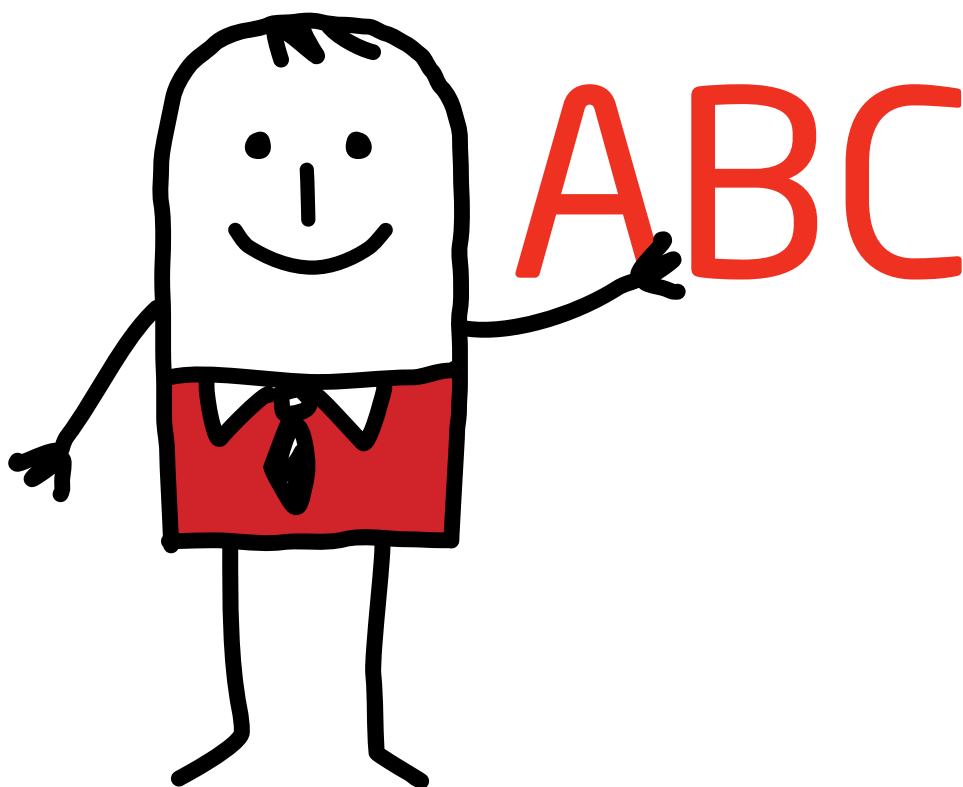


LMH
Liverpool Mutual Homes

UC *Universal
Credit*

Over to U

Let's make it as easy as...



Pride in Our Homes, Proud of Our Neighbourhoods

As easy as ABC

Universal Credit is a new benefit that replaces a range of other benefits, including Housing Benefit. There are things that you can do now to help prepare for Universal Credit.

A

APPLY ONLINE

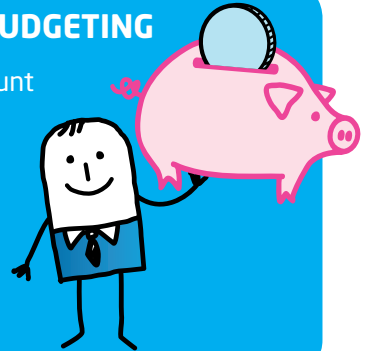
You will need access to the internet as all claims will be done online. If you are having trouble accessing the internet, get in touch, we may be able to help you.



B

BANK ACCOUNT & BUDGETING

You will need a bank account as Universal Credit will be paid directly into your account. This will be paid monthly so you will need to think how you are going to budget monthly.



C

CONTACT US

It's really important that you get in contact with us as soon as you make a claim for Universal Credit. This will notify us that we will no longer receive your rent in the usual way and that you will now make your own rent payments. When you make a claim, you may be asked for a copy of your tenancy agreement and a current rent statement. We can provide you with these documents.

Which benefits will Universal Credit replace?

- Housing Benefit
- Income based Job Seeker's Allowance
- Income related Employment & Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit

This will be paid directly to you, in one monthly lump sum.
This means that you will need to pay your rent to us.

IF YOU DON'T, YOU RISK LOSING YOUR HOME!

You may not be affected now, but you could be affected in the future, so it's important that you are ready.

Over to U



You will be responsible for paying your rent directly to us.

Here to help

Contact us on the numbers below or alternatively email welfarereform@liverpoolmh.co.uk

- If you are confused by the benefit changes
- If you are struggling to manage your money
- If you need support to open a bank account or to get online

 **0300 123 2300**

 **0800 678 1894**

LMH CONNECT

Head Office

The Observatory, 1 Old Haymarket, L1 6RA
Opening times: Monday to Friday, 8.30am to 5.30pm.

North Office

Clubmoor, Clubmoor Community Centre
181 Townsend Lane, L13 9DY
Opening times: Monday to Friday, 9.00am to 5.00pm.

South Office

Unit One, Montrose Business Park, Tattersall Way, off Edge Lane, L7 9PX
Opening times: Monday to Friday, 9.00am to 5.00pm.

Please note, on Wednesday all offices are closed from 9.00am to 10.30am for staff training.



info@liverpoolmh.co.uk www.liverpoolmutualhomes.org