Department for Work & Pensions

To: *All UC Full Service Landlords*

**Date** 13th March 2020

**Social Rented Sector - Reporting April 2020 rent changes: Claimant To-do Information**

We wrote to you in February outlining our plans to support the 2020 April Rent Changes; we are now in a position to provide further information to enable you to support claimants in completing the UC system To-do.

**What will the To-do allow claimants to report?**

The To-do will only allow claimants to notify changes to their housing costs (including eligible service charges), they will not be able to declare any other changes of circumstances.

It is worth noting that if a claimant reports any other housing change of circumstance, you may receive a separate verification request as per the normal verification process

**When will the To-do be available?**

We will make the To-do available to claimants dependent on how their housing costs are currently charged:

- For claimants with monthly housing cost liability the To-do will be available from 1st April 2020
- For claimants who have non-monthly housing cost liability the To-do will be available from 6th April 2020

The claimant will receive a message prompting them to complete the To-do. The timing of this will depend on their Assessment Period end date.

**How will claimants find the To-do?**

A new to-do "**Report any changes to your housing costs**" will be in the claimant **"To-do List"**

Department for Work & Pensions

**What information will claimants need to complete the To-do?**

The To-do will:

- Advise the claimant to use the information supplied by their landlord.
- Require claimants to provide Rent & Service Charges separately
- Show the claimant information relating to their current housing costs & service charges, this is based on information held by UC

The claimant will be asked the following questions

- "Has your rent changed?" (*Yes/No*) – Note: If the claimant answers "No", no further questions will be displayed
- "Have your service charges changed?" (*Yes/No*)
- "When did your housing costs change?" (*DD/MM/YYYY*)
- "How much will you be charged for your new rent (excluding service charges)?"
- "How frequent is your new rent?" (*Weekly/Fortnightly/Four weekly/Monthly/Quarterly*)
- "How much will you be charged for your new service charges (eligible)?"
- "How frequent is your new service charges?" (*Weekly/Fortnightly/Four weekly/Monthly/Quarterly*)

Once the claimant provides all required information it will be presented to them for checking & confirmation. Claimants will be able to change it if they have entered incorrect information

**How should claimants report any other changes?**

Claimants should declare any other changes via the normal Change of Circumstance process