

UNIVERSAL CREDIT - YOUR JOURNEY



Metropolitan
Thames Valley

Guiding you through your journey on to Universal Credit, we are here to help you. Here are some useful tips, and guidance as to what will happen.

1 MAKE YOUR CLAIM ONLINE

Once you have made your claim online, contact us at MTVH, so we can discuss ways we can help you. Remember to make a claim for Council Tax Support, as this is not included in your UC payment.



2 WE WILL VERIFY YOUR RENT

Make sure that the details you submit for your claim are accurate, including your full rent amount. We will aim to verify this online as soon as possible, to ensure your claim is processed and put in to payment without issues.



3 CLAIMANT COMMITMENT

The DWP will contact you to arrange a personalised work search interview with a Work Coach. You will need to sign a Claimant Commitment which sets out agreed steps as condition of your entitlement to Universal Credit. If you are in financial difficulty, they may refer you to the Citizens Advice, or discuss the option of an Advanced Payment.



4 SUPPORT AND ADVICE

We will contact you to discuss to discuss your claim and how we can continue to support you. We have a Money Advice team, and an Employment team on hand to offer in-depth advice. We can also discuss Alternative Payment Arrangements, to help you manage your money and rent payments.



5 DECISION LETTER

Check your online journal regularly. You will receive an award notification from the DWP, confirming your payment date and amount. This will also breakdown how much your housing element is and how much you may need to contribute towards your rent.



6 PAYMENT DATE

Once you have received your payment date and amount, contact us so that we can help you set up a Standing Order or Direct Debit to ensure your rent is paid on time. Make a note of your payment date, so you can keep on top of your bills. Consider starting a savings pot to cover any emergency expenses.



7 MTVH ONLINE

You can also make payments using our online service, MTVH Online. You can check your rent statement, make and set up regular payments as well as report any other issues you may have.



8 CHANGE IN CIRCUMSTANCES

It is important that you notify both MTVH and the DWP of any changes in your circumstances. Respond to any requests for information from the DWP or Job Centre as quickly as possible, so that your claim or payment is not delayed.

