



Department
for Work &
Pensions



Universal Credit Full Service

Partnership Manager Pack:
Private Rented Sector Landlords

UC *Universal
Credit*

Opening up work_

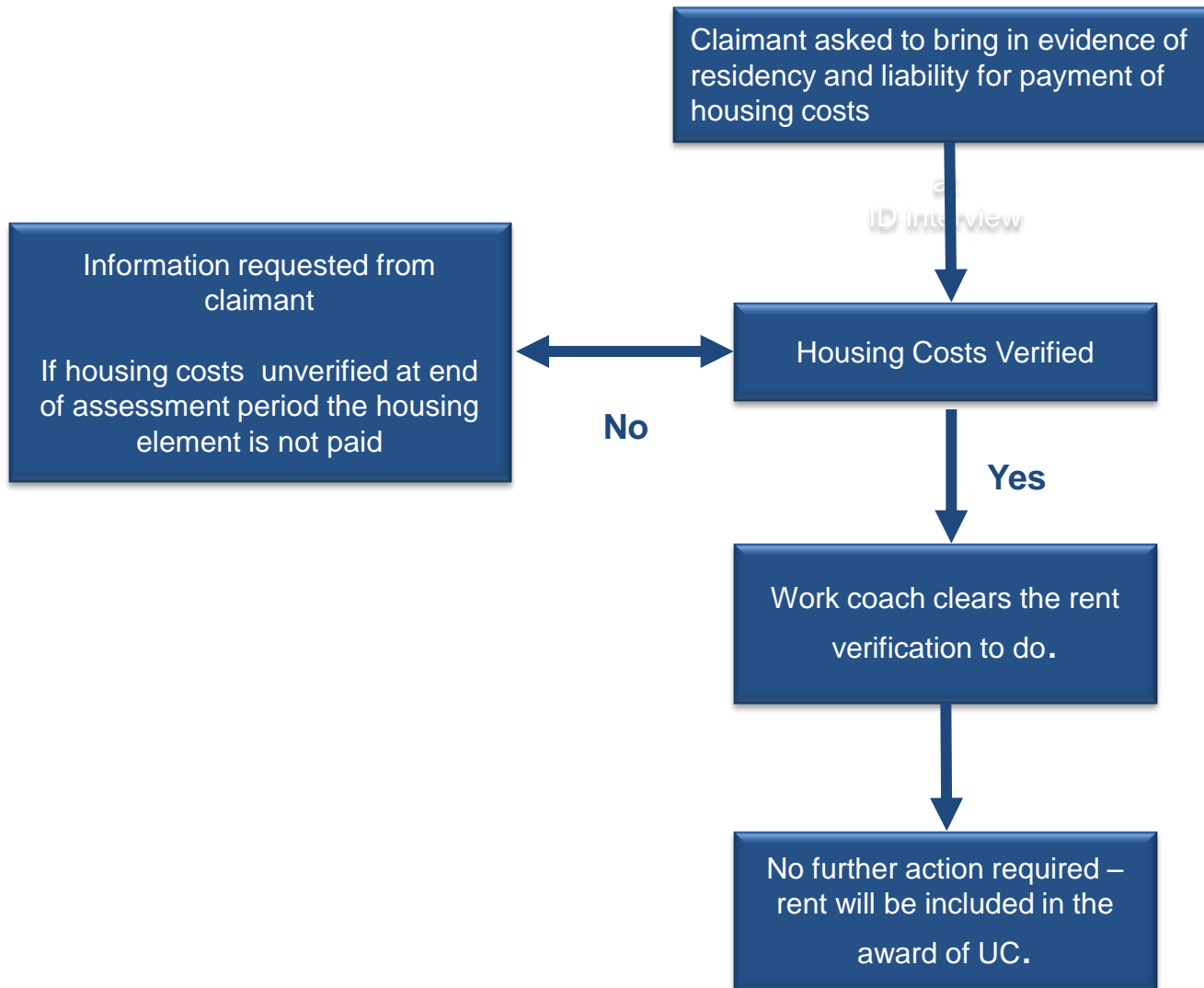
Verification of Housing Costs

To be eligible for Housing Costs the claimant must provide sufficient documentation to verify two criteria :

1. Proof of address/residency
2. Liability for housing payments

The claimant is not required to provide a new tenancy agreement when claiming UC – merely their original tenancy and subsequent letters from the landlord detailing any variances.

Verification of Housing



Alternative Payment Arrangements: Managed Payment to Landlord

Key Messages

- Alternative Payment Arrangements (APAs) exist for paying a claimant's Universal Credit in ways other than the standard methods. One of these APAs is known as a Managed Payment To Landlord (MPTL) where the housing element of the UC award can be paid directly to the landlord, minimising the risk of claimants failing to pay their rent.
- When rent arrears occur a landlord can apply for a MPTL.
- Although rent arrears are the most common reason for requesting an MPTL, there are other considerations that we take into account. These are known as Tier 1 (of which arrears is one) and Tier 2 factors, which are detailed on the next slide.
- Claimant consent is not required for an MPTL request, although the claimant is given 7 days to prove they are not in the arrears necessary for an MPTL, or are in a formal dispute with the landlord (that is registered with the LA).
- A landlord can also apply for arrears of rent to be deducted from a claimant's UC (a Third Party Deduction). This can be also made on the UC47 form.

Applying for an MPTL

You

- Complete the UC47 available from Gov.uk
- E-mail to UC - address provided within the form.

Claimant

- Claimant is given 7 days to respond to a journal entry where they have opportunity to provide evidence they are not in arrears or are in an official dispute with landlord. (a response/consent is not required to implement the MPTL)

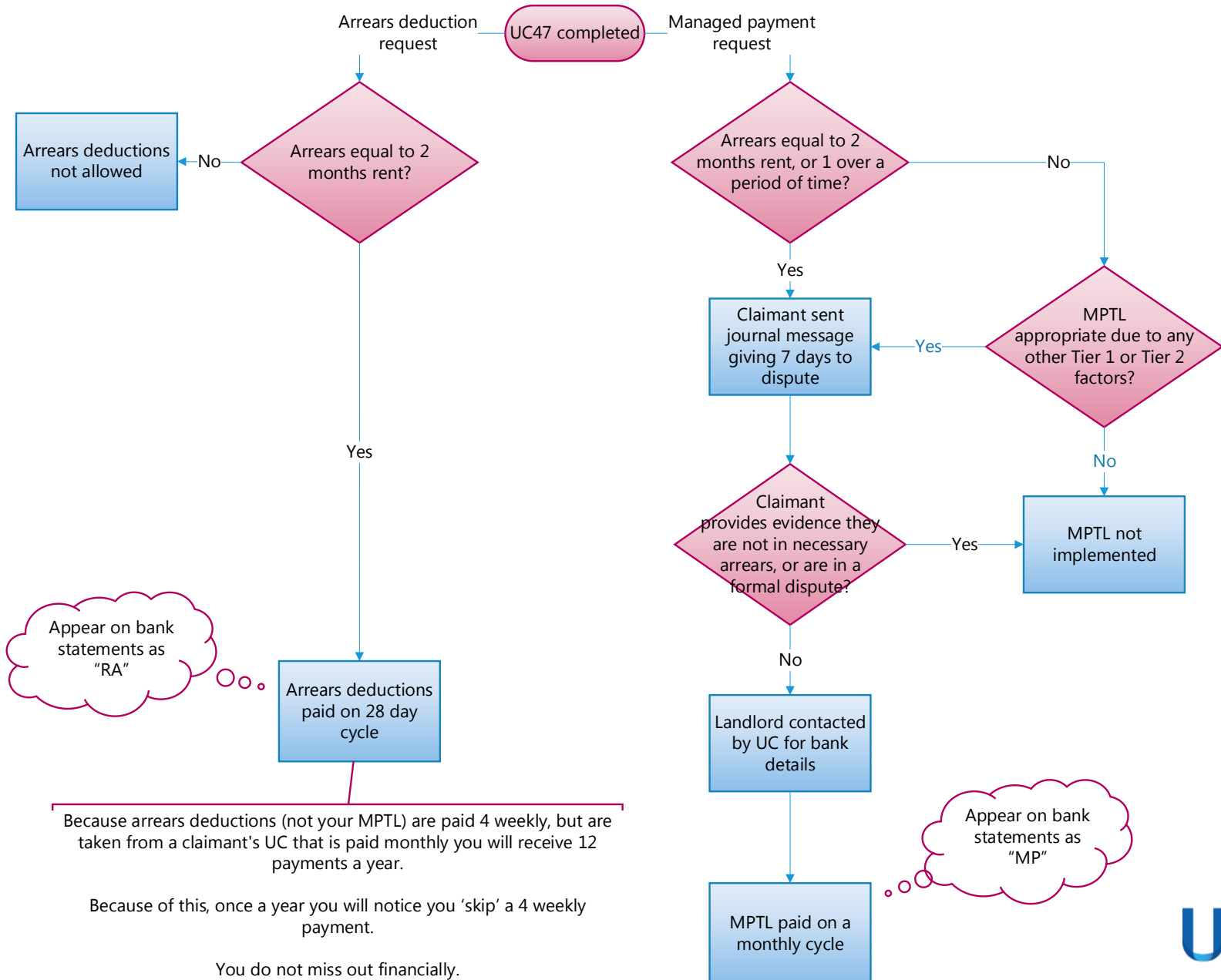
DWP

- A case manager will contact you to obtain your bank details and any other necessary information.



MPTL in payment

Dealing with your UC47



Alternative Payment Arrangements: Managed Payment to Landlord (MPTL)

UC awards & Housing Costs

A claimant's Universal Credit award is a single award, made up of elements according to their circumstances, including housing.

These are then used in the calculation of the maximum possible amount payable, after which there may be deductions and earnings which will determine the total amount payable each month.

An MPTL pays to a landlord an amount of UC up to the value of the eligible housing costs on behalf of the UC claimant.

You would need to make arrangements with your tenant to ensure the remainder of any rental liability is covered.

Disclosure

Explicit Consent

- The claimant must provide explicit consent before information can be disclosed to a representative they wish to act on their behalf.
- For explicit consent to be effective the claimant must state:
 - That they give consent for their personal information to be disclosed
 - What information they want to be disclosed
 - Why the information is needed
 - The name of the third party representative who they want to handle the issue on their behalf and the name of the third party organisation (where it applies)

Disclosure

What DWP can disclose

- Landlords may ask for their tenant's rent to be paid directly to them without the need for explicit consent from the claimant.
- The claimant is informed about the request for Alternative Payment Arrangements (managed payment to the landlord). The claimant does not need to reply to give their consent.
- Once the APA is in place, the following information can be disclosed to the landlord, if requested:
 - The start date of the managed payment and/or third party deduction
 - When you can expect to receive the first managed payment and/or the third party deduction from DWP
 - The amount of the next payment of the housing costs.
 - If there have been any changes to the UC housing costs, the reason for the changes will not be provided or discussed.
- The claimants personal circumstances will not be discussed or why an APA was refused.

Other Sources of Information

Universal Credit Toolkit :Covers a range of UC topics including: UC & You, Work Allowances, Information for families, claims with 2 or more children, Self-Employment, Housing Costs, Claimant Commitments and health or disability.

<https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations>

Universal Credit Statistics: Provides statistics on: Breakdown by Jobcentre Plus office, age of UC claimants, Employment Status of claimants & Conditionality Regimes

<https://www.gov.uk/government/collections/universal-credit-statistics>

Universal Credit & Landlords: Provides information on the following areas: Guide for Landlords, Service Charge Guidance, Housing costs & Disclosure guidance, Rent changes advice for April 18, April 18 rent change – Live Service Only, Landlord information on 18-21 year olds, PBS & APA arrangements.

<https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2>

Landlord Newsletter

<https://www.gov.uk/government/publications/universal-credit-landlord-engagement-newsletters>

Partnership Managers: A list of who to contact when escalation is required.

<https://www.gov.uk/government/publications/dwp-partnerships/national-partnership-teams>