

Full Service UC and Lettings

This one day course is aimed at staff dealing with lettings in a 'Full'/Digital UC service area. It focuses on how the 'Full'/Digital service works for those moving home.

By the end of the session delegates will be able to:

- Give advice about what UC is replacing so tenants are aware of what other benefit they need to claim separately – in particular Council Tax Support/Reduction,
- Explain who will need to claim UC when they move to a 'Full'/Digital Area,
- Offer advice about who could be worse off moving to a 'Full'/Digital service area,
- Discuss the impact of moving with those already on 'Full'/Digital service UC,
- Give information about the 'Full'/Digital service UC so to those who wish to move they can make an informed decision about moving,
- Ensure that the problems that can arise when claiming UC via the 'Full' service are kept to a minimum,
- Give advice on which UC claimants will be affected by the Bedroom Tax – having looked at the different rules under Universal Credit,
- Consider the implications of having a house to sell, being a joint tenant, having non-dependants, being responsible for rent on two homes, moving from supported housing.....
- Advise tenants appropriately to minimise the risk of rent arrears caused by moving onto the 'Full'/Digital UC service.

9.30am **Introductions and Expectations**

9.40am **UC Refresher**

How UC works: What it is replacing, MAPs, payments, how assessed, APAs, specified accommodation

10.15am **Going Digital – What's happening**

Timetable, who is affected and when, migration
Future of HB

10.30am **Break**

10.45am **Digital – Who has to claim**

Case Studies:
Who will have to claim – who may want to claim
Who may wrongly be advised to claim
Implications of claiming – worse off/better off
Pitfalls of moving onto Digital UC

12.30pm **Lunch**

1.15pm **Claims and Payments**

Claims: what's needed, rent verification, ensuring a complete claim is made and processed
Payments – delays, ensuring they're correct and don't stop

2.45pm **Break**

3.00pm **Housing Costs issues**

18-21 year olds – who can get help with rent
How much – bedroom tax / non-dependants
House to sell
Impact of moving home

4.30pm **Close**

