

New claim - Housing Benefit or Universal Credit?

If the claimant is single, has a partner who is not a pensioner or has 2 children or less

The claimant contacts www.gov.uk/universal-credit to make a claim.
Council Tax Reduction may also apply.

If the claimant, their partner or both of them are pensioners

Claim for Housing Benefit and Council Tax Reduction via the council website

If the household has more than 2 children

The claimant applies for Child Tax Credit via DWP and any other legacy benefits including Housing Benefit/Council Tax Reduction via the council website unless Universal Credit has been received within the previous six months.
Legacy benefits no longer apply if reclaiming Universal Credit

Claimants in Temporary Accommodation

(i.e. provided to discharge the LA's duty under homeless legislation)

Claimants in Exempt Accommodation

(i.e. A resettlement place assisted by a grant under section 30 of the jobseekers act, 1995 and accommodation provided by non metropolitan county council, a Housing Association, Registered charity or voluntary organisation where care, support or supervision is provided)

Claimants in specified Accommodation

(i.e. Accommodation provided by a council, Housing Association, RSL, voluntary organisation, and also hostel accommodation, provided by a Local Authority where the claimant receives care, support or supervision)

Claimant that has left their home due to Domestic Violence and in a hostel

provided by a Local Authority where the claimant receives care, support or supervision

Claim for Housing Benefit and Council Tax Reduction via the council website

If Universal Credit was claimed before 13 June 2018 (prior to Universal Credit Full Service)

The DWP will write when a claim needs to be made on the full service platform
