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Mr Paul Symons
Mrs Kathleen Symons
20 Berryburn
Kames
Tighnabruaich
Argyll
PA21 2BQ



Office Tel: 0800 028 2755
Your Ref: H08000700200047
If phoning or calling please ask for:
Your Local Housing Office

30 March 2026

Dear Mr Symons & Mrs Symons,

Urgent Action Required If You Claim Universal Credit

If You Do Not Claim Universal Credit - Please Disregard This Letter

On 20 February 2026, we issued a letter confirming your new rent and service charges, which will take effect from 1 April 2026. The letter also advised that your rent will now be charged on a monthly basis. If you receive Universal Credit to help with your housing costs, it is important that you update your Universal Credit online account so your benefit matches your new monthly rent charge.

If you do not report your new rent correctly:

- Universal Credit may not pay the correct amount
- You could miss out on money you're entitled to
- You may fall into rent arrears and have to pay the difference yourself

If you receive Universal Credit (whether it is paid to you or directly to Argyll Community Housing Association), you must update your Universal Credit online account **on or after 1st April 2026**. Please do not update your Universal Credit online account or telephone before 1 April 2026 to advise of the change to your circumstances as the change will not be processed by the Department of Work & Pensions (DWP).

If you have a telephone claim for universal credit which means **you do not have an online account** please phone the helpline on **0800 328 5644** to report the change to your housing costs **on or after the 1st April 2026**.



The Scottish Housing Regulator's Landlord report on ACHA can be found on the Find and Compare Landlords webpage at www.scottishhousingregulator.gov.uk

Argyll Community Housing Association Limited
Registered Office at: Menzies House, Glenshellach
Business Park, Oban, PA34 4RY
Incorporated under the Co-operative and Community
Benefit Societies Act 2014, Reg. No. 2561R(15)
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