Landlord Portal User Guide

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**

  o Search and Check for payments made

  o View the payment transactions included in the overall payment for the claim(s) searched for

  o Link from each transaction to the associated claim details page for that particular claim

  o Export payment information for import into landlord databases

- **View Claims**

  o Search for one or many claims

  o Details of the current weekly Housing Benefit entitlement

  o Current claim status, including whether claim is live or suspended (including reason for suspension)

  o Details of payments made, including any recovery for overpayments

  o Ability to notify the council of any changes in your tenants circumstances which may affect their claim

  o View/Extract Notification Letters

- **Get in touch**

  o Tell us about changes to your tenant's circumstances

  o Load documents to evidence changes

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 then be able to access the portal via the link on the council website or by using the following link:

After your first log-in you can use this link –
www.burnley.gov.uk/mylandlordaccount

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.

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 options will then be available:

View payments

Your payments

View payments of housing benefit and discretionary housing payments (HB and DHP) made to you on behalf of your tenants. Payments of stand-alone discretionary housing payments (UCDHP) are also shown where relevant.

Account

14

Method

Please select ▼

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

Payments from

DD MM YYYY 📅

Payments to

DD MM YYYY 📅

Search   Clear search

Last 10 payments will be displayed here

Click the amount to view payments made for each tenant

Show latest payments

Account	Date ↓	Type	Amount	Method	Sort code	Bank account	Status
14	12/06/2019	HB and DHP	£928.64	Direct to bank			Accepted
14	15/05/2019	HB and DHP	£928.64	Direct to bank			Accepted
14	17/04/2019	HB and DHP	£928.64	Direct to bank			Accepted
14	08/04/2019	HB and DHP	£44.18	Direct to bank			Accepted
14	20/03/2019	HB and DHP	£619.40	Direct to bank			Accepted
14	20/02/2019	HB and DHP	£619.40	Direct to bank			Accepted
14	23/01/2019	HB and DHP	£619.40	Direct to bank			Accepted
14	27/12/2018	HB and DHP	£619.40	Direct to bank			Accepted
14	28/11/2018	HB and DHP	£619.40	Direct to bank			Accepted
14	31/10/2018	HB and DHP	£619.40	Direct to bank			Accepted

Export to csv

Print payment results

row(s) 1 - 10 of 10

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

Back to dashboard

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 tenants 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.

View claims

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 tenant's reference number, a summary of your tenant's details will be displayed:

Claim summary details:

Claim details for claim 001788

Reference	001788
Name	Mr David Beckham
Rent ref	
Claim type	HB and DHP
Status	Active
Address	Flat 5,35 Queen Street, ▓▓▓▓
Housing benefit weekly amount	£79.85 **Award of housing benefit**
Discretionary housing payment weekly amount	£0.00
Property ref	4566103540
Next payment amount	£319.40 **Next payment amount**
Next payment date	15/07/2019 **Next payment date**
Overpayment outstanding	£0.00 **Amount of any outstanding overpayments**

Award information

View letters

[View entitlements] [View payments] [View letters] [Get in touch]

Payment information

Get in touch if you have a question or want to report a change

You can 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):

There are a further 4 options available:

[View entitlements] [View payments] [View letters] [Get in touch]

View entitlements - Display's 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.
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View payments – Display's 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 001788

Account 14

Letter Type

| Please select ▾ |

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

Sent From Date

| DD | MM | YYYY | 📅 |

Sent To Date

| DD | MM | YYYY | 📅 |

[Search]

Letter Type	Date Sent ↓≡	Claim Address	
Change in circumstances to landlord	12/06/2019		View Letter
Overpayment to landlord	12/06/2019		View Letter
Change in circumstances to landlord	12/06/2019		View Letter

Export to CSV
Print letter results

row(s) 1 - 3 of 3

[Back to claim]

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

Get in touch

You can use this option 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 officers.

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

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