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*New Colleagues*

#### **Update on Universal Credit Housing Costs**

I wanted to take the opportunity today to provide you with an update on some work that we have been undertaking to improve the way we pay Universal Credit (UC) housing costs to Landlords.

Let me begin by thanking you for your input and support while we have been designing these improvements. We have listened to what you told us.

One of the key things Social Landlords have told us is that receiving your payment at the same time as your tenant receives theirs, and being able to access a schedule of payments on the Landlord Portal, would greatly improve your ability to manage payments and reconcile UC Housing Costs.

As a result, I'm pleased to let you know that this week, we have started a small-scale test with a small group of Social Landlords to align the way that we pay Managed Payments to Landlords (MPtL) with a claimant's Assessment Period. This means you will receive the housing cost element at the same time as your tenant receives their UC payment.

This will also involve those Social Landlords in the test receiving a daily schedule of their tenants housing cost payments where there is a Managed Payment in place, through the Landlord Portal.

As ever, we will develop and learn from you as we progress, but subject to a successful test we aim to roll this approach out to all Social Landlords on the Landlord Portal early in 2020. The Portal Account Manager Team will be leading this work and will be in touch in the New Year to update you on progress.

Additionally, the service will also now be enabled to automatically pay Private Rented Sector Landlords where a Managed Payment to Landlord (MPtL) is in place and for the majority of cases we will now use a payment reference which is either the tenancy reference provided when requesting the MPtL, or the tenant's postcode and full name.

I hope that you will welcome this news and would like again to thank you for your continued collaboration and input to help us to continuously improve our UC service.

Yours Sincerely

A handwritten signature in blue ink, appearing to read 'Neil Couling', with a long, sweeping underline that extends to the right.

Neil Couling  
Universal Credit SRO