

# Universal Credit Trusted Partners

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## Trusted Partners

Trusted Partners are registered social landlords (including stock owning Local Authorities) that have made an agreement with DWP. They have agreed to support their tenants, where possible with financial and personal budgeting issues. In exchange they are allowed to request alternative payment arrangements (APAs) for their tenants whenever they identify a need. DWP will implement them without challenge.

The following organisations are Trusted Partners: (you can search the list using Ctrl + F, pressing the control key and holding it down and then pressing the F key at the same time. This generates a search box allowing you to type in the text required which will then highlight that text in the list)

- A1 Housing Bassetlaw Ltd
- A2Dominion
- Aberdeen City Council
- Aberdeenshire Council
- Abertay Housing Association
- Accent Housing
- Accord
- Acis Group Ltd
- Adactus Housing Association
- Adur District Council
- Affinity Sutton Homes
- Albyn Housing Society Ltd
- Aldwyck Housing Group
- Alliance Homes
- Almond Housing
- ANCHO Limited
- Anchor
- Angus Council
- Angus Housing Association Ltd
- Arawak Walton Housing Association Limited
- Arches Housing
- Arcon Housing Association
- Ardenglen Housing Association
- Argyll Community Housing Association

- Arhag Housing Association Limited
- Arun District Council
- Ashfield District Council
- Ashford Borough Council
- Ashton Pioneer Homes
- Aspire Housing
- Aster
- ateb group
- Atrium Homes
- Axiom Housing Association Ltd
- Ayrshire Housing
- B3 Living
- Babergh District Council
- Barnet Homes
- Barnsley Council
- Barony
- Barrow Borough Council
- Basildon Borough Council
- Beech Housing Association
- Bellsmyre Housing Association
- Bernicia Homes
- Berwickshire Housing Association
- Bield Housing and Care
- Birmingham City Council
- Black Country Housing Group Limited
- Blackpool Coastal Housing
- Blackwood Homes and Care
- Bolsover District Council
- Bolton at Home
- Boston Mayflower Ltd
- Bournemouth Borough Council
- Bournemouth Churches Housing Association
- Bournville Village Trust
- bpha Limited
- Bracknell Forest Homes
- Brentwood Borough Council
- Brighton & Hove City Council
- Bristol City Council
- Bro Myrddin Housing Association
- Broadacres Housing Association
- Broadland Housing Association
- Bromford
- Bromsgrove District Housing Trust
- Bron Afon Community Housing
- Broxtowe Borough Council
- Brunelcare
- Byker Community Trust
- Cadwyn Housing Association

- Caerphilly County Borough Council
- CAIRN HOUSING ASSOCIATION
- Caledonia Housing Association
- Calico Homes
- Cambridge City Council (City Homes)
- Cambridge Housing Society
- Cannock Chase Council
- Cardiff Community Housing Association
- Cardiff Council
- Carmarthenshire County Council
- Cartrefi Conwy
- Cartrefi Cymunedol Gwynedd
- Cassiltoun Housing Association
- Castle Point Borough Council
- Castle Rock Edinvar HA Ltd
- Castlehill Housing Association
- Castles and Coasts Housing Association Ltd
- Catalyst Housing
- Central Bedfordshire Council
- Centrepoint
- Charnwood Borough Council
- Charter Housing Association
- Cheltenham Borough Homes Ltd
- Chesterfield Borough Council
- Chorley Community Housing
- CHP
- Christian Action (Enfield) Housing Association Ltd
- City of Lincoln Council
- City of York Council
- City West Housing Trust
- CityWest Homes
- Clackmannanshire Council
- Clarion Housing Group (ex Circle Housing)
- Cloch Housing Association
- Clwyd Alyn Housing Association
- Clyde Valley Housing Association Ltd
- Clydebank Housing Association
- Coast & Country Housing Ltd
- Coastal Housing Group
- Coastline Housing
- Cobalt Housing Limited
- Colchester Borough Homes
- Colne Housing
- Community Gateway Association
- Community Housing Group
- Connect Housing Association
- Contour Homes
- Corby Borough Council

- Cordale Housing Association
- Cornerstone Housing
- Cornwall Housing Ltd
- Cotman Housing
- Cottsway Housing
- Council of the Isles of Scilly
- Crawley Borough Council
- Cross Keys Homes Limited
- Croydon Churches Housing Association
- Croydon Council
- Cube
- Cunninghame Housing Association Ltd
- Curo
- Cynon Taf Community Housing Group
- Dacorum Borough Council
- Dale and Valley Homes
- Dalmuir Park Housing Association
- Darlington Borough Council – Housing & Building Services
- Dartford Borough Council
- Denbighshire Housing, Denbighshire County Council
- Derby Homes Limited
- Derwen Cymru
- Derwent Housing Association
- trading as Derwent Living
- Devon and Cornwall Housing Limited
- Dudley Metropolitan Borough Council
- Dumfries and Galloway Housing Partnership
- Dunbritton Housing Association
- Dundee City Council
- Dunedin Canmore
- Durham Aged Mineworkers Homes Association
- Durham City Homes
- Ealing Council
- East Ayrshire Council
- East Devon District Council
- East Dunbartonshire Council
- East Durham Homes
- East End Homes Limited
- East Lothian Council
- East Lothian Housing Association Ltd
- East Renfrewshire Council
- East Riding of Yorkshire Council
- East Thames Limited
- Eastbourne Borough Council
- Eden Housing
- Eildon Housing Association
- Elderpark Housing Association Ltd
- emh homes

- Endeavour Housing Association trading as North Star
- EPIC
- Epping Forest District Council
- EQUITY HOUSING GROUP
- Estuary Housing Association Ltd
- Exeter City Council
- Falkirk Council
- Family Housing Association Wales LTD
- Family Mosaic
- Family Optima
- Part of West Mercia Housing Group
- Fareham Borough Council
- Fife Council
- Fife Housing Group
- First Choice Homes Oldham
- Flagship Group
- Flintshire County Council
- Folkestone, Hythe and District Council - East Kent Housing
- ForHousing
- Fortis Living
- Freebridge Community Housing Limited
- Friendship Care and Housing
- Futures Housing Group
- Fyne Homes
- Gedling Homes
- Genesis Housing Association
- Gentoo Group Ltd
- Glasgow Housing Association
- Glasgow West Housing Association
- Glen Oaks Housing Association
- Gloucester City Homes
- Golden Gates Housing Trust
- Golding Homes
- Gosport Borough Council
- Govan Housing Association
- Govanhill Housing Association
- Grampian Housing Association
- Grand Union Housing Group
- Gravesham Borough Council
- Great Places Housing
- Great Yarmouth Community Housing
- Greenfields Community Housing
- GreenSquare
- Grŵp Cynefin
- Guildford Borough Council
- Habinteg Housing Association
- Hackney Council
- Hafod Housing Association

- Halton Housing
- Hanover Housing Association
- Hanover(Scotland) Housing Association
- Harlow District Council
- Harrogate Borough Council
- Hastoe Housing Association
- Hebridean Housing Partnership Ltd
- Helena Partnerships
- Herefordshire Housing Ltd
- Hexagon Housing Association
- High Peak Borough Council
- Highland Council
- Hightown Housing Association
- Hillcrest Housing Association Ltd.
- Hinckley and Bosworth Borough Council
- Home Group
- Homes for Haringey
- Homes in Sedgemoor
- Housing for Women
- Housing Solutions
- Howard Cottage Housing Association
- Hull Churches Housing Association
- Hull City Council
- Hundred Houses Society Ltd
- Hyde Housing Association
- Hyde Martlet Homes
- Hyndburn Homes
- Impact Housing
- Incommunities Group Ltd
- Industrial Dwellings Society (1885)
- Innisfree Housing Association
- Inquilab Housing Association
- IOACC (Housing Services)
- Ipswich Borough Council
- Irwell Valley Homes
- Islington & Shoreditch Housing Association
- Islington Council
- Johnnie Johnson Housing
- Karbon Homes Ltd
- Kettering Borough Council
- Kingdom Housing Association
- Kingsridge Cleddans Housing Association Ltd
- Kirklees Neighbourhood Housing
- Knightstone Housing
- Knowes Housing Association
- Knowsley Housing Trust
- Lambeth Housing Services
- Lanarkshire Housing Association Ltd

- Lancaster City Council
- Langstane Housing Association Ltd
- Larkfield Housing Association
- Leasowe Community Homes
- Leeds and Yorkshire Housing Association Limited
- Leeds City Council
- Leeds Federated Housing Association
- Leeds Jewish Housing Association
- Leicester City Council
- Lewes District Council
- Lewisham Homes
- Linc-Cymru Housing Association
- Link Group Ltd.
- Linstone Housing
- Linthouse Housing Association
- Liverpool Housing Trust
- Liverpool Mutual Homes
- Livin
- London and Quadrant Housing Trust
- London Borough of Barking and Dagenham
- London Borough of Brent
- London Borough of Camden
- London Borough of Enfield
- London Borough of Hammersmith and Fulham
- London Borough of Harrow
- London Borough of Havering
- London Borough of Hillingdon
- London Borough of Hounslow
- London Borough of Newham
- London Borough of Redbridge
- London Borough of Waltham Forest
- London Borough of Wandsworth
- Longhurst and Havelok Homes Ltd
- Loreburn Housing Association
- Loretto Housing
- Luminus Group
- Luton Borough Council
- Luton Community Housing Limited
- Magenta Living
- Magna Housing Ltd
- Manningham Housing Association
- Manor Estates Housing Association Ltd
- Mansfield District Council
- Maryhill Housing Association
- Medway Council
- Melin Homes Ltd
- Melton Borough Council
- Melville Housing Association Limited

- Meres & Mosses Housing Association
- Merlin Housing Society
- Merthyr Tydfil Housing Association
- Merthyr Valleys Homes
- Metropolitan Housing Trust
- Mid Devon District Council
- Mid Suffolk District Council
- Mid Wales Housing Association
- Midland Heart Housing Association
- Midlothian Council
- Milnbank Housing Association
- Milton Keynes Council Housing & Regeneration
- Moat Housing
- Monmouthshire Housing Association
- Moray Council
- Mosscafe St Vincent's Housing
- Mount Green Housing Association Ltd
- Muir Group Housing Association
- Muirhouse Housing Association Ltd
- Nehemiah Housing
- Network Homes
- New Charter Homes
- New Forest District Council
- New Gorbals Housing Association
- New Progress Housing Association
- Newark and Sherwood District Council
- Newlon Housing
- Newport City Homes Housing Association Limited
- Newydd Housing Association
- nghomes
- North Ayrshire Council
- North Devon Homes
- North Kesteven District Council
- North Lanarkshire Council
- North London Muslim Housing Association Ltd
- North Tyneside Council
- North Wales Housing Association
- North Warwickshire Borough Council
- North West Leicestershire District Council
- Northampton Partnership Homes
- Northumberland County Council
- Northwards Housing
- Norwich City Council
- Notting Hill Housing
- Nottingham City Homes
- Nottingham Community Housing Association
- Nuneaton & Bedworth Borough Council
- Oadby and Wigston Borough Council



- Oak Tree Housing Association
- Ocean Housing
- Ochil View Housing Association
- Octavia
- One Housing Group
- One Manchester
- One Manchester – City South Manchester
- One Vision Housing
- Ongo Homes Limited
- Optivo
- Orbit Group
- Origin
- Orkney Islands Council
- Orwell Housing Association
- Osprey Housing
- Osprey Housing Moray
- Oxford City Council
- PA Housing Ltd
- Paisley Housing Association
- Paradigm Homes Charitable Housing Association Ltd
- Paragon Housing Association Limited
- Parkhead Housing Association Ltd
- Partick Housing Association
- Peabody Trust
- Peaks & Plains Housing Trust
- Pembrokeshire County Council
- Perth and Kinross Council
- Phoenix Community Housing
- Pierhead Housing Association
- Places for people
- Plexus UK First Project Limited
- Plus Dane Housing
- Plymouth Community Homes
- Poole Housing Partnership
- Poplar H.A.R.C.A.
- Port of Leith Housing Association
- Portsmouth City Council
- Powys County Council
- Prospect Community Housing
- Queens Cross Housing Association
- Radian Group Limited
- Railway Housing Association
- Raven Housing Trust
- RBH
- Reading Borough Council
- Red Kite Community Housing
- Redditch Borough Council
- Regenda Homes

- Renfrewshire Council
- Rhondda Housing Association
- Richmond Housing Partnership
- Richmondshire District Council
- River Clyde Homes
- Riverside
- Rooftop Housing Group Ltd
- Rosebery Housing Association
- ROSEHILL HOUSING CO-OPERATIVE LIMITED
- Rotherham Borough Council
- Royal Borough of Greenwich
- Royal Borough of Kensington and Chelsea
- Royal Borough of Kingston Upon Thames
- Ruchazie Housing Association
- Rugby Borough Council
- Runnymede Borough Council
- Rykneld Homes LTD
- S4B Housing
- SADEH LOK LTD
- Saffron Housing Trust Ltd
- Salix Homes
- Sanctuary Housing Association
- Sandwell MBC
- Sapphire Independent Housing Limited
- Saxon Weald Homes Ltd
- Scottish Borders Housing Association
- Selby District Council
- Selwood Housing Society Limited
- Settle
- Severn Vale Housing Society
- Severnside Housing
- Sheffield City Council
- Shepherds Bush Housing Association
- Shetland Islands Council
- Shettleston Housing Association
- Shian Housing Association
- Shire Housing Association
- Shoreline Housing Partnership
- Shropshire Towns and Rural Housing
- Six Town Housing
- Slough Borough Council
- Soha Housing Limited
- Solihull Community Housing
- Solon South West Housing Association
- South Ayrshire Council
- South Cambridgeshire District Council
- South Derbyshire District Council
- South Essex Homes

- South Holland District Council
- South Kesteven District Council
- South Lakes Housing
- South Lanarkshire Council
- South Liverpool Homes
- South Shropshire Housing Association
- South Staffordshire Housing Association (SSHA)
- South Tyneside Homes
- South Yorkshire Housing Association
- Southampton
- Southern Housing Group
- Southside Housing Association
- Southwark
- Southway Housing Trust
- Sovereign Housing Association
- Spire Homes
- St Albans City and District Council
- St Leger Homes of Doncaster
- St Mungo's Housing Association
- Stafford and Rural Homes
- Staffordshire Housing
- Stevenage Borough Council
- Stirling Council
- Stockport Homes
- Stoke on Trent City Council
- Stoke-on-Trent Housing Society
- Stonewater
- Stroud District Council
- Suffolk Housing Society
- Sutton Housing Partnership
- SW9 Community Housing
- Swan Housing
- Swansea Council
- Swindon Borough Council
- Taff Housing Association
- Tai Calon Community Housing Ltd
- Tai Ceredigion
- Tai Gwalia Cyf
- Tai Tarian Ltd
- Tamworth Borough Council
- Tandridge District Council
- Taunton Deane Borough Council
- Teachers' Housing Association
- Teesdale Housing Association trading as North Star
- Teign Housing
- Tendring District Council
- Thames Valley Housing Association

- The City of Edinburgh Council
- The Gateshead Housing Company
- The Guinness Partnership
- The Havebury Housing Partnership
- The Pioneer Group
- The Wrekin Housing Trust
- Thenue Housing Association
- Thirteen Housing Group Limited
- Thistle Housing Association
- Thrive Homes
- Thurrock Council
- Together Housing Group Limited
- Tollcross Housing Association Ltd
- Tower Hamlets Community Housing
- Tower Hamlets Homes
- Town & Country Housing Group
- Trafalgar Housing Association
- Trafford Housing Trust
- Trent and Dove Housing
- Trident Housing Association
- Trivallis Ltd
- Trust Housing Association Ltd
- Tuntum Housing Association
- Two Rivers Housing
- United Communities
- United Welsh
- Unity Housing Association
- Uttlesford District Council
- Vale of Aylesbury Housing Trust
- Vale of Glamorgan Council
- Valleys to Coast Housing
- Victory Housing Trust
- Viewpoint Housing Association
- Villages Housing Association
- Vivid Housing Limited
- Wakefield and District Housing Ltd
- Wales & West Housing Association
- Walsall Housing Group (WHG)
- Wandle Housing Association
- Warrington Housing Association
- Warwick District Council
- Waterloo Housing Association
- Watford Community Housing
- Watmos Community Homes
- Waveney District Council
- Waverley Borough Council
- Waverley Housing
- Wealden District Council

- Weaver Vale Housing Trust
- Wellingborough Homes
- Welwyn Hatfield Borough Council
- Weslo
- West Dunbartonshire Council
- West Kent Homes
- West Lancashire Borough Council
- West Lothian Council
- West Lothian Housing Partnership
- West Mercia Homes
- West of Scotland Housing Association Ltd
- Westfield Housing Association
- Westlea Housing Association
- Westward Housing
- Westway Housing Association Limited
- Whitefriars
- Whiteinch & Scotstoun Housing Association
- Wigan Council
- Williamsburgh Housing Association Ltd
- Wiltshire Council
- Winchester City Council
- Wishaw and District Housing Association
- Woking BC (New Vision Homes)
- Wokingham Borough Council
- Wolverhampton Homes Limited
- Women's Pioneer Housing Ltd
- Worthing Homes Limited
- Wrexham County Borough Council
- Wythenshawe Community Housing Group
- Yarlington Housing Group
- YMCA St Paul's Group
- Yorkshire Coast Homes
- Yorkshire Housing Limited
- Your Homes Newcastle
- Your Housing Group

#### **Northern Ireland Landlords**

- Apex Housing Association
- Ark
- Choice Housing Association
- Clanmil Housing association
- Connswater
- Habinteg Housing Association (Ulster)
- Radius Housing Association
- Rural Housing
- South Ulster
- St Matthews
- Triangle

- Woodvale & Shankill

### **Applying for an Alternative Payment Arrangement**

Trusted Partners can use normal channels to apply for a Managed Payment to Landlords (MPtL) and can also create APA requests using the Landlord Portal. The Trusted Partner list should be checked when considering all MPtL requests. DWP should implement MPtL requests from trusted partners without challenge.

### **Ongoing support for the claimant**

In return the Trusted Partner landlord is expected to identify if the claimant needs support, for example advice about debt. They are expected to signpost them to the relevant organisation for that support. They can also refer them to the Job Centre to discuss Personal Budgeting Support.

The Trusted Partners will review the need for an APA throughout the claimant's tenancy and let the Service Centre know when the APA is no longer needed.

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