

Universal Credit ...is coming

WISE MONEY



# The Welfare Reform Campaign

Guiding our customers through the challenging times

Get ready!



## Universal Credit is Coming...

From **October 2013** the government is introducing a new benefit to replace many of the existing means tested benefits. Everyone affected will be on Universal Credit by 2017.

## Don't panic!

There will be a lot more information from us on Universal Credit as we get closer to the start. Read on for advice on how you can be more prepared right now!



Universal Credit will need to be claimed online and you will be paid monthly in arrears into a bank account. This will include money paid to you to help with your rent. This means you will be responsible for paying your rent and your service charges to us every month.

## You will need to...

- ✓ Have a bank account
- ✓ Be able to access the internet to manage your claim online
- ✓ Set up your monthly rent payments
- ✓ Prepare a monthly budget



## Get a bank account...

If you don't have an account already you will need one for your Universal Credit payments. Most banks offer a free basic account.

We now show you all the different ways you can pay your rent on the back of your rent statement.

**top tip!** Need to find out the balance of your rent account? Just text 'balance' to 07961 076 076

For further advice and information about all of these ways to pay and also if you are having problems paying your rent, contact your Income Officer whose details can be found on your latest rent statement.



## Get some savings...

Open a savings account or contact a Credit Union. Credit Unions are not for profit financial co-operatives owned and run by their members, for their members. They offer savings and great value loans and they are local. They help people to manage their money.

## top tip! know your interest rates

There are currently a variety of companies offering loans and some may charge higher interest rates, making debt expensive.

For further information please contact:

### Thamesbank Credit Union

on 020 8756 3865  
(Hounslow & Richmond)

### Surrey Save

on 01932 339290  
(Elmbridge and Kingston)



Want to find out the best tips & tricks on money management? Book your place now!

Made of money courses

Contact the Welfare Benefits team on 01932 235 830

## Get a budget prepared...

Universal Credit will be paid monthly in arrears. The Wise Money team are offering budgeting training to help you prepare:

- This training is fun & informative
- Get the confidence you need to tackle debt and understand credit!
- Save money the fun way
- Give your children a head start in learning about money



We can provide transport and child care for anyone interested in our Made of Money Workshops.





### Get online...

You'll need to apply for Universal Credit online, so its a good idea to learn about the internet if you are not already using it.



We can offer access to computers and provide friendly advice, informed and fun I.T. Training. Contact our Resident Involvement team on **01932 235 888**.

### Watch out!



Over the coming year we'll be offering a variety of free training courses based around what our residents want to learn about.

Our new Paragon website is easy to use, whether you view it on a computer, mobile phone or tablet.



[www.paragonchg.co.uk](http://www.paragonchg.co.uk)



### Get back to work...

Changes to the Welfare Benefits system means that those at work will be better off. If you are not working at the moment there are a number of organisations that can help people develop skills to get back into work, as well as supporting people into work.

Why not sign-up for our job club where we provide all sorts of help including identifying your own skills, putting together a C.V, completing applications, interview practice and much more.

Some of our residents have already found paid work this way. Contact the Resident Involvement Team on **020 8481 8944**.



### Get ahead... It all adds up!



Why not start paying an extra pound or two towards your rent now? It's always good to be in credit so that if you have problems later, you won't fall into arrears straightaway.

For advice on all these ideas and more contact the Wise Money Team at Paragon. We are always happy to chat and can help with accessing bank accounts, back to work support and money management and much more.



### Get in touch

Universal Credit is coming. Rather than burying your head in the sand, just call us for a chat. Our Welfare Benefits team are passionate about helping residents understand how these changes might affect you. So give us a call.



### Our Welfare Benefit Team

Just call our Welfare Benefits Team on:  
**01932 235 830**

Alternatively, you can email us at:  
[welfarebenefits@paragonchg.co.uk](mailto:welfarebenefits@paragonchg.co.uk)

