



UNIVERSAL CREDIT

CHANGING YOUR ADDRESS



ACCENTGROUP.ORG

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If you change your address, you will need to let the Department for Work and Pensions (DWP) know. You will need to pass on details of your new tenancy, including the start date, rent and service charges. We will give you this information before or on the day you sign up for your new Accent home.

If you don't know how to let the DWP know your name and address, please get in touch, we can help.



USING YOUR ONLINE UNIVERSAL CREDIT JOURNAL

To give details of your new address, log onto your online journal, and:

- 1** On the 'home tab' click on 'report a change in circumstances' tab.
- 2** Click the 'Where you live and what it costs' tab. You'll be asked 'What has changed?'
- 3** Choose 'I've moved'. You'll now be asked the 'additional questions' below.

ADDITIONAL QUESTIONS...

- 1. What's your new address?**
Provide your new address and postcode.
- 2. When did this change happen?**
Put in the date you moved or will be moving.
- 3. Where do you live now?**
Choose 'I rent from a council or housing association'
- 4. Do you have Housing Costs?**
Choose 'Yes' if you're named on the tenancy agreement. After choosing yes, you'll then be asked the 'Housing Cost' questions shown opposite...

HOUSING COSTS QUESTIONS

1. How much rent do you pay?

Put in the figure for the rent charge only (not service charges, even if you pay them). You'll also need to choose 'how often you pay rent' which could be weekly, fortnightly or monthly. It will say how often you pay in your tenancy agreement.

2. How much do you pay in service charges?

If you pay service charges, put the amount in you pay for them. You'll also need to say 'how often you pay service charges' which is also weekly, fortnightly or monthly. If you do not pay any service charges, put £0.00 in this section, but still choose either weekly, fortnightly or monthly, or you won't be able to go any further.

3. Do you have any rent-free weeks?

Say 'no' here as we do not offer rent free weeks.

It should now ask you if Accent Ltd is your landlord. If it does, say yes. If it doesn't, you'll need to provide our head office address details, which are:

Accent Housing

Charlestown House,
Acorn Park Industrial Estate,
Charlestown, Shipley, BD17 7SW

Tel: 0345 678 0555

4. How many bedrooms do you have?

Put in the number of bedrooms, even if you don't use them all as bedrooms.

5. Is anyone else on the tenancy agreement?

Only answer 'yes' if there is someone else on the tenancy agreement who isn't on your claim for Universal credit. If you have a joint tenancy with your partner and a joint UC claim with them, you can answer 'no' to this.

6. Is your name is on the council tax bill?

Choose 'yes'. If you need to register for council tax, please do this as soon as possible.

7. Have you applied for a reduction in your council tax bill?

Answer truthfully, but if you haven't claimed council tax support yet, make sure you do as soon as possible via your local council, as this is separate from your UC claim.

DECLARATION:

Check your answers and if you're happy they are correct, choose 'Yes I confirm these details are correct'.

It's a good idea to supply all this information before, or on the day, you collect your keys for your new home.

If you need any help to do this, please contact us.



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If you'd like to speak to a member of our Income
team please call us on **0345 678 0555**

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