

Payments

Damon Gibson & Zoe Cook
55 newcome terrace redcar
NEWCOMEN TERRACE
REDCAR
TS10 1DB

Assessment period:
1 November to 30 November 2024

Your payment this month is

£1,129

This will be paid by 8pm on 7 December 2024

What you're entitled to

Standard allowance	£393.45
---------------------------	---------

You get a standard amount each month. You said you're in a couple

Housing	£410.00
----------------	---------

You said per month the total rent for your property is £758.33.

You will have to pay your housing costs to your landlord.

Monthly, we can pay you £410.00 towards your housing costs. We cannot pay the full amount you told us about because:

we cannot pay more than the Local Housing Allowance rate -£348.33

Limited capability for work and work-related activity £416.19

You said your health affects you at work or prevents you from working

Total entitlement before deductions **£1,219.64**

What we take off (deductions)

Money, savings and investments - £0.00

We have taken £0.00 off your Universal Credit payment because you have money, savings and investments of £0.00.

You must tell us if this changes so that we can pay you the correct amount on time. You can do this in the 'Report a change of circumstance' section of your online account.

The first £6,000 of your money, savings and investments does not affect your payment. If you have over £6,000 up to £16,000, every £250 reduces your Universal Credit by £4.35. For any remaining amount that is not a complete £250, a further £4.35 is also deducted.

Advance Payments - £65.15

We take £65.15 off your payment to pay back your advances.

You can see what advances you've had and what you owe by selecting 'Advance payments' in the 'Payments and advances' section of your online account.

Debts and loan repayments

Budgeting or crisis loan repayment - £5.00

Read more information about Universal Credit payments, including who to contact on the GOV.UK website. Search for 'find out about money taken off your Universal Credit payments'.

Other money you owe

Need help understanding other money you owe?

Council tax or rates arrears	- £19.67
------------------------------	----------

Check your journal for information about these deductions.

Total deductions	- £89.82
-------------------------	-----------------

Your total payment for this month is	£1,129.82
---	------------------

If your circumstances change

You must immediately report any changes in circumstances that could affect your Universal Credit payments. You can do this in the 'Report a change of circumstance section' in your online account.

Help and support

The 'Managing your claim guide' in your online account gives more information about Universal Credit payments. There you can find information about each section of your statement.

If you think we've made a mistake or want to appeal

If you think we've made a mistake

It is important that you tell us straight away.

You can ask for a written explanation. You need to contact us **within 1 month of the date on this statement (1 December 2024)**. You can write to us at Freepost DWP UNIVERSAL CREDIT FULL SERVICE, or call us.

Contact us

You can contact Universal Credit:

- through your online account
- using the Universal Credit helpline

Universal Credit helpline

- Telephone: 0800 328 5644
- Welsh language telephone: 0800 328 1744

Monday to Friday, 8am to 6pm (closed on bank holidays). Calls to 0800 numbers are free from landlines and mobiles.

If you cannot speak or hear on the phone

You can use the Relay UK service to make a text-supported call to the Universal Credit helpline. Visit relayuk.bt.com for more information.

From your laptop, desktop or mobile

Download the Relay UK app. Once you have set up the app, dial 18001 followed by the Universal Credit helpline. If you are redirected to your device's default calls app, return to the Relay UK app to join the call.

From your textphone device

Dial 18001 followed by 0800 328 1344.

If you use sign language

You can use the Video Relay Service (VRS) to make a British Sign Language (BSL) interpreted call to the Universal Credit helpline.

From your laptop or desktop

Visit connect.interpreterslive.co.uk/vrs and select DWP from the dropdown menu.

From your mobile

Download the InterpretersLive! app from your app store. Once you have set up the app, use it to contact the Universal Credit helpline.

If you have new information that could affect your payment or think something has been overlooked, you can request a **mandatory reconsideration**. When we've looked at the decision again, we'll explain our reasons in a **mandatory reconsideration notice**.

Can I appeal?

If after a mandatory reconsideration, you still disagree with our decision you can appeal it. Your mandatory reconsideration notice includes details on how to do this.

Other support you may be able to get

Help managing your money

If you have trouble making your money last for the month, you can ask for help with budgeting.

Other support you may be able to get

You may be able to get extra support, eg free school meals, food if you're pregnant or have a young child, help with legal costs and the costs of using courts or tribunals. You'll find more information about this on GOV.UK

Examples of support you can get

What you can get may depend on how much you earn.

Your take-home pay for this Universal Credit period is **£0.00**.

You and your partner have limited capability for work and work-related activity.

If your take-home pay per month is up to

You may be able to get help with

£435

(or up to **£935** if you are responsible for a child or have limited capability for work)

Health costs

Including free NHS prescriptions, free NHS wigs and fabric supports, free NHS dental treatment, free sight tests in England (NHS eye examinations are already free in Scotland), vouchers towards the cost of glasses or contact lenses and help with the cost of travel to receive NHS treatment on referral.

£1,250

Energy-saving home improvements

The ECO Affordable Warmth scheme may be able to help you with energy-saving measures like a new boiler or insulation.

If your take-home pay per month is up to

You may be able to get help with

£1,250

(including any other income)

Prison visits

If you're over 18 you can get help with the costs of visiting a close relative or partner in prison.

It is your responsibility to make sure that any information you supply in support of your claim to any of these benefits is correct. Government departments can conduct checks on whether you are currently entitled to Universal Credit and on the amount you are earning.
