

# **Universal Credit Full Service**

**Supporting information for landlords.**

# Working with our landlords.



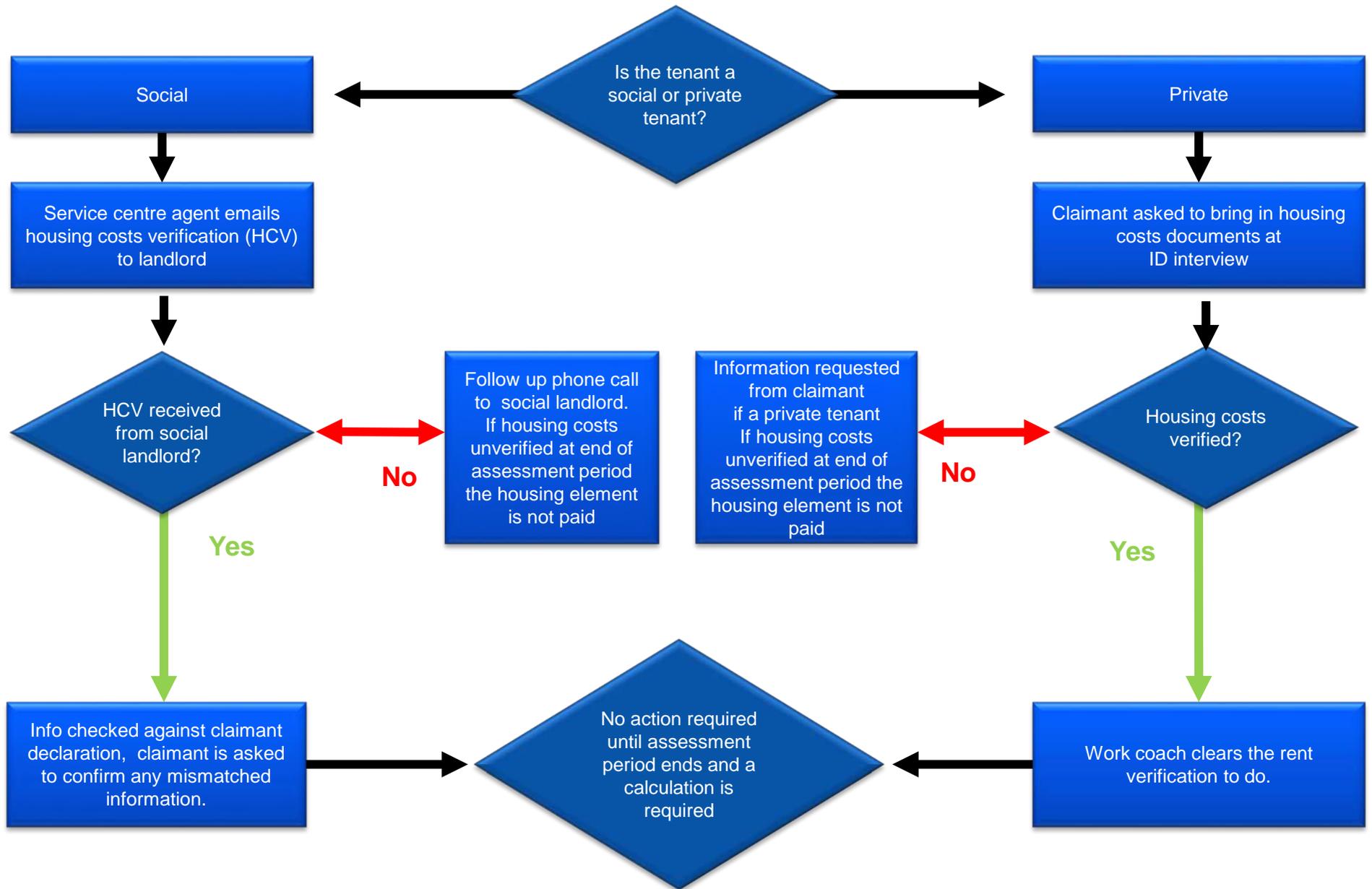
We have worked with the social rented sector to develop our Alternative Payment Arrangement process

Agreed a uniform rent verification process with the social rented sector.

Improved how we collect and manage contact details for each social landlord so we can minimise fraud and error

Work closely with Local Authorities building essential knowledge and learning for DWP staff.

# Housing Cost verification



# Verification of Social Rented Sector (SRS) Housing Costs



The Social Rented Sector(SRS) housing verification process is done directly between DWP and SRS landlords. This is done once evidence has been received from the claimant clearly showing their landlord is Social Rented Sector. This will allow the social landlord to offer welfare support to their tenant at the earliest opportunity.

If a claimant states they are living in a SRS property, the UC Agent will confirm this by checking one of the following:

**England** <https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>.

**Scotland** <http://www.scottishhousingregulator.gov.uk/find-and-compare-landlords/rsl-register>.

**Wales** <http://www.wales.gov.uk/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

When a Social Landlord is not listed on the any of the websites, the UC agent will make a call to the relevant Local Authority and ask the Local Authority to confirm if the tenancy is Social Rental Sector.

Social Landlords should send the Housing costs verification form relating to their tenants to:  
[ucfull.service@dwp.gsi.gov.uk](mailto:ucfull.service@dwp.gsi.gov.uk) .

# Housing Costs Evidence Required for Verification

## Social Landlords

**Evidence of housing costs will be obtained directly from the Social Landlord, and include:**

- ✓ name of all tenants on the tenancy agreement
- ✓ property address including full postcode
- ✓ current rent and frequency (for example. monthly, weekly)
- ✓ breakdown of rent type, frequency and amount of service charge
- ✓ number of bedrooms
- ✓ landlord/agent details (name, address)
- ✓ rent free weeks (where applicable)
- ✓ if the tenant(s) are living in temporary accommodation

# Social Rented Sector (SRS) Housing costs verification form



**Agent to complete this section (before sending)**

Claimant one name

Claimant two name (if applicable)

Claimant Address

Claimant Postcode  \*Always include the claimants Postcode

Landlord Name

Claimant in Temporary Accommodation?  Yes  No

**Landlord to complete this section  
(please ensure all relevant sections are completed fully before returning)**

I confirm that the person named above is our tenant  Yes  No (please supply details below)

1. Tenant One Reference No.

2. \*Tenant Two Reference No.  \*if applicable

1. Tenancy start date  Format \*\*/\*\*/\*\*\*\*

2. Date tenant moved in (if known)  Format \*\*/\*\*/\*\*\*\*

3. Is this property temporary accommodation?  Yes  No

4. Is this a joint tenancy?  Yes - go to step 5  No - go to step 7

5. Total number of joint tenants?

Complete question 6 only if two claimants are named at the top of this form

1. Are both the claimants named above on the joint tenancy?  Yes  No

2. Number of bedrooms?

3. Are there any rent free weeks?  Yes (select number of weeks in drop down adjacent)  No

4. Rent breakdown for this property (do not include Management fees if claimant is in Temporary Accommodation)

Basic Rent Amount  Frequency

\*Eligible Service Charge amount for UC  Frequency

Ineligible Service Charge amount for UC  Frequency

[\\*Universal Credit service charges guidance for Landlords](#)

5. Total Rent Payable for this Property

6. Date of last rent increase?

7. Confirm that the tenant(s) named above is liable for payment of rent

8. Is this tenant in rent arrears?  Yes\*  No

9. If so what is the outstanding figure?

10. Do you want to apply for a Managed Payment of rent for this tenant?\*  Yes  No

Managed Payments to Landlords are also often referred to as Alternative Payment Arrangement (APA)  
Guidance on Managed Payments to Landlords can be found on GOV.UK on the following link for [Universal Credit and rented housing](#)

11. \*If 'Yes' please provide your Creditor Ref. No.

**12. Reason for APA request - If applying**

Tier 1 (tick all factors that apply)

- Reason for APA request  1.1
- 1.2
- 1.3
- 1.4
- 1.5
- 1.6
- 1.7
- 1.8
- 1.9
- 1.10

Tier 2 (tick all factors that apply)

- Reason for APA request  2.1
- 2.2
- 2.3
- 2.4
- 2.5
- 2.6
- 2.7
- 2.8
- 2.9
- 2.10
- 2.11

# Housing Costs Evidence Required for Verification

## Private Landlords

**To be eligible for Housing Costs the claimant must provide sufficient documentation to verify three criteria**

1. Proof of address/residency
2. Liability for housing payments
3. Proof that payments have been made. This might be made through the following documents –
  - Bank statements or utility bills
  - Rent book or letter from the landlord

# Verification of Housing Costs Scotland



## **Additional Information for Addresses in Scotland**

In Scotland there is specific legislation to protect tenants and all landlords are required to register with each local authority. Failure to register means that tenants do not have to pay rent, and Universal Credit does not therefore pay housing costs in these cases. There are however exemptions\* that apply to registration.

Claimants can still qualify for Universal Credit housing costs in Scotland if their landlords have failed to register the property as long as the requirements around liability, payment and occupancy are met. Where the UC agent is unable to establish that the property is registered Universal Credit housing costs will still be awarded once the housing costs have been verified and will not be delayed

# Disclosure of information.

The claimant has all their data in a secure online claimant account

Claimants can access award and payment details via their UC online account which is accessible via any internet enabled device.

For UC full service, requests for information are treated individually and only disclosed where the claimant allows explicit consent or we have the legal powers to share without the claimants consent

We also ask local authorities and social landlords to work closely with their vulnerable tenants to provide the best possible support

# Managed Payments to Landlords.

## Detailed information for Registered Social Landlords

**The following information will give landlords detailed information on -**

how Managed Payments to Landlords will be paid;

when and how often

how to get further information.



# How does DWP arrange to pay a Managed Payment to Landlord (MPTL)



An application can be made at Gov.UK. On the UC47, or rent verification form, Landlords will be asked to supply

- A nominated bank account for UC housing costs to be paid.
- A creditor reference number
  - A unique reference number associated to the claimant so payments can be accounted for when received.

When the Application is received, we will.

- Send an automated message confirming receipt
- Make a decision to pay MPTL
  - Enter Account details onto the service.

Once the payment has been set up, an e mail or letter will be sent confirming the provided details. Please check this information is correct

# How housing costs are paid direct to landlords

## Social Landlords

### Rent Arrears

Application for APA can be made using UC47 form on GOV.uk or the Rent Verification form.

Landlord will be set up as a third party creditor (if not already)  
Will be paid via CPS on a 28 day cycle.

### MPTL

Are requested on the rent verification form or UC47.

Further evidence or consent not required.

Landlord will be set up as a third party creditor (if not already)  
Will be paid via CPS on a 28 day cycle.

## Private Landlords

### Rent Arrears

Application for APA can be made on UC47 form.

Evidence and consent required from claimant via journal.

Landlord will be set up as a third party creditor (if not already)  
Will be paid via CPS on a 28 day cycle.

### MPTL

Are requested via UC47  
Consent required from claimant via journal

Bank details of landlord requested from the landlord.  
Paid calendar monthly direct into bank account.

# How are social landlords in UC full service paid a MPTL?

Managed payments to Landlords are paid on a 28 day cycle. Payments are made in arrears.

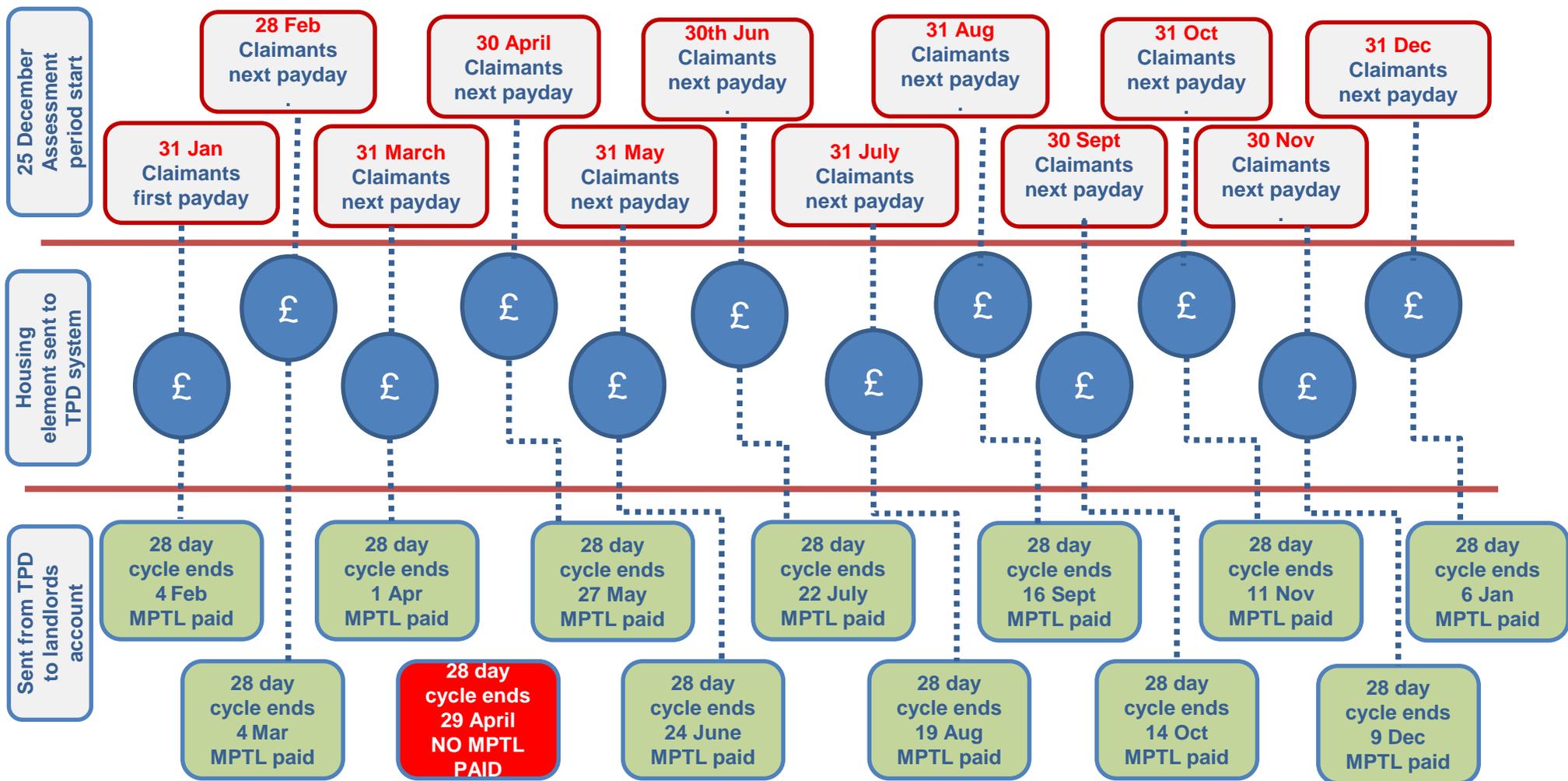
First payment should be received within six weeks of the application being approved..

Payments are made via the Bank Automated Clearing System

Landlords with multiple properties will receive one single payment for all tenants. A schedule is sent with details of each claimants MPTL every 28 days.

# Third party payment cycle explained

The claimants assessment period for Universal Credit is calendar monthly.  
 Managed payments to landlords are sent to the Third Party Deduction system monthly.  
 Third party payments are on a 28 day cycle therefore there are thirteen cycles each year  
 Payments are released from CPS into landlords accounts at their next 4 weekly cycle date, so there will always be one 4 weekly cycle in which a third party is not paid.



Your payment may contain both MPTL and arrears

You can identify these as the claimant reference number will be annotated at the end with either RA for Rent Arrears payments, or MP for Managed Payment (MPTL APA). There could also be a deduction for legacy benefit arrears. These will not have a suffix

The claimant/ tenant reference number shown on the schedule will be made up of 18 characters. 2 of these will be taken by the 'RA' or 'MP' suffix.

## For further help and information

If you have further questions about the UC full service MPTL process you should contact your local DWP Partnership Manager. partnership teams for England, Scotland and Wales can be found at -

[www.gov.uk/government/publications/dwp-partnerships](http://www.gov.uk/government/publications/dwp-partnerships)