

How to update your Universal Credit journal

From 6 April 2026, you will see a new 'To Do' in your Universal Credit (UC) journal. This To Do is called '**Confirm your housing costs**'. It's important that you complete it so your Universal Credit is worked out correctly.

What you need to do

Universal Credit will ask you to check and update:

- Your rent amount
- Any eligible service charges
- Any other housing-related charges

You will be asked to confirm:

- How often you pay
- How much you now pay

The rent letter we sent you in March will have details of your new rent and service charges.

What happens when you complete the To Do

Completing the 'Confirm your housing costs' task helps to:

- Make sure your Universal Credit payment is correct
- Prevent delays or problems with your housing costs being paid

This guide explains:

- What each screen looks like
- The questions you will be asked
- How to answer each step

You can use the screenshots in this guide to help you while you complete the To Do.

If you need any help or support updating your journal, please call us on 0191 525 5000 and select option 3 or speak to your Neighbourhood Coordinator.

Before you start

- Make sure you have your rent and service charge letter we sent you in March to hand
- You can use the Back button at the top of the screen at any time to return to the previous page
- Select Continue on each screen to move to the next step

Step 1: Confirm the date your housing costs changed

The first question you see depends on how often you pay your housing costs.

If you pay monthly, you will be asked:

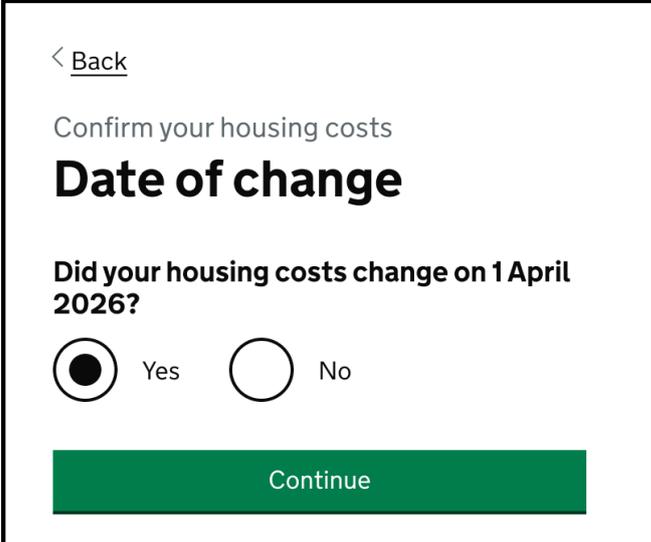
“Did your housing costs change on 1 April 2026?”

On this screen you will see:

- A heading: Date of change
- Two options: Yes or No
- A Continue button

What to do:

- Select Yes if your housing costs changed on 1 April 2026
- Select No if they did not
- Select Continue to move on



The screenshot shows a mobile app interface for confirming housing costs. At the top left is a '< Back' link. Below it is the text 'Confirm your housing costs' followed by the heading 'Date of change'. The main question is 'Did your housing costs change on 1 April 2026?'. There are two radio button options: 'Yes' (which is selected) and 'No'. At the bottom is a green 'Continue' button.

If you pay weekly, fortnightly or 4-weekly, you will be asked:

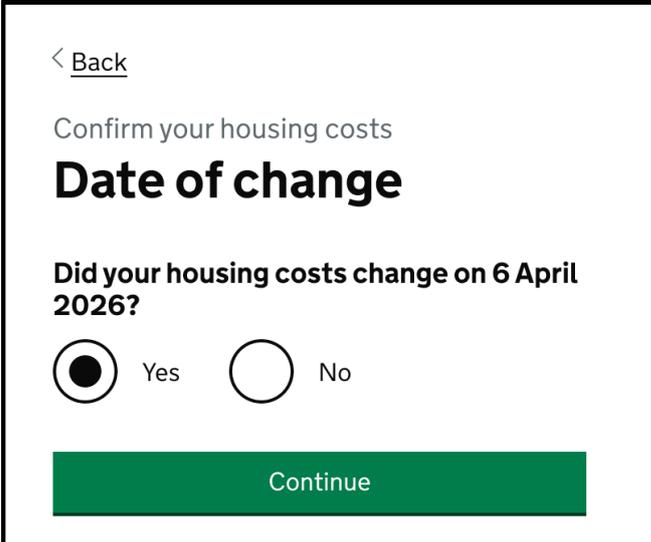
“Did your housing costs change on 6 April 2026?”

On this screen you will see:

- A heading: Date of change
- Two options: Yes or No
- A Continue button

What to do:

- Select Yes if your housing costs changed on 6 April 2026
- Select No if they did not
- Select Continue to move on



The screenshot shows a mobile app interface for confirming housing costs. At the top left is a '< Back' link. Below it is the text 'Confirm your housing costs' followed by the heading 'Date of change'. The main question is 'Did your housing costs change on 6 April 2026?'. There are two radio button options: 'Yes' (which is selected) and 'No'. At the bottom is a green 'Continue' button.

Step 2: Confirm changes to your rent

On this screen you will see:

- A heading: Changes to your rent
- Your current rent displayed on screen
- Questions asking:
 - How often you pay your rent
 - How much your new rent is
- A Continue button

What to do:

- Check the current rent shown on screen
- Confirm how often you pay your rent
- Enter your new rent amount, using your rent letter for reference
- Select Continue to move on

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Confirm your housing costs

Changes to your rent

You previously told us the total rent for your property is £150.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your rent?

Yes No

How much is your new rent, in pounds and pence?

Do not include any service charges or rent arrears.

£	<input type="text"/>
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[Continue](#)

Step 3: Confirm changes to your service charges

On this screen you will see:

- A heading: Changes to your service charges
- Your current service charges displayed
- Questions asking:
 - How often you pay service charges
 - How much your new eligible service charges are
- A message explaining that eligible service charges are listed separately on your landlord letter
- A Continue button

What to do:

- Check the current service charges shown
- Confirm how often you pay them
- Enter your new eligible service charge amount, using your landlord letter
- Select Continue to finish this section

Confirm your housing costs

Changes to your service charges

You previously told us the total eligible service charges for your property are £5.00 per week.

Your landlord should have written recently with details of changes to rent or eligible service charges.

Are you still charged weekly for your service charges?

Yes No

How much are your new eligible service charges, in pounds and pence?

Only include 'eligible' service charges. They will be listed separately on the letter from your landlord.

£	<input type="text"/>
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[Continue](#)