

Your benefits and tax credits are changing

Get ready for
UC *Universal
Credit*



What is Universal Credit?

Universal Credit is the new benefit for working age people who are on low income or who are out of work and claim benefits. It is paid by the Department for Work and Pensions (DWP) and replaces a number of existing benefits:

- Housing benefit (HB)
- Income-based Jobseeker's Allowance (JSA IB)
- Income support
- Working Tax Credit
- Child Tax Credit
- Income-based Employment and Support Allowance (ESA IB)



Following the gradual roll-out nationally, Aylesbury Vale will become a Full Universal Credit Service from Autumn 2018. If you want to make a new claim for one of these benefits, or you have a change in circumstances after this date, you may have to claim Universal Credit instead.

What you need to get ready:

1 Get a bank account

You'll need a bank, building society or credit union account that your monthly payment can be paid into

2 Get online

You'll need internet access to make and manage your Universal Credit claim. You'll also need an email address and to verify your identity online

3 Get budgeting

Your monthly Universal Credit payment includes any help towards paying your rent. You'll need to budget so you can pay your rent, your bills and your other living costs



How to apply

You can apply for Universal Credit online at [gov.uk/apply-universal-credit](https://www.gov.uk/apply-universal-credit)

You will need:

Personal information

- Your National Insurance number
- Your email address
- Your mobile phone number



Housing information

- Your address
- Your landlord's address
- Your tenancy agreement (if you have one)
- The exact amount of your rent



Financial information

- Your bank, building society or credit union account details
- Details of any income or benefits you get
- Details of any savings or capital you have



If you can't make an online claim and don't know anyone else who can help you, you should contact the free Universal Credit helpline on 0800 328 5644 to discuss your options.

We can help...

Universal Credit is run by the Department for Work and Pensions. You will need to manage your claim online and may need to have regular meetings with a DWP Work Coach.

AVDC can provide support to people claiming Universal Credit, including:

- **Help to pay your Council Tax**

Council Tax support is not included in Universal Credit and you will have to apply for this separately

- **Show you how to make your online claim**

Our Customer Service Centre is fully equipped with computers and free Wi-Fi. Our staff will be able to guide you through the online process

- **Give help and advice**

If you would like help with budgeting, or are struggling to pay your rent or bills, we can help or find other support for you



For more information, visit our dedicated Universal Credit web page aylesburyvaledc.gov.uk/universal-credit

You will find lots of information and contact details to help you, including information on how to make an appointment to see:

- **a member of our team**

to show you how to complete your Universal Credit application

- **a member of our budgeting team**

who can help you with managing your finances



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