

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 3908

DATE: 4th October 2017

Dear Glenys Harriman,

Thank you for your Freedom of Information request of 20 September 2017. You asked:

My question is whether there is any guidance or procedural documentation relating to the process of adding an APA managed payment onto a landlord's schedule of payments.

Specifically:

Once the payment has been agreed then, when the claimant's UC award has been assessed, there must be some mechanism and agreed procedure for deducting the appropriate managed payment amount and sending this to the landlord via the 4 weekly schedule:

1. Is there anywhere in the documentation relating to this process that explains what should happen if the schedule is due very soon after the end of the monthly assessment period, meaning there is insufficient time to take it out of that payment?

2. Could you confirm whether this would entail the managed payment being paid in the following schedule due to that landlord?

3. Could you confirm at what point it is too late to do this - ie is it if the schedule would be one day, or two days etc later than the end of the monthly assessment period? Or is it dependent on too many factors to say?

DWP Response

Please see the following link, which answers questions 1-3 above.

<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing-guide-for-landlords>

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@dwpgsi.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