

# Help to Claim Project

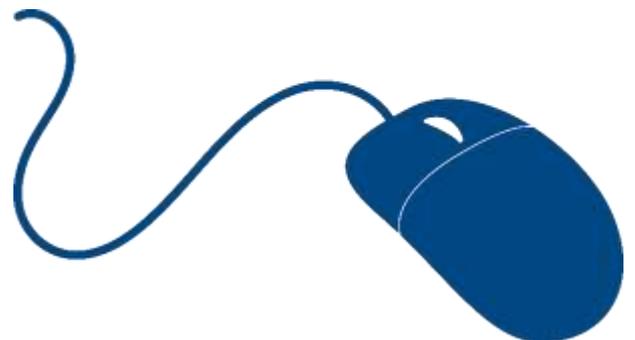
Universal Credit  
Support Service



## 6. Completing your 'to-do list'

citizens  
advice

Westminster



## Your 'to-do list'

Once you have created your online account, you will have to answer questions about your situation. This is called your 'to-do list'.

## Before you start

It is best to gather details about your situation before you make your application for UC. You will need the following information for you (and your partner if you are both applying):

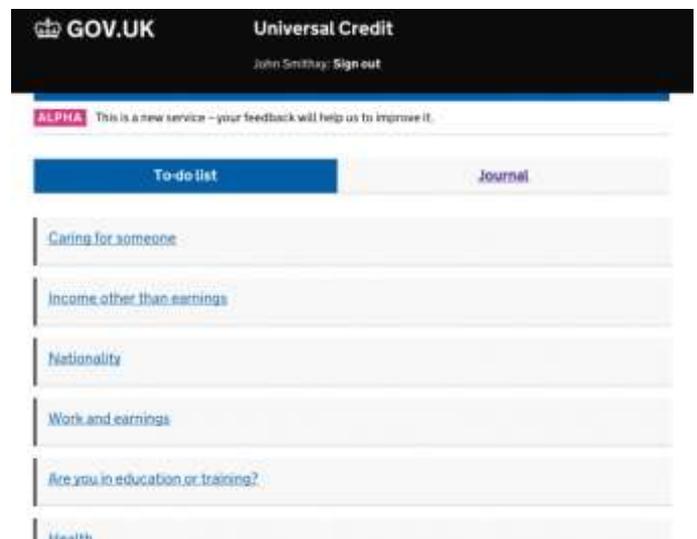
- National Insurance number
- Post code
- Type of accommodation (e.g. private rental, council tenant, or housing association tenant)
- Monthly rent or mortgage amount
- Any service charge you pay
- Address and phone number for your landlord
- Bank account details (sort code and account number)
- Earned income from work (recent payslips)
- Income not from work (e.g. a pension)
- Savings or capital you have (e.g. shares or property)
- Details of any other benefits you are getting

- Childcare costs (if you want to claim these)
- Child benefit reference numbers (these will be on the letters you received from the DWP about Child Benefit)

## Completing your 'to-do list'

Log into your UC account:

<https://www.gov.uk/sign-in-universal-credit>



You will then see a section titled 'to-do list'. You will need to answer all the questions in this section before you can submit your claim.

Remember it is best to do this as soon as possible, or it could delay your first payment.

If you are making a claim with your partner, you may need to wait until your accounts are linked to answer some of the questions.

You will have different sections in your to-do list with questions on your:

- nationality
- housing situation and who lives with you
- work situation
- income and any savings you have
- education and training
- health
- children and anyone you care for
- bank account

Please make sure all the names and numbers are correct. When you enter details about any money you pay, you will need to write down how many pennies you paid - for example if your rent is £750, write down '£750.00'.

If you are not sure of something, check any documents or emails you have.

Once you have completed all the questions in a section, you cannot edit your answers until you have finished all of the other sections

If you put in the wrong details, you might be paid the wrong amount or there might be a delay to your payment. If you are paid too much, you will have to pay it back.

## After you have filled in the form

You will need to agree that the information you have given is correct.

If your situation changes, you should update the information on your account as soon as possible. Your UC might be stopped or reduced if your details are not correct.

**Verify your identity:** you have to prove your identity with documents like a passport, photo driving license, bank details or utility bills. This can be done online (via the Gov.UK Verify Service) or at your local Job Centre.

## Next Steps

You still have a few more things to do before you finish your claim; you need to:

- book your appointment at the Jobcentre
- complete any new tasks in your 'to-do list' - you'll need to do these before you go the Jobcentre
- go to your interview at the Jobcentre

You haven't finished your application until you've been to your appointment at the Jobcentre. You'll need to gather evidence and answer a few questions at your interview, so it's best to prepare.

*Read the next leaflet in this pack for more information:*

## **7. Your UC interview**

## **Other benefits and money you can get**

It can take 5 weeks or more to get your first UC payment, but you can ask to have some money paid sooner. Find out more about advance payments of UC by contacting our advisers (see below for details). You can also ask for Direct Payments for your housing costs to go directly to your landlord.

You might also be able to get money from other benefits too - for example, if you're a carer or have a long-term health condition.

If you're struggling to pay for food, you could get assistance from a local food bank.

You can find out more by contacting our Help to Claim team.

## **UC Support Service: Help to Claim Project**

Our **Help to Claim team** are here to help you with your UC Claim.

Call and speak to our Help to Claim team on

**0800 144 8 444 (free phone)**. Lines are open 8am to 6pm, Monday to Friday

Or visit: [www.westminstercab.org.uk/advice/universal-credit/](http://www.westminstercab.org.uk/advice/universal-credit/)