

Advice for Social Landlords

Implementation of a Revised UC Live Service Verification of Housing Costs form UC182

to include an Alternative Payment Arrangement request and Third Party deduction request

Background

The Universal Credit service is built using an iterative approach, taking insight and feedback from users. This means that the Programme is able to react and deliver continuous improvements to the service.

From the 10th July 2017, SRS Landlords in a UC live service area will be able use The 'Verification of Housing Costs' form UC182 to request a Managed Payment to Landlord (MPTL) Alternative Payment Arrangement (APA) and where appropriate, a Third Party Deduction for recovery of rent arrears at the outset of their tenants UC claim. This will align with the current UC Full Service process which was introduced in October 2016, helping to safeguard the welfare of the tenant and prevent rent arrears from accruing.

What Changes Are Universal Credit Making?

The Live Service 'Verification of Housing Costs' form UC182 has been updated to incorporate a section for a Social Rented Sector Landlords (SRS) to request a Managed Payment to Landlord (MPTL) APA and request recovery of rent arrears if appropriate.

A blank copy of the new form that will be issued by DWP can be found here:



Copy of UC182
LANDLORD FINAL v2.

The Social Rented Sector Landlord will need to supply the reasons for their APA request using the tier 1 or 2 factors that apply to their tenant. The tier factors can be found in the attached APA criteria matrix, for example, existing rent arrears, addiction problems, learning difficulties and so on.



APA criteria
matrix.docx

Further guidance can be found here on GOV.uk [PBS and APA guidance](#)

If an APA is required at any point after the initial new claim verification stage SRS Landlords can still apply by completing an APA – Managed Payment to Landlord request using the UC47 form on GOV.UK. Further details can be found using the link to the PBS and APA guidance above.

Frequently asked questions

How does this affect me as a Social Landlord?

If you are in a UC Live service area and one of your tenants claims UC but fails to produce sufficient evidence to verify their housing costs, you will be sent a 'Verification of Housing Costs form' UC182 to complete. This form will advise you that your tenant has claimed UC and will also now enable you to request an APA if required. This form should be returned as soon as possible. You will receive confirmation whether the APA request has been awarded

Are there any changes to the way APAs are considered and claimant's option to attend Personal Budgeting Support Money Advice provision?

An APA request will be considered in the normal way by UC staff. A Personal Budgeting Support referral will also be considered by the Work Coach. We will set an APA review date to see what progress the claimant has made towards financial independence, with a view to stopping the APA as appropriate.

What else do I need to know about this form?

Where a UC Live Service Verification of Housing Costs form (UC 182) is sent to a landlord, the UC179 notification (to notify social landlords of the existence of a new UC claim) will no longer be sent. This is because the UC182 will inform the Social Landlord of the existence of a new UC claim. However, the UC179 will continue to be sent in circumstances where the rent information presented by the claimant is considered sufficient and up to date.

Where does a Social Landlord send a completed form?

Completed forms should be sent to UC.SERVICECENTREHOUSING@DWP.GSI.GOV.UK within **5 working days** of the receipt of the form.

I have additional questions about this change, who do I contact?

If you have questions about this change or about how the process works, or any other non-case specific question, please contact your local Jobcentre Plus engagement team or Partnership Manager. If you are unaware of whom your local Jobcentre team are then please check the list of Partnership Managers via the attached link

<https://www.gov.uk/government/publications/dwp-partnerships>