

Beta This service is regularly improved, based on feedback.

Journal

Use your journal to:

add details about your work search

leave messages for Universal Credit

view your Universal Credit account history

Add a journal entry

Journal entries		Expand all entries
Date and time	Message	Added by
13 May 2026 at 11:23am	Your landlord has confirmed your housing costs	
30 Apr 2026 at 4:58am	Other benefits affecting your Universal Credit	
31 Jan 2026 at 3:01am	Other benefits affecting your Universal Credit	
30 Nov 2025 at 4:57am	Other benefits affecting your Universal Credit	
31 Oct 2025 at 3:07am	Other benefits affecting your Universal Credit	
9Jul2025 at 12:36pm	Hi Simon.	Monika
	Your invite to use the new 'Repay and manage benefit money you owe' service.	Bangor Service Centre
	We wanted to tell you about a new online service you can use to manage the money you currently owe the Department for Work and Pensions (DWP).	
	It's called 'Repay and manage benefit money you owe' and you can: Show more	
	► Send reply	
31 May 2025 at 3:02am	Other benefits affecting your Universal Credit	
15 May 2025 at 11:21am	Accept your commitments completed	Simon Cordell
12 May 2025 at 2:44pm	Attended: Work Focused Interview Monday 12 May 2025 at 2:35pm by phone	An agent
12 May 2025 at 2:44pm	Hi Simon.	Girish
	Any changes of circumstances must be reported to both Universal Credit, via your account, and to ESA by calling 0800169 0310	Enfield Jobcentre Plus
	Regards.	
	► Send reply	
7 May 2025 at 4:43pm	Hi Simon.	Joshua
	I have attached a link below from the https://gov.uk (opens in new tab) website that details what happens when you claim Universal Credit and New Style ESA alongside one another.	Belfast Goodwood Service Centre
	https://www.gov.uk/quidance/new-stvle-employment-and-support-allowance	
	(opens in new tab) Show more	
	► Send reply	
6 May 2025 at 2:50pm	I have just spoken to someone from UC and he asked me to update the journal with this. You have taken £598.87 of my son's UC due to stating an over payment of ESA was paid, but as I said to the person ESA is paid in arrears just as UC is so you are taking money back my son was entitled to. I would like this looked into. As what you done is wrong and I want to complain about this.	Simon Cordell

6 May 2025 at 1:17pm	Can 1 ask how my benefit for UC is being worked out also. As it seems 1 am getting less money per month then on ESA. on ESA 1 was getting £237 every 2 weeks plus on top the severe disability premium which worked out to £489.80 every 2weeks. now it seems 1 am getting £231.00 every 2 weeks on UC there seems to be something wrong, and you are stating I owe money that I knew nothing about. But the maths do not work out right when in fact on UC you not meant to be worse off. And I should have protection from moving from ESA to UC.	Simon Cordell
6 May 2025 at 9:27am	Good Morning.	Joshua
	I have sent an email to the job centre regarding this appointment. They will be in touch if there is anything they can do regarding this.	Belfast Goodwood Service Centre
	Kind Regards.	
	Joshua	
	► Send reply	
6 May 2025 at 9:23am	Hi Simon.	Joshua
	Repayments are made monthly and are deducted from your Universal Credit award. You will see these repayments being added to your Universal Credit	Belfast Goodwood Service Centre

statements each month going forward. Kind Regards.

Show more

► Send reply

5 May 2025 at 10:05am	Could you please give me a break down of how this overpayment is being paid back. 1 did not know 1 had been overpaid until now.	Simon Cordell
5 May 2025 at 9:58am	<u>Simon is going to find it very hard to talk to you he does not speak to anyone, he will say when you call him to call me. He won't be able to deal with this and you are making it harder on me to cope with him as he has gone into full panic mode.</u>	Simon Cordell
3 May 2025 at 9:56am	HI Simon. We need to review your commitment as it now applies to your New Style ESA claim. A telephone appointment has been booked for 12/05/25 at 2:35pm forthis to be done. Kind regards ► Send reply	Michelle
3 May 2025 at 9:50am	Work Focused Interview booked. You have an appointment, bv phone, on Monday 12 May 2025 at 2:35pm.	An agent
2 May 2025 at 11:58am	Hi Simon. Please see attached letter. Thanks Read the attached file. If the letter asks you to call us. please try using your journal instead. UCD367MGP1 first name SIMON CORDEU.pdf ► Send reply	Angela Ballymena Service Centre
30 Apr 2025 at 4:52am	Other benefits affecting vour Universal Credit	
7 Apr 2025 at 9:37am	Good Morning, We have set up Simon's account so that his rent payment's go directly to the landlord and that they will receive their payment twice in each assessment period. Many Thanks. Joshua ► Send reply	Joshua Belfast Goodwood Service Centre
7 Apr 2025 at 9:36am	Changes to your Universal Credit payment	An agent
6 Apr 2025 at 12:26pm	Report housing change	Simon Cordell
6 Apr 2025 at 12:26pm	Confirm your housing details completed	Simon Cordell
6 Apr 2025 at 12:24pm	hi i was wondering if it was possible to change the payment from every month to every 2 weeks Simon finds it very hard with any changes, and this is already a big change to him and he has gone into complete panic.	Simon Cordell
3 Apr 2025 at 10:59am	Attended: Biographical Thursday 3 April 2025 at10:55am bv phone	An agent
3 Apr 2025 at 10:55am	Other benefits affecting vour Universal Credit	
2 Apr 2025 at 8:49am	Hi Simon This is a gentle reminder you have a telephone appointment tomorrow to progress your claim for Universal Credit. Please make sure you check your to-do list for details of documents you will need to provide. Kind Regards ► Send reply	Costas Enfield Jobcentre Plus
1 Apr 2025 at 1:29pm	Hi Simon Your appointment is not a video call, it is a phone call. Kind regards ► Send reply	Claire Enfield Jobcentre Plus
1 Apr 2025 at 12:43pm	is the Biographical booked, appointment, by phone, on Thursday 3 April 2025 at 10:55am. is this a video call? <u>Simon my son does not leave the flat so any appointments booked for him would be an issue to go anywhere out of his flat.</u>	Simon Cordell
1 Apr 2025 at 7:35am	Biographical booked. You have an appointment, by phone, on Thursday 3 April 2025 at 10:55am.	An agent
1 Apr	Book your appointment completed	An agent

2025 at 7:35am		
31 Mar 2025 at 4:05pm	i know the information i submitted for my passport and driving lie was correct but it would not accept it. <u>Also all of my mail goes to my mothers address of 23 Byron Terrace, Edmonton. London. N9 7DG as for a long time i am not getting my mail.</u> Also this is a change over from ESA support group to UC as i had a letter it needed to be done.	Simon Cordell
31 Mar 2025 at 4:00pm	i know the information i submitted for my passport and driving lie was correct but it would not accept it. <u>Also all of my mail goes to my mother's address of 23 Byron Terrace, Edmonton. London. N9 7DG as for a long time i am not getting my mail.</u>	Simon Cordell
31 Mar 2025 at 3:57pm	Answer a few equality questions completed	Simon Cordell
31 Mar 2025 at 3:54pm	Accept your commitments completed	Simon Cordell
31 Mar 2025 at 3:51pm	Confirm your identity completed	Simon Cordell
31 Mar 2025 at 3:29pm	You still need to accept vour commitments	
31 Mar 2025 at 3:29pm	New claim details were submitted	Simon Cordell
31 Mar 2025 at 3:23pm	Money, savings and investments completed	Simon Cordell
25 Mar 2025 at 3:48pm	Caring for someone completed	Simon Cordell
25 Mar 2025 at 3:48pm	Health completed	Simon Cordell
25 Mar 2025 at 3:01pm	Education and training completed	Simon Cordell
25 Mar 2025 at 2:59pm	Income other than earnings completed	Simon Cordell
25 Mar 2025 at 2:39pm	Bank account details completed	Simon Cordell
25 Mar 2025 at 2:35pm	Work and earnings completed	Simon Cordell
25 Mar 2025 at 2:34pm	Who lives with you? completed	Simon Cordell
25 Mar 2025 at 2:33pm	Housing completed	Simon Cordell
25 Mar 2025 at 2:25pm	Nationality completed	Simon Cordell
25 Mar 2025 at 1:58pm	Do you have a partner? completed	Simon Cordell
25 Mar 2025 at 1:55pm	Previous Address completed	Simon Cordell
25 Mar 2025 at 1:51pm	Address completed	Simon Cordell
25 Mar 2025 at 1:48pm	Contact details completed	Simon Cordell

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