

Call the Citizens Advice Universal Credit helpline:

 0800 144 8 444

Freephone
Monday to Friday
8am-6pm

For information on other issues such as those listed below, please call our Adviceline:

 0344 477 1171

Monday to Friday
10am-4pm

We provide information, advice & guidance
about almost any subject including:

- Relationships
- Employment
- Debt
- Benefits
- Immigration
- Housing

For web chat and email advice, please visit:
www.advicewestsussex.org.uk

For self-help information please visit:
www.citizensadvice.org.uk

Free, confidential advice. Whoever you are.

We help people overcome their problems
and campaign on big issues when their
voices need to be heard.

We value diversity, champion equality and
challenge discrimination and harassment.
We're here for everyone.



www.advicewestsussex.org.uk

Citizens Advice in West Sussex (North, South, East) is a company
limited by guarantee. Registered in England. Company No. 05551406.
Charity number 1116660 (England & Wales).

VAT Registration 919004 735. Authorised and regulated by the
Financial Conduct Authority FRN 617546. Registered office:
Lower Tanbridge Way, Horsham, West Sussex RH12 1PJ MAR 2019

Before you apply for Universal Credit



Be prepared

Before you apply for Universal Credit you'll need to gather some information together.

This will help you make sure that you only do the application once, and if you're eligible, will help you get Universal Credit as quickly as possible.

Don't start your application until you have all of the following details for you and your partner with you:

- Your **postcode**
- Your **NI number**. You can find this on a payslip or a letter from HMRC. If you can't find it, call the helpline on 0300 200 3500 (text phone 0300 200 3519)
- Details of your **bank, building society, Credit Union or Post Office card account**. If you don't have one of these, you'll need to open an account or use simple payment
- The **type of accommodation** you live in e.g. private rent, council tenant or housing association tenant. Make sure you check this before you apply
- How much rent you pay. This can be found on your **rent agreement**. Ask your landlord for a copy if you don't have one
- Your **landlord's** phone number

What you need continued...

- Details of any **savings** you have and any other 'capital' investments, e.g. shares, or property that you don't live in
- Details of any **income** that's not from work, e.g. from a pension or insurance plan
- Details of how much you **earn** from work, e.g. recent payslips
- Details of any other **benefits** you're getting, i.e. the name of the benefit, and how much you receive
- If you receive Child Benefit, any **reference numbers** you have for each child. This can be found on letters about Child Benefit: it begins with 'CHB', followed by 8 numbers and 2 letters, e.g. CHB12345678 AB. If you need help, phone the Child Benefit Office on 0300 200 3100 (text phone 0300 200 3103).

Remember that you'll need evidence for all these details when you go to your interview, so you'll need to gather all the documents together and take them with you – payslips, rent agreements, etc.

If you need information, advice and guidance about benefits or other issues, please get in touch with us.

Citizens Advice
Universal Credit Helpline:
0800 144 8 444
(freephone)
Web chat and email:
advicewestsussex.org.uk

Haywards Heath
Oaklands
Paddockhall Road
RH16 1HG
Monday to Friday:
9.30am-4pm

Burgess Hill
Help Point
96 Church Walk
RH15 9AS
Tuesday: 10am-4pm

Horsham
Lower Tanbridge Way
RH12 1PJ
Monday to Friday:
9.30am-4pm
(Open until 6pm
on Mondays)

Burgess Hill
Library
The Martlets
RH15 9NN
Thursday: 10am-4pm

Shoreham-by-Sea
The Shoreham Centre
Pond Road
BN43 5WU
Monday to Thursday:
9.30am-4pm

Crawley
The Orchard
1-2 Gleneagles Court
Brighton Road
RH10 6AD
Monday to Friday:
9.30am-4pm

Worthing
Worthing Town Hall
Chapel Road
Worthing
BN11 1HA
Monday to Friday:
9.30am-4pm
(Open until 7pm
on Wednesdays)

East Grinstead
Library
32-40 West Street
RH19 4SR
Tuesday and Thursday:
9.30am-4pm
Friday: 10am-12pm