

Freedom of Information request 759/2014

Received 18 February 2014

Published

Information request

“Can managed payments be split between landlords? For example if a claimant who is on managed payments moved to a new landlord part way through their assessment period, can part be paid to old landlord and part to new, on a pro rata basis based on date of move?”

DWP response

It may help if I explain that the Freedom of Information Act provides people with a right of access to recorded information held by public authorities such as DWP. The Act does not extend to requests to create information or answer questions. Your request can be in the form of a question, but DWP does not have to answer if this would mean creating information that is not already held in a recorded form.

In the interest of customer service you may find the following information helpful.

Managed Payments are intended to safeguard the claimant's current tenancy (i.e. the tenancy in force on the last day of the monthly assessment period) and cannot be split between payees.

The default payment arrangement in Universal Credit is for the benefit to be paid direct to the claimant. Managed Payments are an alternative and time-limited arrangement whereby an amount equivalent to the housing cost element is paid to the claimant's current landlord under certain circumstances. Where the circumstances change, the Managed Payment may be reviewed for its continuing appropriateness.

Universal Credit is assessed and paid monthly based on the claimant's circumstances on the last day of the assessment period. It is paid in arrears for each calendar month. This means that any alternative payees for the forthcoming month are deemed to be those applicable on the last day of the assessment period.

The claimant is responsible for notifying the Department of changes of circumstance to allow for accurate assessment and timely changes to payment arrangements.

Equally, any claimant on Managed Payments retains responsibility for meeting their contractual tenancy obligation, including any shortfall between the housing cost element and the full rent liability.