

# Universal Credit: Top tips for landlords

November 2018

## Ensure your tenants know how much their rent is



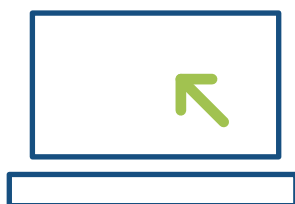
Speak to your tenants early to make sure they know how much their rent is, and that they are ready to pay their rent to you directly.

## Apply for an Alternative Payment Arrangement



If you have tenants who may struggle to pay their rent or are in rent arrears, you can apply for their housing costs to be paid to you directly from the start of their claim.

## Claimants can apply for an advance



Are you aware new Universal Credit claimants can apply for an advance from the start of their claim that can be used to help pay rent and bills?

## Additional support for Housing Benefit claimants



Remind tenants moving from Housing Benefit to Universal Credit that they will automatically receive an extra two weeks' Housing Benefit support which they don't need to pay back.

## Understand the options



In Scotland, tenants can choose to have their housing costs paid direct to their landlord or themselves. Make sure you understand all the options so that you can give the best advice possible.

## Encourage tenants to set up direct debits



They will need a bank account for their Universal Credit payments, and having a direct debit or standing order set up may help them make sure their rent payments are made on time.

## Get to know your Partnership Manager



Build strong links with your Partnership Manager - they can share contacts to help you resolve complex matters.

## Encourage tenants to claim straight away



Encourage tenants who have a change of circumstances, such as losing their job, to make a claim for Universal Credit straight away so they can continue to pay their rent.

## Make sure your tenant has the right paperwork



If you're a private landlord, you'll need to provide your tenants with suitable signed paperwork that confirms how much their rent liability is, as this is required for the verification process.

More information for landlords can be found at [understandinguniversalcredit.gov.uk/landlords](https://www.understandinguniversalcredit.gov.uk/landlords), where you can also find out how to contact the DWP partnership teams.