

27 March 2026

Dear Miss Lisa Hughes

Universal Credit - Rent Change Notification

We wrote to you recently to tell you about your new rent from 6 April 2026. A copy of that letter is included with this letter.

We understand you are on Universal Credit and claiming housing costs to pay your rent. This means **you must** tell the Department of Work and Pensions (DWP) about your new rent as soon as it comes into effect. Unfortunately, we are not able to do this for you, but we can help you.

Here are some important things to remember:

- you cannot make this change in advance, so you need to wait until 6 April 2026 to record your new rent on your account.
- to make this easier for you, the DWP will send a 'Confirm your housing costs to do' notification to your journal.
- it's really important you update your Universal Credit journal as soon as possible once you receive this. If you don't tell the DWP about your new housing costs, your Universal Credit won't be increased or backdated to cover your new rent and you could miss out on benefits you are due;
- you must complete the 'to do' task before the end of your Universal Credit assessment period in April 2026 or you will miss out on money you are entitled to;
- you'll find more information about Universal Credit on our website, including a short guide on updating your housing costs in your journal. Visit <https://www.wheatleyhomes-glasgow.com/my-home/my-rent/universal-credit/universal-credit-changes-to-rent>
- if you pay by Direct Debit, this will be automatically updated to reflect your new rent amount;
- if you want to pay by Direct Debit, you can set this up through your MyWHG online account, or by calling 0800 479 7979

Turn Over