

Are you ready for Universal Credit full service?

Universal Credit is a major financial risk to landlords – increased rent arrears and increased collection costs. If you aren't fully prepared Universal Credit could hit your business and your customers hard.



Take our Universal Credit health check – it's the ideal way to find out quickly and economically whether your service is fit for the future.

Sue Beasor and **Tony Newman**, our specialists in Universal Credit and income management, will take a challenging look at your understanding, your approach and your readiness for Universal Credit full service.

They will use their extensive experience of working with housing providers already in Universal Credit full services areas to:

- Identify strengths and weaknesses
- Provide you with a prioritised action plan
- Suggest ways to 'work smarter'.

They'll look at:

- Your arrangements for dealing with Universal Credit full service – policies and procedures, staffing, resources
- How well you understand your customers and the support you offer
- Your approach to proactive arrears prevention and recovery particularly your understanding about UC entitlement and DWP processes
- The effectiveness of your partnership working.

Each health check will consist of:

- A desktop review
- On-site interviews and focus groups
- Case management assessments
- Feedback and discovery session
- Prioritised action plan.

If you need more we can provide hands-on support with implementation.

Sue and Tony have worked with hundreds of housing providers and have an unrivalled wealth of experience, clear understanding of the key issues and in-depth knowledge of income management. Let them share this with you.

Contact Anna Pattison now to find out more on anna.pattison@hqnetwork.co.uk or 01904 557197.

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