



# Landlord Portal User Guide



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## 1. Introduction

The landlord portal allows landlords and agents to view details of all awards of Housing Benefit where payment is made direct to the landlord or agent.

It provides payment and claim entitlement details for individual claims (including downloadable entitlement notifications), a facility to download all payments on a payment schedule, and a facility to report changes in your tenant's circumstances.

The available functionality is summarised below:

### View Payments

- Search and check for payments made
- View the payment transactions included in the overall payment for the claim(s) searched for
- Link from each transaction to the associated claim details page for that particular claim
- Export payment information for import into landlord databases

### View Claims

- Search for one or many claims
- Details of the current weekly Housing Benefit entitlement
- Current claim status, including whether claim is live or suspended (including reason for suspension)
- Details of payments made, including any recovery for overpayments
- View/extract notification letters

### Get in touch

- Tell us about changes to your tenants circumstances
- Upload documents to evidence changes

## 2. Getting started

When you initially register for the landlord portal, you will receive two emails. The first mail will advise your username and a link to the portal.

You will also receive an initial password in a separate email.

Use these details to log into the portal for the first time. You will also have the opportunity to change your password to something more memorable at this time.

Once you have activated your account, you will be able to access the portal via the link on the council website

<https://www.rossendale.gov.uk/council/register-landlord-portal>

Once you have clicked on the link you will be taken to the login page. Type in your username and password and click 'sign in'. If you forget your password you can use the 'forgotten your password' option.

## 3. Signing in

The image shows a 'Sign in' form with the following elements and annotations:

- Sign in** (blue text)
- Username** label above a text input field. A green arrow points to the field with the text "Enter Username".
- [Forgotten your username?](#) (blue text). A red arrow points to this link with the text "Click here if you have forgotten your username".
- Password** label above a text input field. A green arrow points to the field with the text "Enter Password here".
- [Forgotten your password?](#) (blue text). A red arrow points to this link with the text "Click here if you have forgotten your password".
- SIGN IN** (green button). A large green arrow points to the button with the text "Click Sign In".
- [SIGN IN AS AN AUTHORITY USER](#) (blue text)
- [PRIVACY STATEMENT \(OPENS IN A NEW WINDOW\)](#) (blue text)

On the first screen you see after you've logged in there are various options to choose from:

**Log out** – use this if you want to log out of the portal

**My profile** – use this to update the email address and telephone number we hold for you, and to change your password.

**Letters** – advice notice when there are claim notification letters available for you to view, for example, entitlement changes.

**Messages** – here you will see any points of general information we want to pass on to you

The following four options will then be available:

## 4. Viewing payments

[VIEW PAYMENTS](#)

[VIEW CLAIMS](#)

[VIEW LETTERS](#)

[GET IN TOUCH](#)

View payments of Housing Benefit and Discretionary Housing Payments (HB and DHP) made to you on behalf of your tenants. Payment of stand-alone Discretionary Housing Payments (UCDHP) are also shown where relevant.

Account

Method

Payments from DD MM YYYY

Payments to DD MM YYYY

[SEARCH](#) [CLEAR SEARCH](#)

[SHOW LATEST PAYMENTS](#)

Account	Date	Type	Amount	Method	Sort code	Bank account	Status
	21/08/2024	HB and DHP	<a href="#">£782.48</a>	Direct to bank			Accepted
	24/07/2024	HB and DHP	<a href="#">£782.48</a>	Direct to bank			Accepted
	26/06/2024	HB and DHP	<a href="#">£782.48</a>	Direct to bank			Accepted
	05/06/2024	HB and DHP	<a href="#">£53.42</a>	Direct to bank			Accepted
	29/05/2024	HB and DHP	<a href="#">£738.48</a>	Direct to bank			Accepted
	01/05/2024	HB and DHP	<a href="#">£738.48</a>	Direct to bank			Accepted
	03/04/2024	HB and DHP	<a href="#">£694.62</a>	Direct to bank			Accepted
	06/03/2024	HB and DHP	<a href="#">£680.00</a>	Direct to bank			Accepted
	07/02/2024	HB and DHP	<a href="#">£680.00</a>	Direct to bank			Accepted
	10/01/2024	HB and DHP	<a href="#">£680.00</a>	Direct to bank			Accepted

[Export to csv](#) 1 - 10

[PRINT PAYMENT RESULTS](#)

[BACK TO DASHBOARD](#)

Use the search feature to search for payments for a specific date or period of time

Click the amount to view payments for each tenant.

You can print off these details or save them to a spreadsheet

A summary of your most recent 10 payments will show automatically. You can use the search fields should you require to view payments from the past.

Click on the 'amount' link to view the individual payments that make up the total amount paid.

If you have multiple tenants who receive benefit, you will see details of each tenant's award of benefit, including any recovery for overpaid housing benefit.

If your tenant receives Discretionary housing payments, this will also be displayed here.

Should you require a hard copy you can download and print this using the link at the bottom of the page.

If you wish to download and export your landlord schedule (to upload into a payment system or database, for example) use the 'export to csv' option.

## 5. Viewing claims

Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are the payee.

Reference  Rent reference  Claim type  HB status

First name  Last name  Postcode

Current  Only show suspended claims

Enter your tenants Housing Benefit reference number, name or postcode to search for their details.

Or alternatively click search to display all of your tenants' claims

Reference ↑	Name	Rent.ref	Claim.type	Status	Suspended?	Address	Postcode
26854	Mrs Ann Price		HB and DHP	Active	No	▶ Flat 2, Bro	13 0UE
54125	Mr John Brown		HB and DHP	Active	No	▶ Flat 5, Whi	13 0RQ

[Export to CSV](#) row(s) 1 - 2 of 2

[PRINT CLAIM RESULTS](#)

Click the reference to view their payment information and to view any letters you have been sent

You can search for your tenants claim details by entering their Housing Benefit reference number. If you do not have their reference number, you can search by name, or address.

Alternatively, if you only have a few tenants who receive Housing Benefit, just click the search button and a list of all your tenants will be displayed.

Once you select your tenants' reference number, a summary of your tenants' details will be displayed.

## 6. Claim summary details

Click on the Housing Benefit reference number to view your tenants claim status, award of housing benefit, and any discretionary housing payments they may be entitled to, as well as the amount and date of the next payment that will be sent to you.

You can also view any outstanding overpayments for this tenant (if applicable)

Claim details for claim 26854	
Reference	26854
Name	Mrs Ann Price
Rent ref	
Claim type	HB and DHP
Status	Active
Address	Flat 2, Brow .....
Housing benefit weekly amount	£90.99
Discretionary housing payment weekly amount	£0.00
Property ref	000012125448888
Next payment amount	£363.96
Next payment date	10/02/2025
Weekly recovery rate	£0.00
Your outstanding overpayment	£0.00

[VIEW ENTITLEMENTS](#) [VIEW PAYMENTS](#) [VIEW LETTERS](#) [GET IN TOUCH](#)

## 7. View entitlement, payments and letters

At the bottom of the claim summary screen you will find four further options:



**View entitlements** - Displays your tenants award information. This will detail the amount of housing benefit they are entitled to. You can also see historic award information and details of any changes in your tenants' award. Finally, you can see the date their claim was last assessed, so if a change has only just been made, you will see the date and new award information here.

**View payments** – Displays the most recent 10 payments made to you for the selected tenant. If you require additional payment information, you can use the search fields to return payments made for whatever period you choose.

**View letters** – will allow you to view all notification letters issued to you on behalf of your claimants housing benefit award. Note the letters will only be available from the date you activate your landlord portal account, so historical letters are not available.

If you require any historic notification letters, you can contact the council to request duplicate copies if required.

You can print and/or save these letters for your records.

**Letters for claim** 26854

Account 3577

Cannot view information that is older than 3 year(s)

**Letter Type**  
Please select

**Sent From Date**      **Sent To Date**

DD MM YYYY      DD MM YYYY

**SEARCH**

<a href="#">Letter Type</a>	<a href="#">Date Sent</a> ↓↑	<a href="#">Claim Address</a>	<a href="#">View Letter</a>
Change in circumstances to landlord	06/06/2024	Flat 2, Brow.....	<a href="#">View Letter</a>
Change in circumstances to landlord	02/03/2024	Flat 2, Brow.....	<a href="#">View Letter</a>
Change in circumstances to landlord	02/03/2024	Flat 2, Brow.....	<a href="#">View Letter</a>

[Export to CSV](#)      row(s) 1 - 3 of 3

[PRINT LETTER RESULTS](#)

**BACK TO CLAIM**

Use the search facility to view letters for a specific date or period of time

Click view letter to download a copy of any letters sent to you



## 8. Get in touch

VIEW PAYMENTS

VIEW CLAIMS

VIEW LETTERS

GET IN TOUCH

You can use this facility to tell us about any changes in your tenant's circumstances which may affect their entitlement to benefit (tenant has moved out for example).

If you have a specific enquiry regarding a payment, or if you have a general question you would like to ask, you can also use this facility to raise the question, and you will receive a response from one of our benefit assessment officers.

### Get in touch

Report a change or ask a question and we will get back to you

What do you want to tell us about?

Please select

← Click here to select a reason for getting in touch

Please provide an email address to which we can respond if any further information is required

← Insert your email address

SEND NOTIFICATION

Choose an option from the **'What do you want to tell us about?'** dropdown that is the closest description to the change you want to notify. You will then be directed to provide additional information about the change, the information requested will be different for each change reason in the dropdown. Various screen messages will appear until all the mandatory fields have been completed.

You can provide documents to support the change you are reporting if required, this can be done via the **'Upload your documents'** option.

Once you've completed all the required fields for the specific change you can send this through to us by selecting this button.

SEND NOTIFICATION

You will receive an automatic email to confirm we have received your change notice.