

HELP MAKING A CLAIM & SUPPORT

Organisation	
Jordanthorpe Library – Access to PC and wifi; assistance with getting online, setting up email, accessing UC website to make a claim etc; signposting to advice and support.	Monday: 10am to 1pm Wednesday: 10am to 5pm Friday: 1pm to 5pm Saturday: 10am - 1pm
Greenhill Library – Access to a computer and wifi Assistance in using a computer in order to make an online claim such as creation of an email account, using a browser, or scanning documents, is usually available on Mondays from 11am until 1pm and on Wednesdays from 2pm until 4pm",	Monday: 10am to 6.30pm Wednesday: 10am to 5.30pm Friday: 10am to 5.30pm Saturday: 10am to 12.30pm
Lowedges Community Centre - Access to computers, printing and free wifi	Please call 0114 2372237 to find out the opening hours. Times will also be available on Facebook
Terminus Café – Access to free Wifi Access to a computer	Café is open Wednesday to Friday at 10 until 4pm – Wifi To access a computer please call 0114 237 8540 to arrange an appointment
Citizens Advice Sheffield – Advice Line	Monday to Friday, 10am to 4pm (except Bank Holidays). 03444 113 111
Local MP - Louise Haigh If you cannot obtain help from one of these sources we will be holding Universal Credit specific surgeries in the constituency office for the period of the rollout	Louise@LouiseHaigh.org.uk 0114 250 8113
Job Centre	0800 1690190
Universal Credit helpline	www.gov.uk/universal-credit 0800 328 5644
Illegal Money Lending Team	0300 555 2222
Sheffield City Council contact centre	0114 273 4567
Grace Food Bank (to find out how to refer please visit the website)	www.gracefoodbanksheffield.org.uk General Enquiries: 07964 896283

UNIVERSAL CREDIT WHAT DO I NEED TO KNOW?

If you or a member of your family is out of work or on a low income Universal Credit may affect you

1. Universal Credit will replace Jobseekers Allowance (JSA), Employment & Support Allowance (ESA), Income Support, Child Tax Credits, Working Tax Credits and Housing Benefit. As soon as you make your claim for Universal Credit, straight away these will stop being paid.
2. Universal Credit is run online; so you will have to make a claim online. You will no longer get letters by post. To get and send messages to the DWP you will need to use an online Journal.
3. **Your Universal Credit is paid monthly and instead of receiving Housing Benefit it will include your rent.** If you have any changes in circumstances / income, the amount of money you receive may change each month. You must check your Journal regularly to see the details of your payments, especially your Housing Costs (rent and service charges); **if there's a mistake it will be very difficult to correct.**
4. **Once you claim UC It is your responsibility to pay your rent to your landlord.**
5. For the first month of your claim you may be offered a 'payment in advance' (loan) to help with budgeting. This can include your Housing Costs and it will need to be paid back and will be taken from your future payments over the next 12 months.

DO	DON'T
Use your journal to inform your work coach of any changes to your household or income.	Don't forget to declare any changes in income or your household.
Use your journal to inform the DWP of any changes to your rent or service charge.	Don't forget to declare any changes including any increase to your rent or service charges.
Set up a direct debit or standing order for the same day as your Universal Credit payment*.	Don't delay making a claim. Your claim won't start unless you've hit the submit button.
Do ask for help if you don't understand.	Don't forget to tell your work coach if you need help with reading/writing or using a computer.
Check your payment breakdown on your journal regularly and pay your rent to avoid arrears.	Don't forget to pay your full rent as you now receive this money direct.
Plan your budget carefully as each payment is made per calendar month	Don't spend the money all at once.
Provide explicit consent on your journal if you would like someone to speak to DWP on your behalf.	Don't ignore messages or requests for information from your work coach.
Accept your claimant commitment and regularly check your journal.	Don't miss appointments with your work coach. Don't get sanctioned.
Keep your journal up to date.	Don't forget to log onto your journal regularly.
Remember your log in details & check your payments - mistakes happen. Write them down and keep safe.	Don't forget to Claim Council Tax Support separately.
Write your Journal Log in details down and keep it in a handy place.	Don't forget to update your telephone number if it changes
Don't struggle if you need support - ASK FOR HELP – Don't forget to update your telephone number!	