Dear Glenys Harriman,

Thank you for your Freedom of Information (FoI) request received on 10 March. You wrote:

“We are aware of a technical issue that means where a 3 bedroom property would normally be underoccupied by 2 bedrooms were it not for an exemption/ exceptional room allocation (eg couple where 2 cannot share a bedroom or one requires regular overnight care) the system cannot reduce the UC housing cost element by 14% and applies a full exemption. This leads to a recoverable overpayment. Is there a training or guidance document for work coaches and/or decision makers that explains the process they should take in this situation for example how a claimant and/or landlord is notified? It would be best if the claimant is made aware so they can put the 'extra' money to one side in preparation for overpayment recovery. Alternatively is there any document that states that in this situation, as it is entirely due to a system error, the overpayment will not be recoverable?"

**DWP Response**

Following a search of our paper and electronic records, we have established that the information you requested is not held by this Department.

This issue has been investigated, which has now been fixed for new claimants and claimants currently on Universal Credit when they declare a change of circumstances.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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**Your right to complain under the Freedom of Information Act**
If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner’s Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Website: ICO Contact Information or telephone 0303 123 1113.