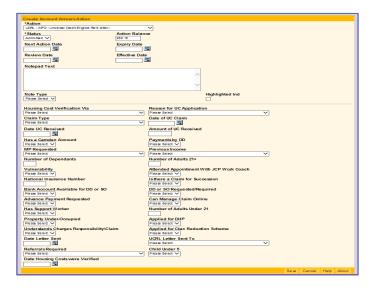
Universal Credit

Quick reference list of Northgate Action Codes

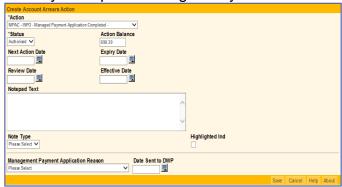
UCRL (UNIVERSAL CREDIT ELIGIBLE RENT LETTER)

Create the code, generate the letter and send to tenant. Complete the triage questions (screen below).



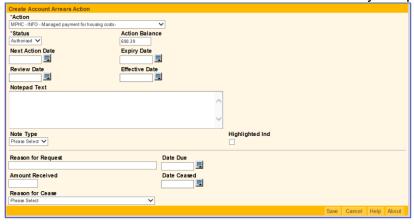
MPAC (MANAGED PAYMENT APPLICATION COMPLETED)

Create when you request Managed Payments for housing costs.



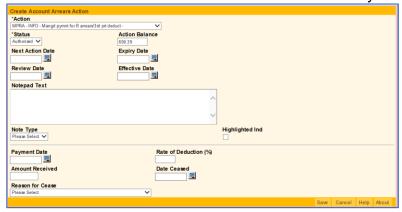
MPHC (MANAGED PAYMENT FOR HOUSING COSTS)

Create when confirmation received from the DWP that they will pay the housing costs to us.



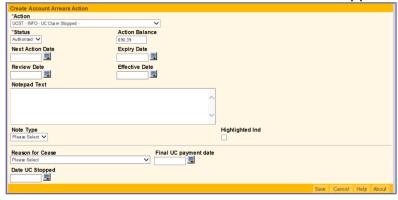
MPRA (MANAGED PAYMENT FOR RENT ARREARS)

Create when confirmation received from the DWP that they will pay the arrears to us.



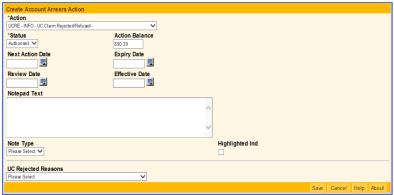
UCST (UC claim stopped)

Create when notification received that the claim has stopped. Update the reason and dates.



UCRE - (UC claim refused/rejected)

Create when notification received that the claim has been rejected / there is a nil entitlement and update reason.



MPOP (Overpayment of Managed Payments)

Use if you receive notification from the DWP that a tenant has been overpaid. Contact the tenant to find out why it happened. You may need to ask the Welfare Rights Team to examine if the overpayment decision is correct. Once you have established that the tenant has been overpaid, forward the notification to the Rents Support team and ask them to issue a refund to the DWP.

