

[How to Update Your Universal Credit Journal](#)

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From Monday 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 is important that you complete this so that your Universal Credit is worked out correctly.

Do not update your new housing costs until Monday 6th April 2026 as they will be refused by Universal Credit and this may lead to arrears building on your rent account as the new rent will not be paid.

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

What each screen looks like

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

Step 1: Confirm the date your housing costs changed

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

The first question asks if you pay monthly, St Albans tenants are charged rent weekly and the rent costs are applicable as of 6th April 2026, 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 **No**
- Select **Continue** to move on

St Albans tenants are charge rent weekly, you will be asked:

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

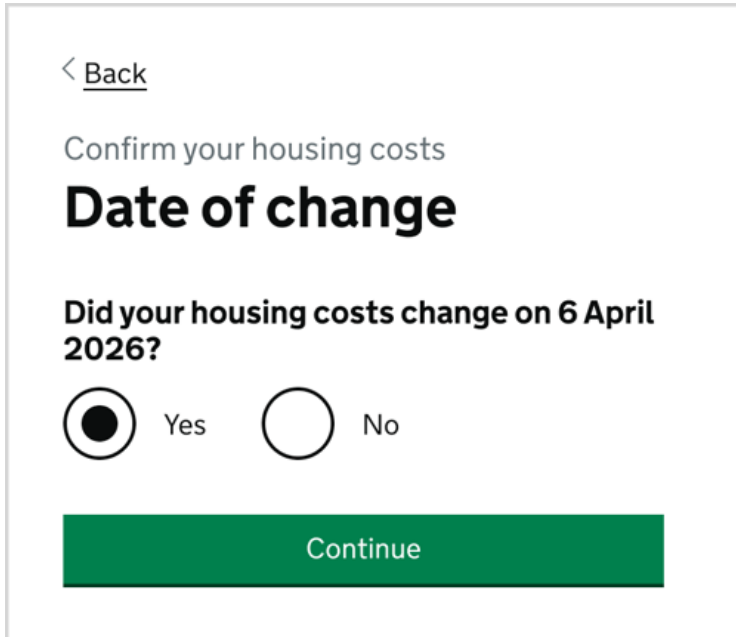
On this screen you will see:

- 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



< [Back](#)

Confirm your housing costs

Date of change

Did your housing costs change on 6 April 2026?

☒ Yes ☐ No

Continue

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 and 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

[< Back](#)

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.

£

[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

[< Back](#)

Confirm your housing costs

Changes to your service charges

Your 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.

£	
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[Continue](#)

If you still need any help or support updating your journal, please call us on 01727 866100 and speak to your Income Officer or to Helen Kenyon in Tenancy Sustainment.

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