



Work and Pensions Committee

14 Tothill Street, London SW1H 9NB

Tel 020 7219 8976 Email workpencom@parliament.uk Website www.parliament.uk/workpencom

From the Chair

21 February 2017

John Bibby
Chief Executive
Association of Retained Council Housing
4 Riley Court
Millburn Hill Road
University of Warwick Science Park
Coventry
CV4 7HP

Dear Mr Bibby

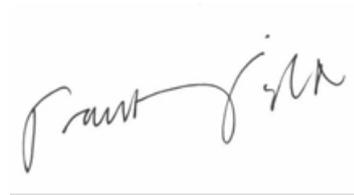
As part of the Committee's ongoing monitoring of the introduction of [Universal Credit](#), we have issued a call for evidence which invites written submissions addressing one or more of the following areas:

- How long are people waiting for their Universal Credit claim to be processed, and what impact is this having on them?
- How are claimants managing with being paid Universal Credit monthly in arrears?
- Has Universal Credit improved the accuracy of payments?
- Have claimants reported making a new claim for Universal Credit, and then found that the system has not registered their claim correctly?
- What impact is Universal Credit having on rent arrears, what effect is this having on landlords and claimants, and how could the situation be improved?
- Would certain groups benefit from greater payment process flexibility and, if so, what might the Government do to facilitate it?
- Does Universal Credit provide people in emergency temporary accommodation with the support they need, and how could this be improved?
- What impact is Universal Credit having on the income and costs of local authorities, housing associations, charities and other local organisations?
- How well is Universal Support working, and how could it be improved?
- What impact has the introduction of full Universal Credit service had in areas where it has replaced the live service?

We would greatly value the thoughts and observations of the Association of Retained Council Housing on these issues.

Could you please send any submission to workpencom@parliament.uk by 20 March 2017, marked for the attention of Ian Hart.

With thanks and best wishes,

A handwritten signature in black ink, appearing to read 'Frank Field', enclosed within a thin black rectangular border.

Rt Hon Frank Field MP
Chair