



Department
for Work &
Pensions

www.dwp.gov.uk

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Dear Colleagues,

Update on Universal Credit Housing Costs - Managed Payment to Landlord

I wanted to take the opportunity to provide you with an update on work we have been undertaking to improve the way we pay Universal Credit (UC) housing costs to landlords.

Let me begin by thanking you for your ongoing input and support while we have been designing and testing these improvements, especially for your time commitment during this extraordinarily difficult time.

When I last wrote to you in late December, I set out our plans to start a small scale test with a group of Social Landlords to align the way that we pay Managed Payments to Landlords (MPtL) with a claimant's Assessment Period. Despite the unprecedented volume of claims that we have received and the substantial changes that the Department has introduced at pace during this period, I am pleased to confirm that we have now successfully completed testing of the payment alignment feature.

We will begin rolling this feature out to all Portal landlords, commencing next month. This means that going forwards you will receive the housing cost element at the same time as your tenant receives their UC payment, as well as allowing you to access payment information via the Landlord Portal, where a managed payment is in place. This should greatly improve your ability to manage payments and reconcile UC housing costs, helping you to support your tenants during this period.

We are currently finalising our roll-out approach, and the team will contact you two weeks before your go-live date, when you will also be issued with detailed guidance to help you use the new feature and obtain support if needed. During testing we found that most landlords found this was sufficient time to transfer to the new payment method and that the process was quick and easy with few needing support. If you are aware of any particular reasons why you may

require more than 2 weeks' notice, please let the team know and we will take this into account when developing our schedule.

Further information is attached to help you understand the feature, including information on how payment reconciliation data is provided. If you have any questions about the feature or the roll-out arrangements, please contact: TP-LP.MPTL@DWP.GSI.GOV.UK

I hope that you will welcome this news and would like to thank you again for your continued collaboration and input to help us continuously improve the UC service.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Neil Couling', written in a cursive style.

Neil Couling
Universal Credit SRO