

# The Migration Notice letter - moving to Universal Credit



This information can also be found on the Moving to Universal Credit wiki – see below

Moving to Universal Credit

[rixwiki.org/camden/11089/](http://rixwiki.org/camden/11089/)



## What is happening?

Some old benefits are ending including

- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Child Tax Credit
- Working Tax Credit



## What should I do?

Look out for a letter from the Department of Work and Pensions (DWP) called a **migration notice**



The letter will tell you to apply for Universal Credit



When you get the letter, apply for Universal Credit



The letter will tell you when you **must** apply for Universal Credit by



This is usually **3** months from the date the letter was sent to you



**You must apply for Universal Credit in time – if you do not, your benefits will stop**

**Do not apply for Universal Credit before you receive the letter**



Before you start to apply, check you are on the correct benefits – there are helplines at the end of this letter



The letter will tell you how to apply for Universal Credit



## There are 2 ways to apply for Universal Credit



1

Claim online at

Move to Universal Credit if you get a Migration Notice letter

[gov.uk/dwp/move-to-uc](http://gov.uk/dwp/move-to-uc)

2

If you cannot claim online call the government's Universal Credit helpline



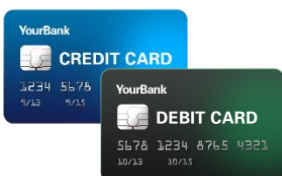
Phone: **080 01 69 03 28**

Relay UK: **18001** then **080 01 69 03 28**

When you apply you need to have your **ID** ready - this could be



your passport



or your debit or credit card



**Please don't worry – there is help available if you need it**



**Ask for help if you need it**

If you need help to apply for Universal Credit, you can phone the Universal Credit Migration Notice helpline



Tell them that you need help to apply for Universal Credit and that you have a learning disability



Examples of help you might want to ask for are

- extra time to apply for Universal Credit



- help to claim Universal Credit by phone



- someone to visit you at home to talk about Universal Credit



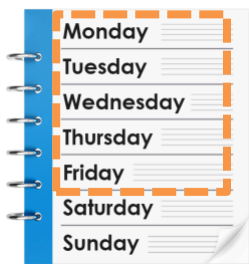
You can contact the Universal Credit Migration Notice helpline by

Phone: **080 01 69 03 28**



Relay UK: **18001 then 080 01 69 03 28**

Relay UK is for people who cannot hear or speak on the phone



You can contact the Universal Credit Migration Notice helpline

**Monday to Friday**



**8am to 6pm**

### Other help on offer

Call the Citizens Advice **Help to Claim** helpline for benefits advice on

**080 01 44 84 44**





You can contact the Camden Disability Action (CDA) information and advice line by

Phone: **020 38 33 11 25**

Text: **075 43 57 27 93**

You can contact CDA from



**10am to 4pm**

Support for the Deaf community - contact Nezar Abul-Ela (BSL Advisor)



Text or WhatsApp to

**079 16 03 11 91**



Phone Video Relay Service (for hearing residents)

**020 81 06 05 50**



Camden Advice Network – visit their website by clicking on the link below

Camden Advice Network

[camden.gov.uk/camden-advice-network](https://camden.gov.uk/camden-advice-network)



Contact Mencap's Learning Disability Helpline at  
[Helpline@mencap.org.uk](mailto:Helpline@mencap.org.uk)

**080 88 08 11 11**



### **What will happen after I apply for Universal Credit?**

If you apply for Universal Credit before the deadline date, you will get your old benefit for 2 more weeks



The rules are different if you get Working Tax Credit or Child Tax Credit



You should start to get your Universal Credit money about 5 weeks after you apply for Universal Credit



You can apply for a short-term advance on future Universal Credit payments



You can call the Universal Credit helpline about this after you've made your claim – see page 5



Your Universal Credit money might be more money than your old benefit money



Your Universal Credit money might be less than your old benefit money



If you apply for Universal Credit before the deadline date and your Universal Credit money is less than your old benefit money, you might get some extra money called transitional protection



The extra money means you might get up to the same amount of money as you got on your old benefit



The extra money you get might change in the future