

# Mutual Exchange – Housing Benefit and Universal Credit Information

## If you mutually exchange within Stevenage:

If you are in receipt of Housing Benefit (HB) for your previous property, you must complete a change of address form and return it to the Benefits service. You can find this online at [www.stevenage.gov.uk](http://www.stevenage.gov.uk)

If you are in receipt of Universal Credit (UC) for housing costs at your previous property, you must notify them of your new address on your UC journal.

Do not forget to claim for Council Tax Support. A separate claim for this must be done. You can find this online at [www.stevenage.gov.uk/benefits/housing-benefit-and-council-tax-support-forms-and-leaflets](http://www.stevenage.gov.uk/benefits/housing-benefit-and-council-tax-support-forms-and-leaflets)

It is important you complete all benefit change of circumstances immediately as any delays could result in missing out on money towards your rent and arrears building on your account.

If you need additional assistance with your application for HB or UC or require additional information please contact the Income team on **01438 242666** or email [Income@Stevenage.gov.uk](mailto:Income@Stevenage.gov.uk).

## If you mutually exchange from outside of Stevenage:

You may be eligible for help from UC with regards to your housing costs. If you were in receipt of HB outside of the area you will now need to claim UC

Do not forget to claim for Council Tax Support. A separate claim for this must be done. You can find this online at [www.stevenage.gov.uk/benefits/housing-benefit-and-council-tax-support-forms-and-leaflets](http://www.stevenage.gov.uk/benefits/housing-benefit-and-council-tax-support-forms-and-leaflets)

It is important to apply for UC immediately as any delay could result in missing out on money towards your rent and arrears building on your account.

If you require additional information please contact the Income team on **01438 242666** or email [Income@Stevenage.gov.uk](mailto:Income@Stevenage.gov.uk)