

## Who should I contact for help?

Please contact your Universal Support Service who will get you the support to make your online claim.

Contact us **FREE** on

**0808 169 9901**

or visit [www.gain4u.org.uk](http://www.gain4u.org.uk)

or webchat [www.gain4u.org.uk](http://www.gain4u.org.uk)

Call into your local Universal Credit Hub

- **Anniesland Library**  
833 Crow Road, Glasgow  
G13 1LE
- **Castlemilk Library**  
100 Castlemilk Drive, Glasgow  
G45 9TN
- **Cranhill Community Centre**  
200 Bellrock Street, Glasgow  
G33 3HE
- **Drumchapel Library**  
65 Hecla Avenue, Glasgow  
G15 8LX
- **Darnley Community Centre**  
10 Glen Livet Place, Glasgow  
G53 7LA
- **Elderpark Library**  
228A Langlands Road, Glasgow  
G51 3TZ
- **Gorbals Library**  
180 Crown Street, Glasgow  
G5 9XD
- **Govanhill Library**  
170 Langside Road, Glasgow  
G42 7JU
- **Ibrox Library**  
1 Midlock Street, Glasgow  
G51 1SL
- **Knightswood Library**  
27 Dunterlie Avenue, Glasgow  
G13 3BB
- **Maryhill Library**  
1508 Maryhill Road, Glasgow  
G20 9AD
- **Partick Library**  
305 Dumbarton Road, Glasgow  
G11 6AB
- **Pollak Library**  
Cowglen Road, Glasgow  
G53 6EN
- **Pollokshaws Library**  
50-60 Shawbridge Street,  
Glasgow G43 1RW
- **Royston Library**  
67 Royston Road, Glasgow  
G21 2QW
- **Shettleston Library**  
154 Wellshot Road, Glasgow  
G32 7AX
- **Springburn Library**  
10 Kay Street, Glasgow  
G21 1JY
- **The Bridge, Easterhouse**  
Westerhouse Road, Glasgow  
G34 9JW
- **The Olympia, Bridgeton**  
2 Orr Street, Glasgow  
G40 2QH

PEOPLE  
MAKE  
GLASGOW  
FAIRER

# Universal Credit is coming to Glasgow

If you are of working age and intended to make a **NEW CLAIM** to any of these benefits you will need to claim for Universal Credit:

## Income Support

Income-Based  
Job Seekers  
Allowance (JSA)

Housing  
Benefit

Income-Related  
Employment  
and Support  
Allowance (ESA)

Working Tax Credit  
Child Tax Credit



## What is Universal Credit?

- Universal Credit is a single monthly payment for people in and out of work. It replaces some of the benefits and tax credits that you might be getting now.
- You will no longer get different payments from Income-Based Job Seekers Allowance, Income-Related Employment and Support Allowance, Income Support, Tax Credits and Housing Benefit.
- **If you are already claiming these benefits or tax credits you don't need to do anything now. The Department for Work and Pensions will get in touch with you before there are any changes to your benefits or tax credits.**
- Universal Credit combines these amounts into one lump sum paid into your bank account on the same date each month.
- Universal Credit is applied for and managed online at [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

### Universal Credit Full Service Roll Out Timetable

| 2018 Dates             | Jobcentres                                    |
|------------------------|---|
| Wednesday 19 September | Govan Jobcentre                               |
| Wednesday 26 September | Laurieston, Newlands Jobcentre                |
| Wednesday 31 October   | Partick, Springburn Jobcentre                 |
| Wednesday 5 December   | Castlemilk, Drumchapel, Shettleston Jobcentre |

## What do I need to claim Universal Credit?

- ✓ You (and your partner's) National Insurance number, and proof of identity
- ✓ An email address and phone number
- ✓ A bank, building society, post office or credit union account
- ✓ Online access to make your claim and keep it updated
- ✓ Proof of how much rent and any service charges you pay
- ✓ Your landlord's name and address
- ✓ Details of anyone that lives with you
- ✓ Details of any childcare costs you pay to a registered childcare provider
- ✓ Details of any savings
- ✓ Proof of any other income
- ✓ Proof of your wages.

**It is important that you have all these things** when you make a claim for Universal Credit, otherwise you may have to wait longer until your first payment.