

Universal Credit

Paying us your rent



Making a payment plan

Universal Credit is very different from the way you may have received benefits before. Instead of being paid to the council, your rent money will be paid to you in a monthly sum, together with other benefits you are entitled to.

You are responsible for paying your rent directly to the council.

If you have not done so already, you need to contact the council's Income Management Team to make a **payment plan** using the number on the letter that came with this leaflet.

Waiting for your money

Normally you will have to wait about **six weeks** before you receive your first payment. You can ask the Department of Work and Pensions to give you an **advance payment**, which is then taken in instalments from future benefit payments.

If you have not already asked for this, you can call the **Universal Credit Service Centre** on **0345 600 0723**.

You may not be paid any benefits for the first seven days of your claim, but there are exceptions to this, which you can discuss with the service centre.

You are still responsible for paying all of your rent, including any periods for which you do not receive any money.

Need help?

If you need any support you should **talk about your situation** with the Income Management Officer whose details are on the letter sent with this leaflet. In some cases, you or we can ask for your rent to be paid to us directly to avoid problems. If this is something you think would help, you should call the Income Management Officer urgently.



You should also check how much money you get each month and how much you spend. If the amount you spend is more than the money coming in, you will need to prioritise essential payments like rent, council tax, food and clothing.

If you have **debts** there are often ways to reduce the amount you owe or the amount you have to pay back each month.

There is help available with benefit advice, budgeting, debts and other financial matters from **Moneyworks** at www.advicebrighton-hove.org.uk/moneyworks or on **01273 809288**.

Find Out More

Moneyworks

www.advicebrighton-hove.org.uk/moneyworks

Tel: 01273 809288

Brighton & Hove City Council

www.brighton-hove.gov.uk/benefit-changes

Tel: 01273 293030

Money Advice Service (National)

www.moneyadviceservice.org.uk

Department of Work and Pensions

www.gov.uk/government/policies/welfare-reform

Citizens Advice

www.citizensadvice.org.uk/benefits/changes-to-welfare-benefits