



UNIVERSAL CREDIT

REPORTING A CHANGE IN RENT



ACCENTGROUP.ORG

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To report a change of your rent, which usually happens in April each year, you will need details of your new rent and service charges. We will write to you with this information each year. Please speak to us if you aren't sure about anything.



USING YOUR ONLINE UNIVERSAL CREDIT JOURNAL

To report the change, log on to your online UC Journal:



- 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 'something else'. You'll now be asked the 'additional questions' opposite.



ADDITIONAL QUESTIONS...

1. When did this change happen?

Put in the date when your rent or service charges have changed or will change.

2. Where do you live now?

Choose 'I rent from a council or housing association.'

3. 'Do you have Housing Costs?'

Choose 'yes' if you're named on the tenancy agreement.

4. How much rent do you pay?

Put in the figure for your rent only, not any service charges. You'll need to choose 'how often you pay rent' which is either weekly, fortnightly or monthly. If you are not sure about any of these details, please get in touch so we can help.

5. How much do you pay in service charges?

Put in the figure you pay for service charges, if you pay them. You'll also need to choose '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.

6. Do you have any rent-free weeks?

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

DECLARATION:

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

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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