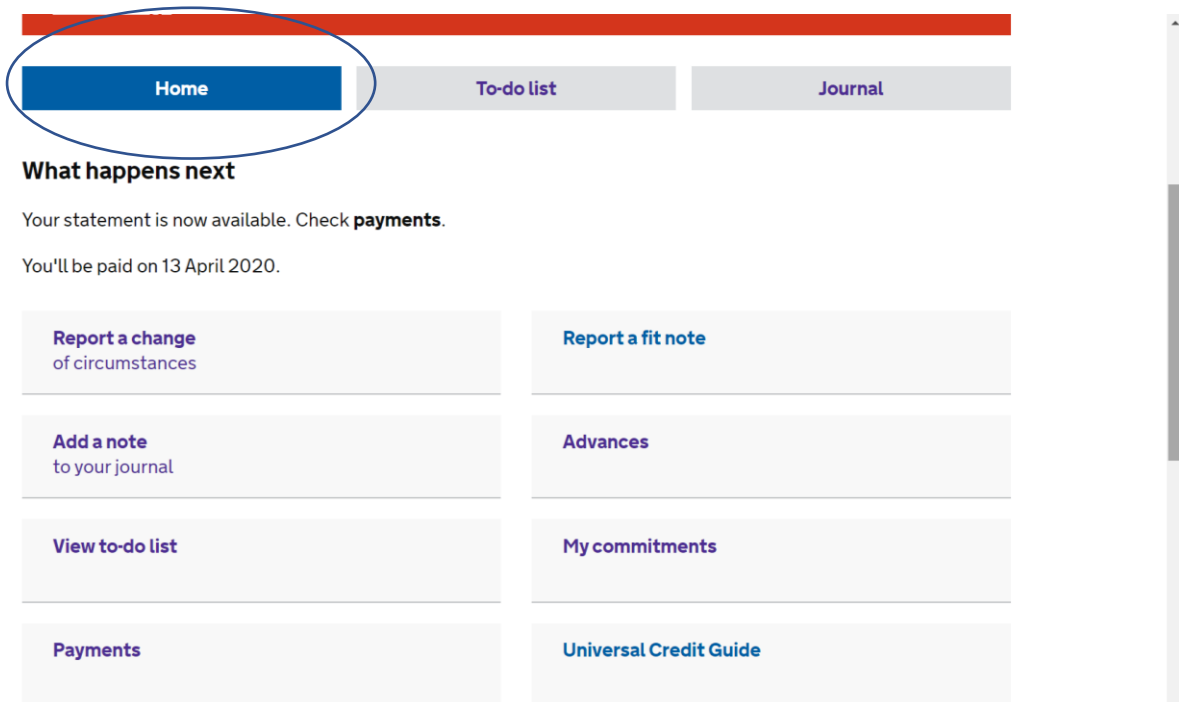


How to report a rent change to Universal Credit

To report a rent change, you will need your universal credit login information and your rent change letter sent to you by CCHA.

- Log in to your universal credit portal, using your log in information.
- After logging in please go to the **'Home'** tab shown in blue:



The screenshot shows the Universal Credit portal interface. At the top, there is a red navigation bar with three tabs: 'Home' (highlighted in blue and circled), 'To-do list', and 'Journal'. Below the navigation bar, the main content area is titled 'What happens next'. It contains the following text: 'Your statement is now available. Check **payments**.' and 'You'll be paid on 13 April 2020.'. Below this text 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'.

- Click on the top left entry of **'Report annual housing costs change'**
- Click the green **'Continue'** button:

Report a change

You must tell us about any changes to your circumstances when they happen.

What do you need to tell us about?

Report annual housing costs change

Includes rent and service charge changes as advised by letter from your landlord

Health

Includes illness, ongoing conditions, disability, pregnancy, time in hospital, and fit notes

Caring for someone

Includes who you care for, for how many hours a week, and time off from caring

Work and earnings

Includes employment, self-employment, sick pay, and maternity allowance

Living with a partner

Includes details of a new partner and the date you started living together

Bank account

Includes bank or building society, sort code, and account number

Report a change

Update your housing costs

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.

Update your details as soon as possible. You may end up having to pay money back if your details are wrong.

Continue

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- Choose which one changed (rent or service charges). If you're not sure about the service charges, click **'Yes'** to that one as well.
- Then Click the green **'Continue'** button.

Report a change

Housing costs: changes

Has your rent changed?

Yes No

Have your service charges changed?

Yes No

[Continue](#)

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- The change to your rent (or service charge) happened on: **06th April 2020**. Enter this date as shown below.
- Click on the green '**Continue**' button

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
06	04	2020

[Continue](#)

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- As per CCHA's rent change letter, under '**How much will you be charged for your new rent**' please enter the weekly amount stated in the letter.
- In the list below, under the '**How frequent is your new rent?**' option, please choose '**Weekly**'
- Click on the green '**Continue**' button

Report a change

Housing costs: rent

You are currently charged £578.80 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

- As per CCHA's rent change letter, under '**How much will you be charged for your new service charges**' please enter the weekly amount stated in the letter.
- In the list below please, under the '**How frequent is your new service charges?**' option, please choose '**Weekly**'
- Click on the green '**Continue**' button

Report a change

Housing costs: service charges

You are currently charged £37.96 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](#)

- Select **Yes** to confirm all details are correct and **tick** the declaration box and finally, the green '**Continue**' button

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](#)

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[Home](#) [To-do list](#) [Journal](#)

Report a change

This change has been reported

Thank you for telling us about this change.

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](#)



You have now reported your new rent information to Universal Credit

For further assistance, please contact the Welfare and Debt Advice Officer on: 020 8633 8767