

4. How to Make An Application

This infosheet will show you all the information you need to have ready to make a claim online for Universal Credit. Having this information ready and stored away in a safe, easy to access place will help your claim run as smoothly as possible.



Ok, so now you know all the important background, it's time to make your claim.

Now things can get a lot trickier!

We know from experience that setting up your first claim can be a challenging process.

Why?

Well, it's because the staff who deal with your claim need to gather as much information about your personal circumstances as possible. This is how they figure out what benefits you are eligible for and what responsibilities you need to undertake in return.

What you need to have ready for your online Universal Credit application



Personal Information

- Name
- Date of Birth
- Email Address
- Contact Number

Evidence Required

- Passport
- Driving License
- National Identity Card
- Electoral Identity Card
- Bank Card
- Birth Certificate

Housing Information

- Full address and postcode
- Housing costs excluding rates
- Name, address and contact information for the landlord/estate agent
- Rent agreement

Evidence Required

- Tenancy Agreement
 - Letter from Landlord or Estate Agent
 - Utility Bill
 - Proof of housing costs payments
-

People who live with you (This will cover any children and non-dependants)

- Name and date of birth
- Child benefit reference numbers (if applicable)
- Details of any health conditions

Evidence Required: For Children

- Birth Certificates
 - Child Benefit Reference Number Award
 - Childcare provider details
 - Proof of childcare costs payments
-

Work History

- Employment status
 - Earnings details
 - Employer details if applicable
 - Pay slips
-

Education

- Course details and information on any student grants and/or loan
-

Savings, Investments and Capital

- Details of the worth – bank statements to confirm
 - Evidence Required
 - Bank Statements
-

Health

- Details of any health conditions,
 - Fit note details
 - Name, address and contact information of doctor
-

Caring Responsibilities

- Name, date of birth
 - Health conditions of the person you care for
-

Bank details

- Name of bank
 - Name of account holder,
 - Account number and sort code
-

Habitual Residence Test

- Settled/Pre-Settled Status share code (make sure this is a recent code)
 - Evidence Required
 - All of the above
 - Biometric Residency Permit
 - Evidence of date of entry to the country
 - Payslips / Letter from Employer
-

Access more of our info sheets

This document is part of a series of info sheets that have been produced from content hosted on ucus.org.uk/ucguide. There are a number of guides in the series you can visit them here or view the guide in its original web form:

Download all the guides here!

[Helping you understand our guide](#)

[UC Lessons from Lived Experiences](#)

Key lessons our group have learnt from their lived experiences. Includes our “Talking Universal Credit: What I wish I’d known” videos

[Before you apply](#)

Highlights key things that you need to know before making a claim for UC.

[How to make an application](#)

A checklist with all the information you need to have ready to make a claim online for Universal Credit.

[How to understand the UC elements](#)

Sets out all the different elements of Universal Credit to help you to understand more about the benefit.

[Where to get extra financial support](#)

Places where you may be able to seek financial help in addition to your UC claim.

[How to use the online journal](#)

Here we highlight some of the key do’s and don’t’s when using your online journal, which should help things run smoothly.

[How to challenge a decision](#)

A step by step guide to appealing decisions and lodging complaints along with details of help available.

Managing Overpayments & Deductions

Information on the reasons why overpayments and deductions occur and some options to manage them.

Crisis support

Find out support available for people living on a low income who are undergoing difficult circumstances.

Want to change things?

A quick run through of ideas for trying to change things and ways you can get involved.

Important contacts

Contacts for a number of free, independent advice agencies who can provide advice and assistance, free of charge.

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