



# means big changes, are you ready?

- You are responsible for paying rent while you wait for the first payment which can take 6 to 8 weeks
- You will continue to be responsible for paying the rent once your UC payments start

## More people in Cornwall will be asked to claim UC in Jobcentres from autumn 2017.

If you are under 65, some changes in circumstances or a new claim may result in you having to claim UC. Many new claimants of UC struggle financially and are not prepared for the delay in getting the first payment.



**Will you be able to manage while you wait for your first Universal Credit payment?**

### Get support if you need it

If you are a Council tenant:

Call 0300 1234 161

Text 07941 712712

Private message our Facebook page  
@cornwallhousing1



Your Council Tax Support relief is not included in your UC claim. To claim Council Tax Support call Cornwall Council on 0300 1234 121

[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)

# Claiming Universal Credit

## 5 key things to remember

- 1 You must phone the UC Service Centre within seven days of applying online** to book your Initial Evidence and Claimant Commitment interview at the Job Centre. If you don't your claim will be cancelled
- 2** At that appointment, make sure you tell the work coach you are a Council tenant and you have rent to pay
- 3** At that appointment, tell the advisor if you have financial difficulties, including any rent arrears
- 4** At the appointment make clear if you have any issues or disabilities that may affect your ability to meet your claimant commitment
- 5** If you cannot afford to wait for your first payment, you can ask for an Advanced Payment that will come out of your UC payments over the next 12 months

“ Miss L was in real trouble when her first UC payment did not arrive for eight weeks. She borrowed money from friends and soon ran out of options. Our Inclusion Advisor supported her to access some emergency funding and put her in touch with a specialist debt advisor. ”

Universal Credit