|  |  |
| --- | --- |
| This factsheet gives general legal information. While every effort has been made to ensure that the information is correct, this cannot be guaranteed. It is not a substitute for legal advice. You should always seek legal advice for a legal matter.  You can contact Suffolk Law Centre by phone on (01473) 408111, by email at [office@suffolklawcentre.org.uk](mailto:office@suffolklawcentre.org.uk), or at 46a St. Matthews Street, Ipswich, Suffolk IP1 3EP.  This Factsheet was updated on 02/04/2020 | BackgroundIf you have lost your job or had your working hours cut, you may qualify for Universal Credit (UC). UC can help with your rent and living costs. You may also qualify for UC if you are off sick or self-isolating and your household income is low enough.  To be eligible for UC, you can be in or out of work, you must meet immigration and residence conditions and have less than £16,000 in savings. How to claim Universal Credit To claim UC, you need to use a smart phone, tablet or computer and make an online application at:  <https://www.gov.uk/apply-universal-credit>  If you cannot apply online you can call the Universal Credit helpline on **0800 328 5644**  You can get help to make your UC claim from your local Citizens Advice.  If you are claiming other benefits or tax credits you should seek advice before claiming to make sure that you will be better off. Other information Council Tax Reduction.  If your income is low and you do not have savings, you may be able to get help with Council Tax by claiming a reduction from your local district or borough council  Further advice on housing costs can be found on the Shelter website:  <https://england.shelter.org.uk/housing_advice/benefits>  Or the Citizens Advice website:  <https://www.citizensadvice.org.uk/benefits/> |