

**GET
READY
FOR**

UC *Universal
Credit*



Department
for Work &
Pensions



NORWICH
City Council

What is Universal Credit?

Universal Credit is the new single monthly household payment for people who are on a low income or are unemployed, replacing the following benefits:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit

What do you need to do?

① Get a bank account

You'll need to make sure you have a bank, building society or credit union account that can receive your monthly payment.

② Get online

You'll need access to the internet to apply for Universal Credit and manage your claim.

③ Get budgeting

Your monthly payment, paid in arrears, will include any money towards your rent you are entitled to, so you'll need to budget carefully to make sure you can pay your rent and cover your bills and living costs.

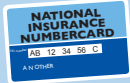


How do I apply for Universal Credit?

Apply online at www.gov.uk/universal-credit where you can also find more information.

You will need:

● Personal information



Your National Insurance number



Your email address



Your phone number

● Housing information



Your address



Your landlord's address



Your tenancy agreement, including how much rent you pay

● Financial information



Your bank, building society or credit union details



Information about any savings or capital you have



Any income or benefits you receive

What help is available?

When you make your claim for Universal Credit, the Jobcentre will identify if you need help budgeting for UC and make an appropriate referral, however if you need wider support there are other sources of help available.

Free financial advice

If you are not used to making a single monthly payment last a month, would like help with budgeting, or are struggling to pay your rent or bills, help is at hand.

Norwich City Council tenants

Speak to your housing income officer or neighbourhood housing officer about the free budgeting and money advice services available.

Housing association tenants

Contact your landlord about the help and advice they can offer.

Private tenants

Check the Norfolk Community Advice Network directory of local advice agencies who can help you with budgeting, benefits and debt advice.

www.norfolkcan.org.uk



Be inline for online

There are lots of opportunities to get help to get online around the city. To find out what digital support sessions and courses are taking place in your area, visit our website or contact us on the details below.

Contact us

Phone: **0344 980 3333**

For up to date information and details of the support available, visit www.norwich.gov.uk/universalcredit.



If you would like this information in another language or format such as large print, CD or audio cassette or Braille please call 0344 980 3333 or email info@norwich.gov.uk.