



# How To Update Your Housing Costs To-Do

*This guidance is current as of 16.04.2020 and will be updated if this changes.*

*If you are having any difficulties updating this or you are not sure what your new rent charge is then please contact us on 0800 011 3447 and we can help you.*

## Update Your Housing Cost To-Do screens walkthrough

1.

The screenshot shows a navigation bar with three items: 'Home', 'To-do list', and 'Journal'. The 'To-do list' item is highlighted in blue. Below the navigation bar, the text reads 'Report a change' followed by the main heading 'Update your housing costs'. A callout box points to the 'To-do list' item in the navigation bar, stating: 'The Update your Housing Costs To-do will be in your To-Do list in your Universal Credit account'. Below the heading, there are three paragraphs of text: 'Your rent may have changed in April 2020. You must update your housing details with the new information.', 'If your rent is changing, you should have details of this change from your landlord. Use it to complete the to-do.', and 'Update your details as soon as possible. You may end up having to pay money back if your details are wrong.' Below the text is a green 'Continue' button and a blue 'Back' link. A second callout box points to the 'Continue' button, stating: 'Click continue to move on to the next question.'

2.

The screenshot shows the 'Housing costs: changes' screen. It starts with 'Report a change' and the heading 'Housing costs: changes'. Below this are two questions: 'Has your rent changed?' and 'Have your service charges changed?'. Each question has two radio button options: 'Yes' and 'No'. A callout box on the right side of the screen contains the following text: 'You need to say yes to say that your rent has changed.', 'If you also pay service charges then you have to say whether or not your service charges have changed.', and 'If you are not sure of your rent or service charge then contact us on 0800 011 3447 and ask us.' Below the questions is a green 'Continue' button and a blue 'Back' link. A callout box points to the 'Continue' button, stating: 'Click continue to move on to the next question.'

3.

Report a change

## Housing costs: date of change

### When did your housing costs change?

Check the letter from your landlord for the date of the change.

Day    Month    Year  
       

[Continue](#)

[Back](#)

Now enter the date of the rent increase. The date should be **06/04/2020**.

Click continue to move on to the next question.

4.

Report a change

## Housing costs: rent

You are currently charged £408.95 per month in rent.

### How much will you be charged for your new rent?

Do not include any service charges or rent arrears.

£  .

### How frequent is your new rent?

- Weekly
- Fortnightly
- Four weekly
- Monthly
- Quarterly

[Continue](#)

[Back](#)

The Universal Credit system will now display the current rent and frequency held on your account. (This will be your old rent charge)

Enter your new rent charge and select **weekly** as the frequency.

Click continue to move on to the next question.

5.

Report a change

## Housing costs: service charges

You are currently charged £2.70 per month in service charges.

### How much will you be charged for your new service charges?

Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£  .

### How frequent are your new service charges?

- Weekly
- Fortnightly
- Four weekly
- Monthly
- Quarterly

[Continue](#)

The Universal Credit system will now display the current eligible service charge and frequency held on your account.

Enter your new eligible service charge amount and select weekly as the frequency.

Click continue to move on to the next question.

6.

Report a change

## Confirm your new housing costs

Please review the information entered.

### Housing costs

Your rent has changed  
Your service charges have changed  
Your housing costs changed on 1 April 2020  
You pay **£422.85** rent every month  
You pay **£2.78** in service charges every month

### Are these details correct?

- Yes, I confirm these details are correct
- No, I want to change these



I declare that the information I have given is correct and complete

I understand that if I fail to promptly report changes in my circumstances which I know will affect my entitlement to Universal Credit I may be liable to prosecution or have some other financial sanction taken against me.

I understand and make the declarations above

[Continue](#)

You will now be provided with a summary of the information you have entered.

If you notice a mistake you should select No, I want to change these so that you can make a correction.

If the information is correct you should select Yes, I confirm these details are correct.

You also need to tick that you understand the declaration before you can continue.

Click continue to move on to the final section.

7.

Report a change

# This change has been reported

You've told us about a change that happened in a previous Assessment Period.

Call 0800 328 5644 (Textphone: 0800 328 1344) in the next 5 days if you think you may have been underpaid or overpaid. You'll need a good reason why you were late reporting a change.

Calls to 0800 numbers are free from landlines and mobiles.

If this affects your claimant commitment we'll be in touch.

### Has anything else changed?

Your payment is based on your current circumstances. You must report all changes to your claim.

[Report another change](#)

[Back to to-do list](#)

The wording of this confirmation screen will depend on the date your To-do was actioned.

If you are reporting the change to your rent in an Assessment Period that doesn't include the 06/04/2020 you will need to request a backdated payment from 06/04/2020 on your journal. You must include the reason you have not reported the change sooner.

If you have had any other change of circumstance then you can click on report another change.

If you have no other changes to report then click on Back to to-do list.