

To: All Universal Credit Portal Landlords

Date: March 2022

### **Social Rented Sector – April 2022 Annual Rent Changes Update:**

In 2022 you will need to verify all annual rent changes reported by tenants.

We are making this change to reduce fraud and error caused by annual rent changes.

As in 2021 the to-do will be issued to landlords via the Portal for all portal-managed claimants.

The to-do will be visible in your Portal to-do list and will be called 'Confirm tenant's housing costs'. It will be possible to filter/search for this to-do using the current filter and search functionality in the Portal. To-dos will be listed by AP end date to help you prioritise the list.

The following screens explain the information you will be asked to provide. This includes:

- Whether the claimant is your tenant and liable for housing costs at the address stated
- Frequency of rent and the rent liability
- Whether service charges are liable, and the frequency and amount of charges
- The date the changes are effective from

Once completed, the information will be presented to you to review, and amend if necessary, before submitting the to-do. Please be aware that if the claimant has an outstanding '**Provide tenancy details**' to-do, this should be completed before completing the '**Confirm tenant's housing costs**' to-do. '**Provide Tenancy Details**' contains information not in the shortened to-do and is required before we can update the details we hold via Confirm Tenants Housing Costs.

### **'Report tenant's current housing costs' to-do**

You cannot use the 'Report tenant's current housing costs' to-do during annual rent change. This is to stop housing costs being reported more than once. You will be able to use it again later in the year.

## Screen 1 – Confirmation of Address & Housing Cost Liability

Confirm tenant's housing costs

### Confirming your tenant's housing costs

John Smith

1 Roman Way, London, SE15 2JZ

**Is this person your tenant and liable for rent at this address?**

Yes  No

You need to tell us about:

- rent
- eligible service charges
- when tenants are charged (monthly, weekly etc)

Only use this to-do if you're telling us about a tenant's current housing costs.

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## Screen 2 – Provide Rent, Service Charge & Effective Date Information

Confirm tenant's housing costs

### New housing costs

John Smith

1 Roman Way, London, SE15 2JZ

#### How often do you charge rent?

Weekly 

#### What is the rent?

Do not include any service charges or rent arrears.

£ 200.00

#### Do you have service charges?

Only include eligible charges.

Yes  No

#### How often are the service charges?

Weekly 

#### What are the eligible service charges?

£ 2.00

#### What date are these costs effective from?

1 April 2022  
 4 April 2022  
 Other

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## Screen 3 – Check & Submit

Confirm tenant's housing costs

### Check new housing costs

John Smith

1 Roman Way, London, SE15 2JZ

Here is the information you have given us about your tenant's housing costs.

Make sure you check it.

You can change anything that is wrong before you send it.

#### Housing cost details

Date of change	4 April 2022	<a href="#">Change</a>
Rent	£200.00 per week	<a href="#">Change</a>
Eligible service charges	£2.00 per week	<a href="#">Change</a>

Submit

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Below, you will find an FAQ to answer any questions you may have. Further information will be available via the Portal.

Q: When can claimants report a change to their rent?

A: All changes need to be made once they have happened (i.e. after the rent has changed in April). We would be grateful if you can remind your tenants of the information, they need to report to their UC account and the date of this change in any communications. Claimants will receive a to-do asking for the information.

Q: Will SRS landlords be able to upload their own lists of tenants' rent changes?

A: No. The Portal does not support this.

Q: Will I need to re-apply for any APA and third-party deductions or will they automatically continue once a claimant reports any changes in housing costs?

A: As long as the address is the same (i.e. this is a change of housing costs only and not a change of circumstances), APAs and third-party Deductions will continue.

Q: Our rents will not change on the 1st April, they will change at a point later in the year, what do we do?

A: Reporting rent changes remains claimant responsibility. We are exploring options for non-April rent changes, however, at present we are only able to offer a service that supports when the majority of rents change (April).

Q: Will a UC claimant be required to give a breakdown of rent and service charges, or just the total rent chargeable?

A: It's important your tenants can distinguish between eligible and non-eligible service charges as they will be asked to provide details of the amount of rent they are charged, and then the amount of eligible service charges.

Q: Will the claimant have to provide details about the number of bedrooms, rent free weeks, or who is on the tenancy etc. when they complete the To-do?

A: No.

Q: How will Absent Joint Tenancies work?

A: Claimants will receive a To-do, and our aim is for these to be managed on the portal by April. Further information will follow about this change when it is ready to go-live