

Claimants at risk of eviction

Where a claimant is being threatened with eviction or has received an eviction notice from their landlord or court, they must be:

- signposted to the appropriate organisations to support them
- advised of their responsibilities and the support available in relation to their Universal Credit.

Signposting claimants

Any claimant who has received any document regarding eviction must urgently seek advice from their local authority Housing Options Team or their local Citizens Advice Bureau.

The claimants local authority contact details can be located by using the 'Find my local council' tool on www.gov.uk/find-local-council

Claimants can contact their local Citizens Advice Bureau online at www.citizensadvice.org.uk

For UC claimants in Scotland, the local Citizens Advice Scotland can be found online at www.cas.org.uk/bureaux

Eviction documents may include:

- a Section 21
- Section 8 notice
- details of a possession hearing
- possession order
- eviction warrant

Duty to refer to a local authority (England only)

Work coaches in England must offer a voluntary referral to claimants who are homeless or at risk of homelessness.

Please see the spotlight - homelessness duty refer local authority england only for further information.

Other Advice and Support in relation to Universal Credit

Claimants must update their Universal Credit account with any changes of address when they move and declare any new housing costs.

Claimants moving to temporary accommodation provided by the local authority will need to claim housing benefit for housing cost support. See temporary accommodation for more information

An Alternative Payment Arrangement may need to be considered. See guidance on Alternative Payment arrangements

A change of circumstances advance or budgeting advance can be considered where there has been an increase in costs or additional items to be bought. See guidance on budgeting advances and change of circumstances advances

The claimant commitment should be tailored to take into account the claimants circumstances and what they are able to do or not do especially if homeless at the time. See Homelessness guidance for more information