



# Housing Benefit 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 and a facility to download all payments on a payment schedule.

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 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 a claim is live or suspended
  - o Details of payments made, including any recovery for overpayments

## Getting started.

When you initially register for the landlord portal, you will receive two emails. The first email 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 by using the following link:

After your first log-in you can use this link -

[www.telford.gov.uk/hblp](http://www.telford.gov.uk/hblp)

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.

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

- Username:** A text input field with the label 'Username' above it. An annotation box 'Enter username' has an arrow pointing to the input field.
- Forgotten your username?:** A link below the username field. An annotation box 'Click here if you have forgotten your username' has an arrow pointing to the link.
- Password:** A text input field with the label 'Password' above it. An annotation box 'Enter Password' has an arrow pointing to the input field.
- Forgotten your password?:** A link below the password field. An annotation box 'Click here if you have forgotten your password' has an arrow pointing to the link.
- Sign in:** A red button with the text 'Sign in'. An annotation box 'Click Sign In' has an arrow pointing to the button.
- Sign in as an authority user:** A link below the 'Sign in' button.
- Privacy statement:** A link at the bottom of the form.

On the first screen you see, after you have 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.

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.

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

Account: 999      Method: Please select

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
999	07/11/2019	HB and DHP	<a href="#">£1,000.00</a>	Direct to bank	00-00-00	12345678	Accepted
999	07/11/2019	UCDHP	<a href="#">£1,060.87</a>	Direct to bank	00-00-00	12345678	Paid
999	07/11/2019	UCDHP	<a href="#">£386.05</a>	Direct to bank	00-00-00	12345678	Paid
999	07/11/2019	HB and DHP	<a href="#">£0.00</a>	Direct to bank	00-00-00	12345678	Accepted
999	07/11/2019	HB and DHP	<a href="#">£8,696.41</a>	Direct to bank	00-00-00	12345678	Accepted
999	08/10/2019	HB and DHP	<a href="#">£2,999.43</a>	Direct to bank	00-00-00	12345678	Accepted
999	07/10/2019	HB and DHP	<a href="#">£1,589.36</a>	Direct to bank	00-00-00	12345678	Accepted
999	04/10/2019	HB and DHP	<a href="#">£867.17</a>	Direct to bank	00-00-00	12345678	Accepted
999	03/10/2019	HB and DHP	<a href="#">£557.05</a>	Direct to bank	00-00-00	12345678	Accepted
999	02/10/2019	HB and DHP	<a href="#">£561.07</a>	Direct to bank	00-00-00	12345678	Accepted

[Export to csv](#)   [Print payment results](#)      row(s) 1 - 10 of 10

[Back to dashboard](#)

Last 10 payments will be displayed here  
Click the amount to view payments made 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 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 'Print payment results' 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.

You can now view Universal Credit Discretionary Housing Payments separately

## 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

999

Method

Please select

Payments from

DD

MM

YYYY



Payments to

DD

MM

YYYY



Search

Clear search

Click on the amount to see more details of the payment

[Show latest payments](#)

Account	Date ↓	Type	Amount	Method	Sort code	Bank account	Status
999	02/12/2019	UCDHP	<a href="#">£100.00</a>	Direct to bank	00-00-00	12345678	Accepted



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## Payment details for account 999

Payment date 27/11/2019

Application	Name	Rent ref	UCDHP	Adjustment	Amount	From	To	Address	Postcode
123-9211	Daisy Duck		£70.03	£0.00	£70.03	01/11/2019	21/11/2019	<a href="#">▶ 122 High...</a>	TF7 7DD

N.B. The application is made up of two parts, so in the example above; 123 is the Application Reference for that Applicant and 9211 is the Award Reference for that particular payment

## View claims

### Your 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 12345	Rent reference	Claim type Please select ▾	HB status Active ▾
First name	Last name	Postcode	

Current

Only show suspended claims

Enter your tenants housing benefit reference number, name or post code to search for their details

Unread letters created since

DD	MM	YYYY	
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<b>Search</b>	Clear search
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<u>Reference</u> ↑	<u>Name</u>	<u>Rent ref</u>	<u>Claim type</u>	<u>Status</u>	<u>Suspended?</u>	<u>Address</u>	<u>Postcode</u>
<a href="#">12345</a>	Mr Daffy Duck		HB and DHP	Active	No	▶ <a href="#">1 Daffy Street</a>	TF1 1DD

[Export to CSV](#)

[Print claim results](#)

Click the reference to view their payment information

row(s) 1 - 1 of 1

<b>Back to dashboard</b>
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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 12345

Reference	12345
Name	Mr Daffy Duck
Rent ref	
Claim type	HB and DHP
Status	Active
Address	1 Daffy Street, Telford, TF1 1DD
Housing benefit weekly amount	£80.07 <span>Award of housing benefit</span>
Discretionary housing payment weekly amount	£0.00
Property ref	123456789012
Next payment amount	£320.28 <span>Next payment amount</span>
Next payment date	11/11/2019 <span>Next payment date</span>
Overpayment outstanding	£0.00 <span>Amount of any outstanding payments</span>

Award information                      Not available

↓    ↓

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↑

Payment information

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 2 options available:

[View entitlements](#)   [View payments](#)   [View letters](#)

**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.

**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** - NOT YET AVAILABLE