

# Universal Credit checklist

Everything you need to get you started, understanding your claim, how it works and what extra support may be available.

You can find all of this information on our website at [www.riverside.org.uk/uc](http://www.riverside.org.uk/uc)

**1**

## New to Universal Credit and making a claim?

Please contact your local Citizens Advice Service. Find your local branch here:

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

**2**

## Calculating your total charges

**£ Rent + £ charges = £ Total charge**

Remember your benefit may not cover all of your charges. It's your responsibility to make sure the total charge is paid.

**3**

## Do you know when you'll be receiving your first Universal Credit payment?

**If not, let us know as soon as you get confirmation.**

**Why not pay by Direct Debit, the hassle-free way to pay?** Make payments automatically so you never forget. Once set up, it runs itself. We'll give you advance notice of any change to your payments.

[www.riverside.org.uk/waystopay](http://www.riverside.org.uk/waystopay)

**4**

## Do you receive an advance payment?

Remember, this is to help pay towards your total charge, while you wait for your claim to be processed.

**Need some help with payments?**

Ask us about advance payments.

**5**

## You could be eligible for council tax support

Find out more and apply here:

[www.gov.uk/apply-council-tax-reduction](http://www.gov.uk/apply-council-tax-reduction)

**6**

## Struggling to manage your money whilst on Universal Credit?

You may be able to use an Alternative Payment Arrangement, called an APA. These are changes to the way that Universal Credit is paid that can help you to pay your bills and living costs. We can also apply for an APA to make sure your rent and any charges are paid if you owe us a lot of money.

**7**

## Need help getting into employment or training?

Our dedicated team can help you with free advice and support, getting you into training or finding employment opportunities available.

**8**

## Not sure your claim is correct?

Our money advice team is here to help from money advice through to assessing your claim to make sure it is correct. Talk to us and let us know if you'd like more support.

**9**

## Are you eligible for a Discretionary Housing Payment (DHP)?

These provide extra money when your local council decides that you need extra help to meet your housing costs. Find out more here and how you can apply, or get in touch and our money advice team may be able to help.

[www.gov.uk/government/publications/claiming-discretionary-housing-payments/claiming-discretionary-housing-payments](http://www.gov.uk/government/publications/claiming-discretionary-housing-payments/claiming-discretionary-housing-payments)

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## Want us to discuss your claim with the Department of Work and Pensions (DWP)?

Just add a note to your online journal or call the DWP service centre and give us permission to get in touch on your behalf.

## References

[www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)

[www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q](https://www.youtube.com/channel/UC7Km4IXfVJB1n8SQUmkJD0Q)

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

[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

<https://find-your-nearest-jobcentre.dwp.gov.uk>

## Useful contact numbers

Department for Work and Pensions (Universal Credit)  
**0800 328 5644**

Citizens Advice  
**03444 111 444**

