How to apply for a Managed Payment on the UC Portal

1. Managed payments (MP) are also known as alternative payment arrangements (APA).

2. MPs allow us to apply for direct payments from the DWP of the housing costs that would normally be paid to the tenant as part of their UC payment. We can also apply for contributions from the tenant's personal allowance towards any rent arrears.

3. Use the Portal to request a MP for any tenant whose verification was completed via the Portal.

4. You can apply at any time (even if you have only just completed the verification) if the tenant:

   a. owes 2 months or more of the full weekly charge;
   b. has continually underpaid for over 2 months and so accrued arrears of more than one month's rent;
   c. falls into one of the 'tier 1 or 2' vulnerability criteria. These include rent arrears or other debts, mental health issues, learning difficulties, previously homeless and addiction problems. The full list comes up as part of the application form so just tick all the boxes that apply.

5. Ideally, you will have had the usual full conversation with your tenant before making the application, but it is not essential to obtain their permission.

6. To apply, find your tenant by selecting the '**Tenants**' tab at the top of the screen. Type the tenant's name in the search box and click submit. (If you cannot find your tenant, see the second section of this guidance).

7. Select your tenant from the names that appear. A summary page of their details will come up. Click on 'request alternative payment arrangement of rent arrears deduction' to bring up the form.

8. The rest of the form is self-explanatory, with tick boxes asking:
    a. which payments you are requesting.

What are you requesting?

☐ Managed payment to landlord

☐ Deduction for rent arrears

    b. the reasons for your request; tick all that apply in both tiers:

Tier 1 reasons for request

Select all that apply.

☐ 1.1 Drug/alcohol and/or other addiction problems e.g. gambling

☐ 1.2 Learning difficulties including problems with literacy and/or numeracy

☐ 1.3 Severe/multiple debt problems

☐ 1.4 In temporary and/or supported accommodation

☐ 1.5 Homeless

☐ 1.6 Domestic violence/abuse

☐ 1.7 Mental health condition

☐ 1.8 Currently in rent arrears/threat of eviction/repossession

☐ 1.9 Claimant is young: a 16/17 year old and/or a care leaver

☐ 1.10 Families with multiple and complex needs

Tier 2 reasons for request

Select all that apply.

☐ 2.1 Third party deductions in place (e.g. for fines, utility arrears, etc)

☐ 2.2 Claimant is a refugee/asylum seeker

☐ 2.3 History of rent arrears

☐ 2.4 Previously homeless and/or in supported accommodation

☐ 2.5 Other disability (e.g. physical disability, sensory impairment, etc)

☐ 2.6 Claimant has just left prison

☐ 2.7 Claimant has just left hospital

☐ 2.8 Recently bereaved

☐ 2.9 Language skills (e.g. English not spoken as the 'first language')

☐ 2.10 Ex-Service personnel

☐ 2.11 NEETs - Not in Education, Employment or Training

9. The final page looks like this (and your details will be automatically populated):

How much does the tenant owe in rent arrears?

£ [____] . [__]

Have you discussed this request with your tenant?

( ) Yes   ( ) No

Your details

We might want to discuss this request or tell you about our decision.

Phone number

[_____]

Email address

[_____]

[Submit]

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How to apply for Managed Payments
for SRS verifications submitted via our UC in box

1. For verifications not done on the Portal, there is a slightly different form, but with similar questions. The main change is that you must include our bank details.

2. The criteria and tiers are **exactly** the same as for Portal cases.

3. Access the form here: digital form. It's a good idea to add this link to 'favourites'.

4. The opening screen will look like this:

Apply for direct rent payments

Coronavirus (COVID-19) and Universal Credit
Our priority is to ensure all payments to claimants are made on time. Your application may take longer than usual. There is no need to contact us or make a duplicate application.

You can use this service if you're a landlord and your tenant is getting Universal Credit.

You can apply for the following to be paid directly from their monthly payment:

• regular monthly rent
• rent arrears

You'll need to give your bank details to use this service.

[Start now >]

5. A series of self-explanatory screens follows, asking for rent details, reason for application (tick box), tenant details, your contact details. For the landlord's name insert: LB Camden. For the landlord's address use: Town Hall, Judd Street, London WC1H 9JE.

6. On the screen that asks for our bank details, insert the tenant's pay ref. in the payment reference box. Complete the rest of the details exactly as follows:

The rent will be paid into this bank account.

Account holder

| LB Camden Rents Account |

Sort code

| 50 | | 30 | | 03 |

Account number

| 24312827 |

<mark>Payment reference</mark>

The reference you choose here is what you'll see on your payment schedule

| |

Creditor reference number (if known)

You will have this if you've previously set up payment schedules with the DWP. It can be found on your last payment schedule. For example 0000012345

| 0000018803 |

(That's 5 zeros before the 18803).

7. The final summary screen allows you to check your answers before submitting.