

Housing Benefit/Universal Credit

We know that the shift from Housing Benefit to Universal Credit is a worry for many landlords and that is why we work with local agencies to do everything possible to ensure rent is paid. We work closely with the local council, the DWP and the CAB. This is a unique arrangement and is possible because of our Community Interest Company status; our partners know we are a responsible and ethical agency.

As a landlord, you can be assured that all tenants on our register, who are in receipt of Universal Credit, will be working with our partners to best ensure rent is paid. Our tenants also get the extra benefits of then receiving money management skills should they require it.

Landlords who use our Income Management or Housing Management services can also rest assured that should any tenant find themselves having to claim Universal Credit, they will be advised by us and put in touch with our partners for support.

Our view is that anyone can lose their job, struggle to find work, be on low wages, or have insecure hours. Most people cherish their home and will do everything possible to look after it and ensure their rent is paid. That is why we don't exclude tenants just on the basis that they are in receipt of benefits.