

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.

Applying for an Alternative Payment Arrangement and/or third party deduction

Trusted Partners can use normal channels to apply for a Managed Payment to a Landlord (MPtL) and Third Party Deductions for rent arrears, as well as creating requests using the Landlord Portal.

The Trusted Partner list is checked when considering all MPtL requests received via normal channels. DWP will implement MPtL requests from Trusted Partners without challenge.

Ongoing support for the claimant

The landlord is expected, as a Trusted Partner, to identify if the claimant needs support and signpost them to the relevant organisation.

Trusted Partners in Great Britain can signpost Universal Credit claimants to the Citizens Advice Help to Claim service. Help to Claim is available to any claimant who requires support to make a new Universal Credit claim. Help to Claim can be accessed any time until the first full correct payment of Universal Credit is made.

Trusted Partners can also signpost claimants to the Money Helper or to the jobcentre for advice.

Trusted Partners will review the need for an APA throughout the claimant's tenancy and let Universal Credit know when they believe an APA is no longer needed. We will review the need on a case by case basis to ensure that a claimant's best interest is still served.