



Universal Credit desk aid



Signposting claimants

General information:

www.gov.uk/universalcredit
or search 'About Universal Credit'

Apply:

www.gov.uk/apply-universal-credit

Use the Universal Credit service centre or Helpline for:

Assisted telephone claim

You can ring Universal Credit service centre and make a claim over the telephone. A Universal Credit agent will input the claim.

Universal Credit advance

If you are waiting for payment and struggling financially you may be able to get a Universal Credit advance payment.

Call the Universal Credit helpline (not Freephone)

Monday to Friday 8am – 6pm

0345 600 0723

0845 600 0723

You can also use this number to report a change in your circumstances.

Postal address to send evidence for UC claim

Always make sure you keep a copy of anything sent.

FREEPOST RTEU-LGUL-SZLG

Universal Credit

Post handling Site B

Wolverhampton WV99 1AJ

Universal Credit is not paid if the person:

- Is under 18 or over 60 years and 6 months
- Is not single
- Has no National Insurance Number
- Has not lived in UK for last two years
- Has dependent children or paying is paying child maintenance
- Is pregnant or has given birth in last 15 weeks
- It not fit for work
- Is already receiving or appealing income based JSA, ESA, IS, SDA, DLA, PIP
- Is caring for someone who is disabled
- Has someone who acts on their behalf
- Does not have a 'bank' account that accepts electronic payments
- Owns a home that they have a mortgage on, or rent out
- Lives in supported/specified accommodation
- Earns over £338 per month
- Has savings/capital in excess of £6,000
- Is a company director or a member of a partnership
- Is in education or training
- Is an approved foster carer
- Does not earn any money in the first month - if becoming self-employed.

Jobcentres

Sunderland – John Street, Sunderland SR1 1QT Tel: 0345 604 3719

Southwick – Stoney Lane, Sunderland SR5 2JB Tel: 0345 604 3719

Houghton – Frederick Place DH4 4DL Tel: 0345 604 3719

Washington – Pennie House, Washington NE37 1LY Tel: 0345 604 3719

Personal budgeting support (PBS)

PBS is available to UC claimants identified as needing help via their work coach or the DWP service centre

Claimants can also self-refer via Sunderland City Council customer service Centre.

Signposting landlords

This information is for use by landlords only.

To access the DWP guidance for landlords including a frequently asked questions on rented housing and a landlord request for a managed payment or a rent arrears deduction please visit:

www.gov.uk/government/publications/universal-credit-and-rented-housing or www.gov.uk and search for Universal Credit and rented housing.

For escalation where eviction is imminent send an email to:

uc.servicecentrehousing@dwp.gsi.gov.uk

If no response to email telephone:

0345 266 0041

Between 10am and 12noon or 2 and 4pm

Affected areas postcodes:

SR1 1	SR1 2	SR1 3		
SR2 0	SR2 7	SR2 8	SR2 9	
SR3 1	SR3 2	SR3 3	SR3 4	
SR4 0	SR4 6	SR4 7	SR4 8	SR4 9
SR5 3	SR5 4	SR5 5		
SR6 7	SR6 8	SR6 9		
NE37 1	NE37 2	NE37 3		
NE38 0	NE38 7	NE38 8	NE38 9	
DH3 1				
DH4 0	DH4 4	DH4 5	DH4 7	
DH5 0	DH5 8	DH5 9		