

## claim

### To claim Universal Credit in the Scottish Borders you must:

- be a single person and resident in the Scottish Borders
- be a British citizen with a National Insurance number and have lived in UK for more than 2 years
- be aged between 18 years and 60 years and six months and not be in education or training course
- be fit for work, not have applied for a fitness for work (sick) note
- not be pregnant nor have given birth within the last 15 weeks
- not be homeless, in supported or temporary accommodation, nor a homeowner
- not have savings in excess of £6,000 or an income over £338 per month or be self employed
- not be already receiving an income based benefit JSA, ESA, IS, IB, SDA, DLA & PIP (or appealing)
- not be responsible for a child or young person or pay child maintenance via the Child Support Agency
- not be a carer, foster parent or expecting to adopt a child in the next two months
- not have a person acting on your behalf over your claim (corporate appointee)
- have at least one suitable bank account that DWP can pay your money into
- not live in the same household as a member of the regular or reserve forces who is away on duty

## contact details

### Jobcentre Plus

0345 604 3719 | [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

### SBC Welfare Benefits Service

01896 661394

### Citizens Advice Bureau

[www.cas.org.uk](http://www.cas.org.uk)

**DUNS** | Southfield Community Centre | Station Road  
TD11 3EL | 01361 883340

[enquiries@roxburghcab.casonline.org.uk](mailto:enquiries@roxburghcab.casonline.org.uk)

**EYEMOUTH** | Albert Road | TD14 5DE | 01896 750500

[enquiries@roxburghcab.casonline.org.uk](mailto:enquiries@roxburghcab.casonline.org.uk)

**KELSO** | 20 Shedden Park Road | TD5 7AI | 01573 223516

[enquiries@roxburghcab.casonline.org.uk](mailto:enquiries@roxburghcab.casonline.org.uk)

**GALASHIELS** | 111 High Street | TD1 1RZ | 01896 753889

[enquiries@centralborderscab.casonline.org.uk](mailto:enquiries@centralborderscab.casonline.org.uk)

**HAWICK** | 1 Towerdykeside | TD9 9EA | 01450 374266

[enquiries@roxburghcab.casonline.org.uk](mailto:enquiries@roxburghcab.casonline.org.uk)

**PEEBLES** | Chambers Institution | High Street | EH54 8AG

01721 721722 | [manager@peeblescab.casonline.org.uk](mailto:manager@peeblescab.casonline.org.uk)

### Housing Associations

**BHA** | 01361 884000

**WAVERLEY HOUSING** | 01450 364200

**SBHA** | 01750 724444

**EILDON** | 01750 725900

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### CUSTOMER SERVICES

Council Headquarters | Newtown St Boswells

MELROSE | TD6 0SA

0300 100 1800 | [www.scotborders.gov.uk](http://www.scotborders.gov.uk)



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# universal credit

IN THE SCOTTISH BORDERS

## Universal Credit (UC)

A new scheme that replaces income based benefits for people on a low income or out of work.



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aware  
borders

# universal credit










## IN THE SCOTTISH BORDERS

From 27 April 2015 Universal Credit is available for some new claimants. A full list of people who can apply is on page 4. It is a new benefit introduced by Department for Work and Pensions for people who are on a low income or out of work and replaces existing benefits Jobseeker's Allowance, Employment Support Allowance, Income Support, Tax Credits and Housing Benefit.

This new benefit will be paid into your bank account each month and it will be your responsibility to make sure that you pay your bills, including your rent.

You must apply online at [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit). It is important that you claim as soon as you can because your benefit will be calculated from the day that you first apply. In exceptional circumstances claims can be made by telephone.

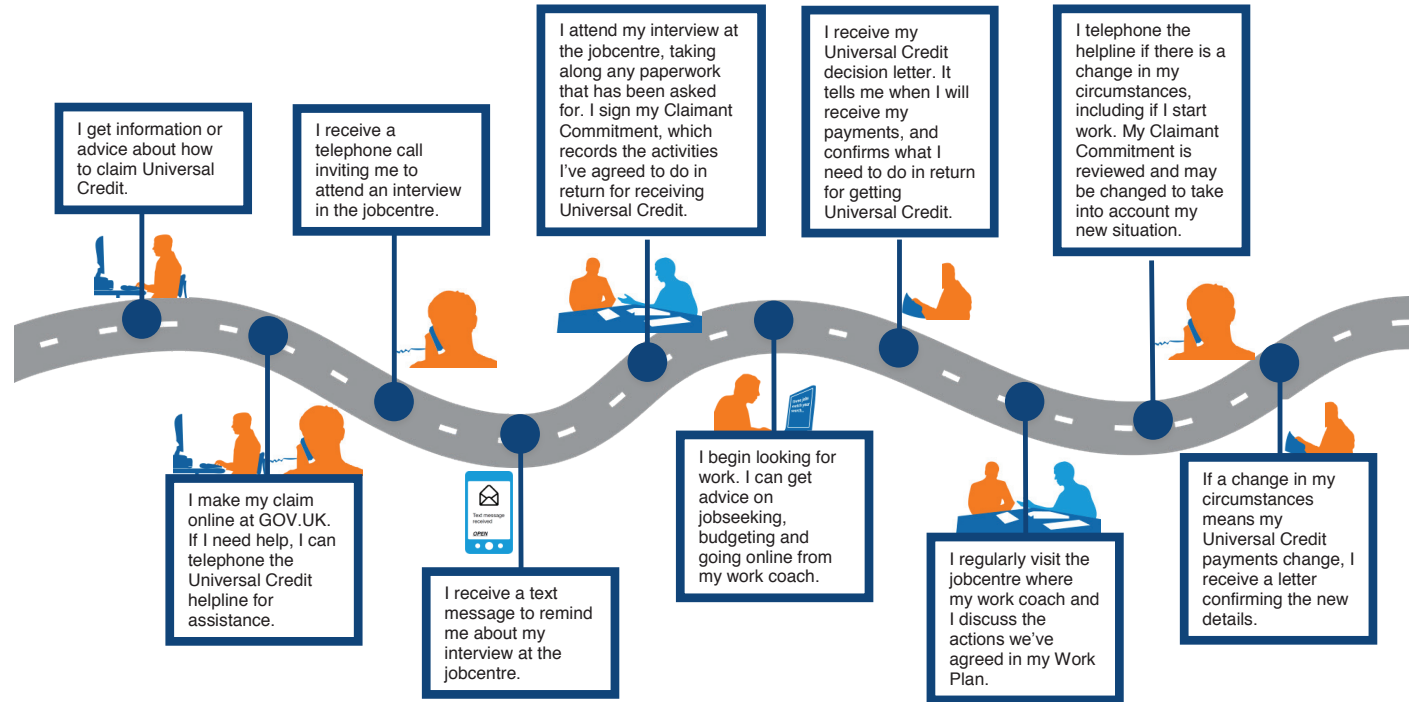
### You will need the following information when you apply:

Your personal information		
National Insurance number 	Your email address 	Your phone number 
Your housing information		
Your address 	Your landlord's address 	How much rent you are paying 
Your financial information		
Your bank account details 	Details of any savings you have 	Any salary or other income 

Once you have applied you will receive a telephone call to invite you to a Work Focused Interview at your local Jobcentre. You will be asked to bring evidence of the above information to that interview.



## Universal Credit claimant journey



### how to get online

If you do not have access to the internet, public access computers are available at your local Jobcentre Plus or your local library or contact centre. It is best to book a place to avoid disappointment. If you need assistance using a computer staff will be able to advise you.

### personal budgeting advice

If you are concerned about budgeting your income you should mention this during your Work Focused Interview. Your work coach can arrange for you to receive advice. You may also approach the Citizens Advice Bureau or your Housing Association for help and advice. Contact details are overleaf.

Coldstream Library Contact Centre  
Duns Library Contact Centre  
Eyemouth Library  
Galashiels Library  
Hawick Library  
Innerleithen Library Contact Centre

01890 883314  
01361 882622  
01890 752767  
01896 664170  
01450 364640  
01896 830789

Jedburgh Library Contact Centre  
Kelso Library Contact Centre  
Melrose Library  
Peebles Library  
Selkirk Library

01835 863592  
01573 223171  
01896 664171  
01721 726333  
01750 726410