



Lewes District Citizens Advice

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Help with Universal Credit

Universal Credit is a new benefit which helps people on a low income or not in work meet their living costs. It combines six benefits, including Housing Benefit and Working Tax Credit, into a single monthly payment.

To help people prepare for Universal Credit, Citizens Advice is highlighting how it differs to previous benefits.

Three key changes the charity wants people to be aware of are:

- Universal Credit payments are made in arrears once a month, rather than every week. The date you get paid will depend on when you make your claim.
- Payments will go straight into your bank account. This means you may need to set up standing orders for expenses, like rent, if it was paid directly to your landlord under the old benefits system.
- New Universal Credit applications, and any change in your circumstances, need to be made [online](#).

Last year, the government made a number of changes to Universal Credit to help people avoid financial difficulty while they wait for their first payment. This includes the removal of the seven waiting days before a claimant can apply for Universal Credit.

We can help at every stage of the process - from guiding someone through the online application form, to offering budgeting advice and helping people best manage their monthly payment.

Some clients are experiencing long delays before receiving the first payment so it is important to get in touch with us as soon as you are experiencing difficulties or complications with the application process.

For more information contact your local Citizens Advice on 03444 111 444, find drop in details of opening times on our website www.lewesdistrictcab.org.uk

Notes to editors:

1. The Citizens Advice service comprises a network of local bureaux, all of which are independent charities and the national charity Citizens Advice. Together we help people resolve their money, debt, legal and other problems by providing information and advice and by influencing policy makers. For more information please visit our website www.lewesdistrictcab.org.uk. We are also on Twitter @lewescab1.
2. The advice provided by the Citizens Advice service is free, independent, confidential and impartial and is available to everyone regardless of race, gender, disability, sexual orientation, religion, age of nationality.
3. The majority of our staff are trained volunteers, working at around 3,500 offices across England & Wales.