

Mr John Houston
Flat 0/1
Mull Street

UC Universal
Credit

HEALTH ASSESSMENT ADVISORY SERVICE

Mr John Houston
0/1 7
LADYBURN STREET
PAISLEY
PA1 1PH

06900/7

Postal address: GLASGOW
1 Atlantic Quay
Broomielaw
GLASGOW
G2 8JB
www.gov.uk/universal-credit

Appointments
Helpdesk: 0800 072 0120
If you cannot hear or speak on the phone:
18001 0800 072 0120
Reference: JE784640A
Date: 7th January 2026

Your appointment for a telephone assessment with a healthcare professional

We have many different ways we can communicate with you. If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Dear Mr Houston,

We have been asked by the Department for Work and Pensions (DWP) to assess how your disability, illness or health condition affects your capability for work. This is part of the Work Capability Assessment (WCA).

The DWP Decision Maker will use the outcome of this assessment and any other supporting information to make sure you receive the right amount of Universal Credit.

An appointment has been arranged for you to have a telephone assessment with a healthcare professional. They will call you:

On this date: Wednesday 21st January 2026

At this time: 3:20 pm

On telephone number: 07397075686

We have used the information we have to arrange an appointment which best suits your needs. If you feel you need additional support to attend and take part because of your disability, illness, or health condition, please tell us straight away. If we can change something to help you attend or take part, we will.

If you get a telephone call from an 0800 number, a withheld number, or an unknown number at or around the time of your appointment, please answer it as it is likely to be us. It is important that you answer the phone to help us progress your Universal Credit claim. If you do not answer, the healthcare professional will try to call you again.

Important information about your assessment

Aiker Legal
Certified to be a true copy of the original
document and a true likeness of the client

Health Assessment Advisory Service provided by Maximus on behalf of the Department for Work and Pensions

Universal Credit is operated by the Department for Work and Pensions

Date: 20-5-2026
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