

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).

Create Account Arrears Action

*Action: UCRL - INFO - Universal Credit Eligible Rent Letter

*Status: Authorized

Action Balance: £0.00

Next Action Date: [Date Picker]

Expiry Date: [Date Picker]

Review Date: [Date Picker]

Effective Date: [Date Picker]

Note Type: [Please Select]

Housing Cost Verification Via: [Please Select]

Reason for UC Application: [Please Select]

Claim Type: [Please Select]

Date of UC Claim: [Date Picker]

Date UC Received: [Date Picker]

Amount of UC Received: [Please Select]

Has a Camden Account: [Please Select]

Payments by DD: [Please Select]

MP Requested: [Please Select]

Previous Income: [Please Select]

Number of Dependents: [Please Select]

Number of Adults 21+: [Please Select]

Vulnerability: [Please Select]

Attended Appointment With JCP Work Coach: [Please Select]

National Insurance Number: [Please Select]

Is there a Claim for Succession: [Please Select]

Bank Account Available for DD or SO: [Please Select]

DD or SO Requested/Required: [Please Select]

Advance Payment Requested: [Please Select]

Can Manage Claim Online: [Please Select]

Has Support Worker: [Please Select]

Number of Adults Under 21: [Please Select]

Property Under-Occupied: [Please Select]

Applied for DHP: [Please Select]

Understands Charges Responsibility/Claim: [Please Select]

Applied for Ctax Reduction Scheme: [Please Select]

Date Letter Sent: [Date Picker]

UCRL Letter Sent To: [Please Select]

Referrals Required: [Please Select]

Child Under 5: [Please Select]

Date Housing Costs were Verified: [Date Picker]

Save | Cancel | Help | About

MPAC (MANAGED PAYMENT APPLICATION COMPLETED)

Create when you request Managed Payments for housing costs.

Create Account Arrears Action

*Action: MPAC - INFO - Managed Payment Application Completed

*Status: Authorized

Action Balance: £90.39

Next Action Date: [Date Picker]

Expiry Date: [Date Picker]

Review Date: [Date Picker]

Effective Date: [Date Picker]

Note Type: [Please Select]

Management Payment Application Reason: [Please Select]

Date Sent to DWP: [Date Picker]

Save | Cancel | Help | About

MPHC (MANAGED PAYMENT FOR HOUSING COSTS)

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

Create Account Arrears Action

*Action: MPHC - INFO - Managed payment for housing costs

*Status: Authorized

Action Balance: £90.39

Next Action Date: [Date Picker]

Expiry Date: [Date Picker]

Review Date: [Date Picker]

Effective Date: [Date Picker]

Note Type: [Please Select]

Reason for Request: [Please Select]

Date Due: [Date Picker]

Amount Received: [Please Select]

Date Ceased: [Date Picker]

Reason for Cease: [Please Select]

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MPRA (MANAGED PAYMENT FOR RENT ARREARS)

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

The screenshot shows the 'Create Account Arrears Action' form for MPRA. The form is titled 'MPRA - INFO - Mangd pymnt for R arrears3rd pt deduct'. It includes the following fields and options:

- Action:** MPRA - INFO - Mangd pymnt for R arrears3rd pt deduct
- Status:** Authorized
- Action Balance:** 690.39
- Next Action Date:** [Date field]
- Expiry Date:** [Date field]
- Review Date:** [Date field]
- Effective Date:** [Date field]
- Notepad Text:** [Text area]
- Note Type:** Please Select
- Highlighted Ind:**
- Payment Date:** [Date field]
- Rate of Deduction (%):** [Text field]
- Amount Received:** [Text field]
- Date Ceased:** [Date field]
- Reason for Cease:** Please Select

Buttons at the bottom: Save, Cancel, Help, About.

UCST (UC claim stopped)

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

The screenshot shows the 'Create Account Arrears Action' form for UCST. The form is titled 'UCST - INFO - UC Claim Stopped'. It includes the following fields and options:

- Action:** UCST - INFO - UC Claim Stopped
- Status:** Authorized
- Action Balance:** 690.39
- Next Action Date:** [Date field]
- Expiry Date:** [Date field]
- Review Date:** [Date field]
- Effective Date:** [Date field]
- Notepad Text:** [Text area]
- Note Type:** Please Select
- Highlighted Ind:**
- Reason for Cease:** Please Select
- Final UC payment date:** [Date field]
- Date UC Stopped:** [Date field]

Buttons at the bottom: Save, Cancel, Help, About.

UCRE – (UC claim refused/rejected)

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

The screenshot shows the 'Create Account Arrears Action' form for UCRE. The form is titled 'UCRE - INFO - UC Claim Rejected/Refused'. It includes the following fields and options:

- Action:** UCRE - INFO - UC Claim Rejected/Refused
- Status:** Authorized
- Action Balance:** 690.39
- Next Action Date:** [Date field]
- Expiry Date:** [Date field]
- Review Date:** [Date field]
- Effective Date:** [Date field]
- Notepad Text:** [Text area]
- Note Type:** Please Select
- Highlighted Ind:**
- UC Rejected Reasons:** Please Select

Buttons at the bottom: Save, Cancel, Help, About.

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.

Create Account Arrears Action

***Action**
MPOP - INFO - Managed Payment Overpayment -

***Status**
Authorised

Action Balance
-1547.88

Next Action Date
[]

Expiry Date
[]

Review Date
[]

Effective Date
[]

Notepad Text
[]

Note Type
Please Select

Highlighted Ind

Managed Payment Over Payment Amount
[]

Managed Payment Overpayment Period Start
[]

Managed Payment Overpayment Period End
[]

Save Cancel Help About