



Department  
for Work &  
Pensions

**Kay Wilkinson**  
OED Housing Lead

To: National Housing Federation

**Date** 15th March 2018

**Social Rented Sector - Reporting April 2018 rent changes: advice for landlords update**

Following my earlier communication in February, I am writing to update you on the April 2018 Universal Credit annual rent changes approach for Universal Credit Full Service claimants.

As previously notified, claimants will be required to report the change in housing costs via their on-line account. This action will normally generate a verification request to the Landlord.

In an effort to mitigate the demand on Landlords during this period, DWP has taken a risk based approach and have decided not to request verification in every case.

However, due to vital development work on Universal Credit we have not been able to update the Landlord Portal in time for 1<sup>st</sup> of April. As a result Landlords on the Portal will receive an automated verification request for every UC tenant who reports their change.

These will need to be actioned to ensure the correct housing amount is paid. Housing costs will continue to be paid at the existing level until the landlord and claimant have cleared their actions.

We are working to get the Portal updated for Spring 2018 but until this time landlords may see a higher number of verification requests.

I will provide a further update when this change happens.

Yours sincerely

**Kay Wilkinson**

OED Housing Lead