



To: *All UC Full Service Landlords*

Date 12th March 2019

## **Social Rented Sector - Reporting April 2019 rent changes: advice for landlords**

1. We are writing to inform you of our plans to manage this year's rent changes in the Social Rented Sector (SRS).
2. This year we will be using a dual approach to managing changes. What this means is:

### **Claimant Actions**

- From 3<sup>rd</sup> April 2019, Claimants will be sent an action called a "To-Do" via their UC account. The To-do will be titled "Report any changes to your housing costs" to do.
- This will ask for responses to a number of questions such as;
  - Has your rent or service charge changed?
  - Do you wish to report any other changes to your housing?
  - When did your rent or service charge change?
- Depending on the claimant's response to these questions, they will then be prompted to declare and confirm their new housing costs if required.
- To mitigate the demand on Landlords during this period, DWP will be taking a risk based approach and have decided not to request verification in every case. We expect this to significantly reduce the number of verification requests landlords receive as a result of the annual rent changes.

### **Landlord Actions (NB – Portal Users Only)**

- In addition, if you are enrolled on the landlord portal, from mid-April DWP will make a downloadable file available of all of your tenants who have been verified via the portal
  - You will need to use this file to update the housing costs for each tenant listed
  - Once the file is populated, it can then be uploaded to the landlord portal
  - Any required adjustments to housing costs will be made to individual claimant payments, and claimants will be notified of this via their UC Journal. There will be no further action required from the claimant unless they dispute their revised UC housing costs
  - Once the file is uploaded and accepted, this will conclude all landlord actions
3. Landlord portal technical support during this exercise will be provided by the UC Portal Account Manager team, and we will advise you on how they can be contacted in due course
  4. For all other queries (including processing queries or non-portal support), please use your existing communications routes
  5. Alongside this note, please find attached an FAQ