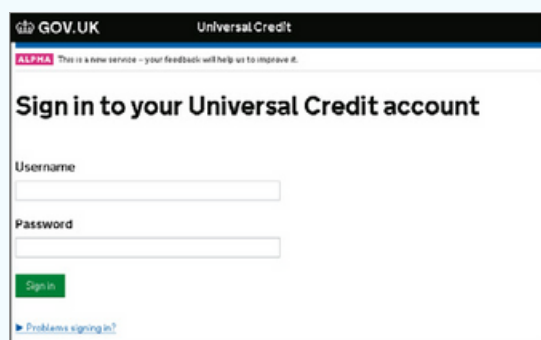


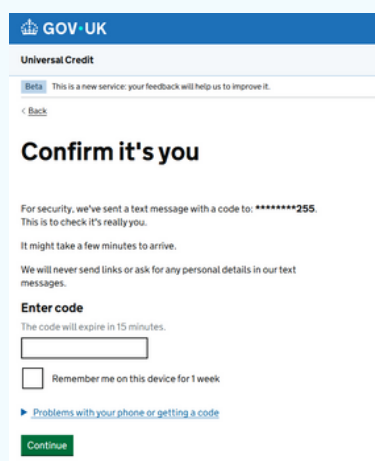
# Reporting A Rent Increase - Universal Credit

## Step 1

**Log into your Universal Credit account.** You'll need your email address, password and the mobile number you registered with your account to verify yourself.



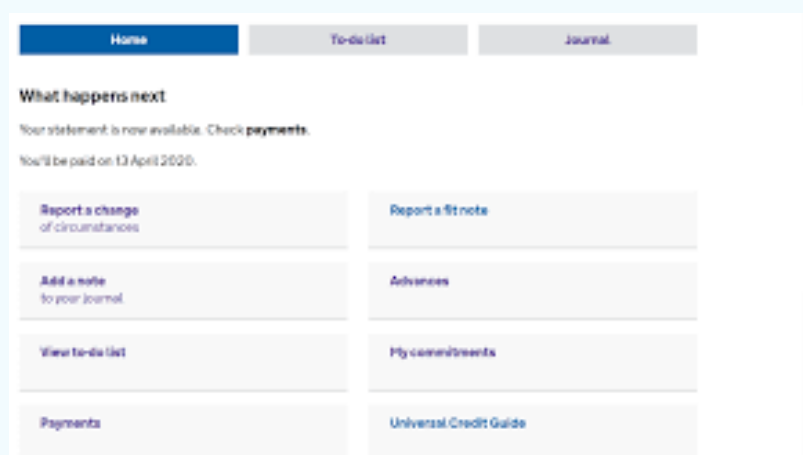
The screenshot shows the 'Sign in to your Universal Credit account' page on the GOV.UK website. It features a 'Username' field, a 'Password' field, and a green 'Sign in' button. Below the fields is a link that says 'Problems signing in?'. At the top, there is a banner for 'ALPHA' with the text 'This is a new service - your feedback will help us to improve it.'



The screenshot shows the 'Confirm it's you' verification page on the GOV.UK website. It displays a security message: 'For security, we've sent a text message with a code to: \*\*\*\*\*255. This is to check it's really you. It might take a few minutes to arrive. We will never send links or ask for any personal details in our text messages.' Below this is an 'Enter code' section with a text input field and a note 'The code will expire in 15 minutes.' There is also a checkbox for 'Remember me on this device for 1 week' and a link 'Problems with your phone or getting a code'. A green 'Continue' button is at the bottom.

## Step 2

**From the Home screen click 'Report a change'**



The screenshot shows the 'Home' screen of the Universal Credit account. At the top are three tabs: 'Home' (selected), 'To-do list', and 'Journal'. Below the tabs, it says 'What happens next' and 'Your statement is now available. Check payments. You'll be paid on 13 April 2020.' There is a grid of eight buttons: 'Report a change of circumstances', 'Report a fit note', 'Add a note to your journal', 'Advances', 'View to-do list', 'My commitments', 'Payments', and 'Universal Credit Guide'.

### Step 3

Click on the link for 'Where you live and what it costs'.

The screenshot shows the 'Report a change' page. At the top, there are three tabs: 'Home' (selected), 'To do list', and 'Journal'. Below the tabs, the heading 'Report a change' is followed by the instruction: 'You must tell us about any changes to your circumstances when they happen.' Underneath, a section titled 'What do you need to tell us about?' lists several categories with brief descriptions:

- Work and earnings**: Includes employment, self-employment, sick pay, and maternity allowance
- Health**: Includes illness, ongoing conditions, disability, pregnancy, time in hospital, and fit notes
- Living with a partner**: Includes details of a new partner and the date you started living together
- Caring for someone**: Includes who you care for, for how many hours a week, and time off from caring
- Bank account**: Includes bank or building society, sort code, and account number
- Children and other people who live with you**: Includes children, step-children, and anybody else who lives with you
- Personal details**: Includes name, date of birth, email, and phone number
- Where you live and what it costs**: Includes address, landlord, rent or mortgage, and service charges

At the bottom, there is a link: [▶ My change in circumstances is not listed](#)

## Where You Live And What It Costs:

To report a change in your rent or service charges, for example because your rent has gone up, you'll need the date that the change took effect and details of your new rent and service charge (if applicable) amount.

When you click the 'Where you live and what it cost' option you'll be asked 'What has Changed?' For a rent increase, click 'Something Else'.

The screenshot shows the 'Your housing change' page. At the top, there are three tabs: 'Home', 'To do list' (selected), and 'Journal'. Below the tabs, the heading 'Report a change' is followed by 'Your housing change'. Underneath, a section titled 'What do you want to tell us about your housing?' has two radio button options:

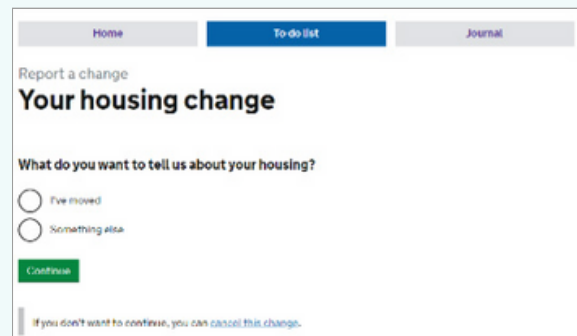
- ☐ I've moved
- ☐ Something else

Below the options is a green 'Continue' button. At the bottom, there is a link: [If you don't want to continue, you can cancel this change.](#)

## Reporting A Rent Increase To Universal Credit

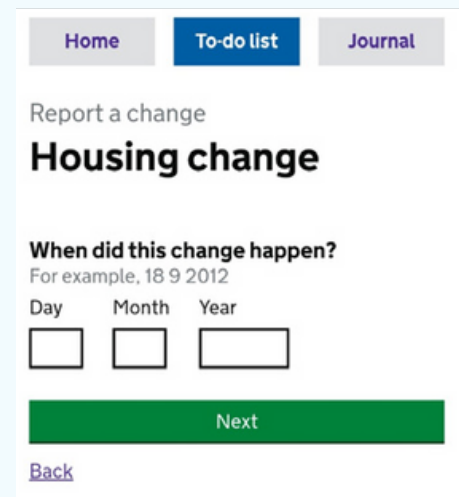
### What do you want to tell us about your housing?

select 'something else'.



The screenshot shows a web interface with three tabs: 'Home', 'To-do list' (selected), and 'Journal'. Below the tabs, it says 'Report a change' and 'Your housing change'. The question 'What do you want to tell us about your housing?' is followed by two radio button options: 'I've moved' and 'Something else'. The 'Something else' option is selected. A green 'Continue' button is below the options. At the bottom, there is a small link: 'If you don't want to continue, you can cancel this change.'

**When did this change happen?** Input the date your rent or service charges changed



The screenshot shows a web interface with three tabs: 'Home', 'To-do list' (selected), and 'Journal'. Below the tabs, it says 'Report a change' and 'Housing change'. The question 'When did this change happen?' is followed by the text 'For example, 18 9 2012'. Below this are three input fields for 'Day', 'Month', and 'Year'. A green 'Next' button is below the fields. At the bottom, there is a blue 'Back' link.

**Where do you live now?** Select the option in the list which starts 'I rent from a council or housing association'



The screenshot shows a web interface with the title 'Tell us where you live'. Below the title, it says 'Where do you live now?'. There are five radio button options: 'I rent from a council or housing association' (selected), 'I rent from a private landlord', 'I live in a property I own (with or without a mortgage)', 'I rent-buy through a shared ownership scheme', and 'I'm in temporary accommodation'.

## Reporting A Rent Increase To Universal Credit

**Do you have Housing Costs?** Select 'Yes' if you're named on the tenancy agreement, and 'No' if you aren't. If you have chosen 'Yes' you'll then have the following questions to answer:

### Housing costs

#### Do you have housing costs?

'Housing costs' are things like rent, mortgage payments or service charges. You definitely have housing costs if you get Housing Benefit.

☒ Yes  
☐ No

**How much rent do you pay** Input the figure for the rent charge only, not including any service charges – and you'll need to

**Select how often you pay rent** which is usually weekly for Jigsaw Homes tenants.

Alternatively, if you're unsure, you can contact us on 0300 111 1133 or 0300 011 1144, and we will be able to provide you with the details over the phone.

Report a change

### Housing: rent payments

#### How much rent do you pay?

This is the amount of rent you have to pay under your rental agreement.

£  .  00

Select how often you pay rent

Weekly

Next

**How much do you pay in service charges** Input the figure for the service charges – and you'll need to **Select how often you pay service charges** which is again usually weekly for Jigsaw Homes tenants. If you have no service charges, you will need to put £0.00 in this section and still select a frequency, or it won't let you move on.

**Next you'll be asked if you have rent-free weeks. As a Jigsaw Homes tenant you need to say "Yes" – you have 2 rent-free weeks per year.**

**Declaration – check your answers and if you're happy they're all correct, choose 'Yes I confirm these details are correct'**