

# Managed Migration FAQ's

## 1. What is Managed Migration?

The DWP are ending the following benefits and asking people to claim Universal Credit instead;

- Tax credits: Working Tax Credit and Child Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

If you receive Disability Living Allowance (DLA), Personal Independent Payment (PIP) or Attendance Allowance (AA) these will not end when you claim Universal Credit.

## 2. How will I know when to claim?

The DWP will write to you informing you that the current benefit you receive will end and invite you to claim Universal Credit. You will have 3 months from the date of the letter to make your new claim.

Do not make a claim for Universal Credit until you are invited to do so, unless your circumstances change before being invited to claim.

## 3. Will I be paid Universal Credit on the same date I had my previous benefits?

Universal Credit will be paid to you monthly, this will be paid 5 weeks after the date of your claim. Universal Credit is paid in arrears for the previous month.

Universal Credit is paid once a month, on the same date, usually into your bank, building society or credit union account.

Your payment can include an amount for housing costs, which you'll usually need to pay to your landlord. If your landlord was being paid your housing costs directly, you'll need to discuss the change of payment arrangements with them.

## 4. Can I claim Universal Credit even if I work?

You can claim Universal Credit even if you are working to help with living costs.

If you're working, how much Universal Credit you get will depend on your earnings. This includes income from working full time, part time, employed or self-employed.

Your circumstances are assessed every month. Changes in your circumstances can affect how much you're paid for the whole assessment period – not just from the date you report them.

The way Universal Credit is worked out is different to tax credits.

## 5. Will I receive the same amount from Universal Credit as I did before?

As your benefits are ending and you need to move to Universal Credit some of the normal eligibility rules for claiming are different. This is known as 'transitional protection'. To get transitional protection you must claim by your deadline date.

On Universal Credit, most people will be entitled to the same amount they received from their previous benefits, or more.

If your circumstances change before you make your claim, this may affect the amount you get.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you:

- have children
- have a disability or health condition which prevents you from working
- need help paying your rent – called Housing Costs
- you are caring for someone

## 6. How is Universal Credit worked out?

Your Universal Credit award is calculated based on your circumstances each month. These are called your 'assessment periods'. This is different to tax credits which are calculated yearly.

## 7. I need help with paying my rent.

If you need help with housing costs you must claim Universal Credit as you will no longer be able to claim Housing Benefit to cover rent.

You have to inform Universal Credit how much weekly rent you are charged, if this includes any service charges and if there any rent increases each year.

The Housing Cost element is paid direct to you each month with all your other entitlement. You can speak to your landlord and request the housing element is paid direct to your landlord if you meet the qualifying criteria.

## 8. How will I manage 5 weeks without a payment?

Your claim starts on the day you submit it in your account, however it usually takes around 5 weeks to get your first payment.

If you need help with your living costs while you wait for your first payment, you can apply for an advance within your Universal Credit online account.

You'll need to pay back your advance in instalments from your future Universal Credit payments. Call your rents officer to discuss any concerns you may have.

## 9. How do I apply for Universal Credit?

You will need to make the claim yourself online or over the phone. When you receive the letter from the DWP inviting you to claim it will explain how to claim and give you numbers to call if you need further information.

It is a good idea to work out the best date to make your claim. For instance, not too close to the date you receive employment income because of how the assessment periods for Universal Credit work and the day after you receive a benefit like working tax credits as this and other benefits will stop once the Universal Credit claim is made. Also take into account that your first payment date is 5 weeks after you make your claim and will be the same date each month so chose a date that will help you to budget best.

You will manage your own claim either online via your 'journal' or by calling Universal Credit directly.

## 10. Will I stay on my current benefits if I don't claim in the 3 month window?

If you do not claim Universal Credit by the 3 month deadline, all your benefits will end. You will not receive any transitional protection. This means if you claim after the 3 month window you could end up receiving less money than you were on before and if you do not claim at all you will receive no money.

### Useful contact details:

**0800 169 0328** – Universal Credit Migration Notice Helpline – Monday to Friday 8am – 6pm

**0800 328 5644** – Universal Credit general contact number

**0333 3212 200 – option 2** – Shropshire Towns and Rural Housing – call your rents officer to discuss concerns you may have about paying your rent, support you may need to make your claim and set up a payment plan.

Or email [rents@starhousing.org.uk](mailto:rents@starhousing.org.uk)