

Who should I contact for help?

Please make an appointment with your nearest Universal Credit Hub who will support you to make and update your online claim.

Phone us **FREE** on
0808 169 9901

or visit www.gain4u.org.uk
or webchat www.gain4u.org.uk

Your local Universal Credit Hubs:

- **Anniesland Library**
833 Crow Road, Glasgow
G13 1LE
- **Cardonald Library**
1113 Mossbank Drive, Glasgow
G52 3BU
- **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
- **Hillhead Library**
348 Byres Road, Glasgow
G12 8AP
- **Ibrox Library**
1 Midlock Street, Glasgow
G51 1SL
- **Kelvinhall***
1445 Argyle Street, Glasgow
G3 8AW
- **Knightswood Library**
27 Dunterlie Avenue, Glasgow
G13 3BB
- **Partick Library***
305 Dumbarton Road, Glasgow,
G53 6EN
- **Pollok 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

* Service ending at Kelvinhall as returning to Partick Library in November 2019.

Need help with your Universal Credit Claim

If you are of working age and intend 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)

**Income-related
Employment
and Support
Allowance (ESA)**

**Housing
Benefit**

**Working Tax Credit
Child Tax Credit**



**PEOPLE
MAKE
GLASGOW
FAIRER**



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

Other Support Services we can link you with:

- Digital Skills courses
- Financial information and advice
- Employability
- Benefits advice for people with disabilities
- Housing
- Fuel Bills
- Lone Parent support

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.