

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 3689

DATE: 3rd October 2017

Dear Glenys Harriman,

Thank you for your Freedom of Information request of 6 September 2017. You asked:

'The UC online claim (Digital) asks the claimant to give rent and eligible service charges.....

If the claimant inputs the total figure as rent (with the correct gross rent figure) - and then when the DWP verify the rent with the landlord, the landlord splits it into service charges and net rent (but still the same total gross rent figure) - will this trigger a 'to do' for the claimant to amend the rent details on their claim, meaning that no Housing Cost Element will be included until they do?'

DWP Response:

Service charges only apply to social sector landlords; they are not paid to private rented sector claims.

When verifying rent with a social sector landlord, both the claimant and the landlord are required to input a breakdown of housing costs, separating service charges from rent.

In instances where the details do not match, the claimant is required to clarify their exact housing costs. A 'To Do' activity is triggered for the claimant to action. Failure to verify these costs will result in payment delays.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk