universal Credit – sometimes wrongly. For some, this has also mean they have seen a reduction in their benefit income.

Some people are better off claiming Universal Credit and some are not. And for some, there is no choice but to claim Universal Credit but for some there is a choice.

Just because you are on 'legacy benefits' and live in a Universal Credit area, you only have to claim Universal Credit when a certain change in circumstances occurs.

Otherwise you can remain on your 'legacy benefits'. It can be complicated so you can get free impartial advice from the welfare changes helpline [0808 802 0020](tel:08088020020) (9.00 am to 5.00 pm)