LOCAL TENANT MATTERS
SUPPORT WITH RENT & MONEY MATTERS

🏠 Managing Your Rent on Universal Credit

Are you in receipt of Universal Credit or have you had a change of circumstances meaning your income has reduced.

If you are applying for Universal Credit you should be aware that if your Universal Credit payment includes money for your housing costs then it is your responsibility to make sure this is paid to Manor Estates. There are various ways you can do this:

- **You can set up a direct debit or standing order so your rent is paid automatically each month.**
- **If you're worried about falling behind on rent you can ask your work coach or add a note on your journal about an Alternative Payment Arrangements (APA) – this allows rent to be paid directly from your UC to your landlord.**

If you've already missed payments, don't panic. Get in touch as soon as possible so we can discuss how we can support you!

📌 Universal Credit (UC) – What You Need to Know



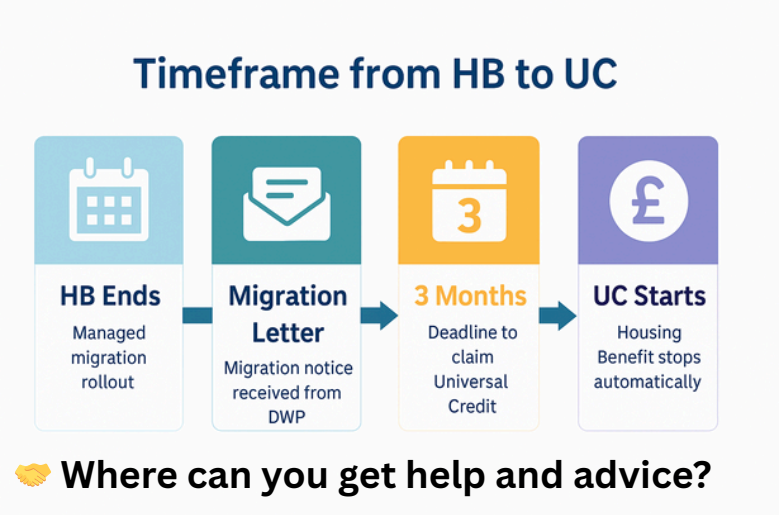
Managed Migration: If you're still on Housing Benefit, you will be asked to move to Universal Credit. You'll get a letter from DWP with instructions – don't ignore it as your Housing Benefit will stop after the deadline on your letter.

Paying Your Rent: Rent is included in your UC payment. This means it's your responsibility to make sure your rent is paid to us. You can request for the housing element to be paid directly to your landlord if you are struggling, please be aware that your first housing element payment will still be sent direct to you.

Advance Payments: If you're moving onto UC and facing a gap in income, you can apply for an advance payment – but remember this is a loan and will be deducted from future UC payments.

Changes to Your Circumstances: Always update UC if anything changes (job, income, household) – otherwise your payments may be wrong and you could fall into arrears.

👉 If you're unsure, we can help explain your UC housing element and how it affects your rent.



🤝 Where can you get help and advice?

If you are worried about arrears, please reach out early. Support is available:

Citizens Advice Edinburgh
Free, confidential advice on benefits, debt, budgeting, and housing.
📞 0131 510 5510 | 🌐 citizensadviceedinburgh.org.uk

CHAI (Community Help & Advice Initiative)
Specialist advice on welfare rights, money, and housing.
📞 0131 442 2100 | 🌐 chaiedinburgh.org.uk

CAP (Christians Against Poverty)
Debt counselling and budgeting support.
📞 0800 328 0006 | 🌐 capuk.org

Edinburgh Advice Shop
Help with benefit applications, appeals, and budgeting.
📞 0131 200 2360 | 🌐 edinburgh.gov.uk/adviceshop

What other support is available?

Welfare Rights Service 📝
Our Welfare Rights Officer can check that you're receiving all the benefits you're entitled to. They can also help with applications, appeals, and making sure nothing is missed.

Energy Advice Service 🔌
Energy costs are high, but our Energy Advisors can help you reduce your bills. They can look at your tariff, give tips on lowering usage, and check if you qualify for grants or discounts to make your home more affordable to run.

Money Advice Service 💷
If debt feels overwhelming, our Debt Advisors can help ease the pressure so you can focus on keeping your rent up to date.

CONTACT US

👉 Please get in touch by calling 0131 510 8540 option 5 if you'd like support in any of these areas.