Landlord Portal user guide
Information in the Landlord Portal

Landlord Portal Sign In screen
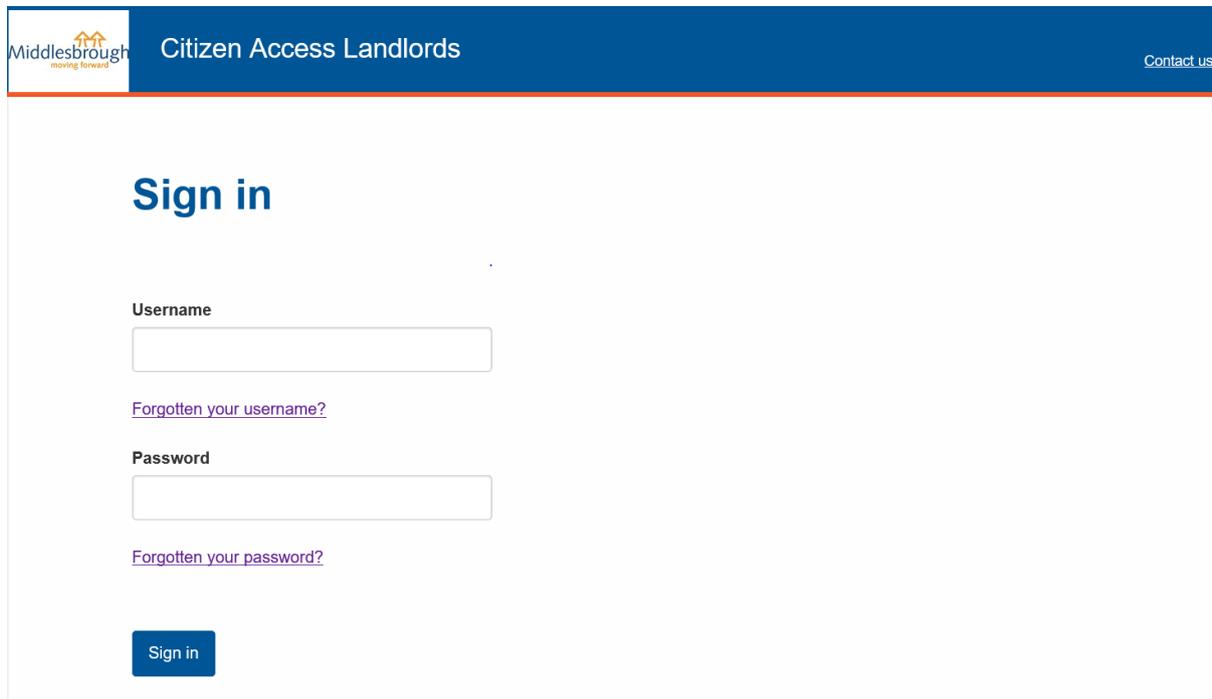
When you open the Landlord Portal, you'll be taken to the 'Sign In' screen where you will be able to log in to the Landlord Portal using your username and password (these will have been emailed to your registered email address previously). If you are unsure of your username or password you will be able to use the 'Forgotten your username?' or 'Forgotten your password?' links. Here you will be able to enter your registered email address and the relevant details to allow you to gain access to your account will be emailed to your registered email address.

Home screen

Once signed in, your home page will be displayed. From here you will be able to view a breakdown of payments received in respect of your tenants, view your tenants claim information and also amend your registered account details.

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.

Cannot view information that is older than 2 year(s)

Account

[   ]

Method

Please select ▼

Payments from

01 09 2019 📅

Payments to

14 11 2019 📅

Search | Clear search

Show latest payments

Account	Date ↓≡	Type	Amount	Method	Sort code	Bank account	Status
	13/11/2019	HB and DHP	£584.76	Direct to bank	40-33-01	****4519	Paid
	16/10/2019	HB and DHP	£584.76	Direct to bank	40-33-01	****4519	Paid
	18/09/2019	HB and DHP	£592.95	Direct to bank	40-33-01	****4519	Paid

Export to csv
Print payment results

row(s) 1 - 3 of 3

Back to dashboard

If you've chosen to View Payments, you'll see this screen. Payments will be displayed as shown above. Alternatively you can search for payments for all of your tenants for a particular period by adding dates into the 'Payments From' and 'Payments To' boxes.

You can see a breakdown of the payment details by clicking on the amount figure (which is underlined in the image).

Payment Details

Payment breakdown

The payment breakdown shows all the claims which make up your total payment, and includes the following information:

- claim reference ('Claim')

- claimant's name ('Name')

- claimant's address ('Address')

- start and end dates of the payments ('From' and 'To')

- amount to be paid ('HB, DHP, UCDHP')

- any overpayment being recovered ('Adjustment')

- final total to be paid for that claimant ('Amount') – this is 'HB, DHP & UCDHP' minus any 'Adjustment'

Click the 'export to csv' link and the information will display as an Excel spreadsheet. The spreadsheet gives the same information as above, however Excel gives you the option to search and sort data, and use the information for your accounts. You also have the option to print the payment results.

<u>View Claims</u>

View Claims allows you to view your claims. Here it will show the status of a claimant's claim:

- **Active** means the claim is up and running
- **Registered** and **Suspended** mean the claim has been held and is awaiting further information.

You can use the dropdown menus to look for only active or registered claims, check which of your tenants' claims are currently suspended or view a specific tenants' claim by searching using their claim reference number, name or postcode.

Claim details

The claim details breakdown above shows all the claims which are currently 'Active', and includes the following information:

- claim reference ('Reference')
- claimant's name ('Name')
- claimant's address ('Address')
- claimant's postcode ('Postcode')
- Payment type ('Claim type')
- Status of the claim ('Status')
- If the claim is suspended ('Suspended?')

By clicking on to the 'Reference' of a tenant you can also see when the next payment is due, and how much it will be.

If an overpayment is currently being recovered, you can see how much the weekly recovery rate is (see screen shot below).

Reference	
Name	
Rent ref	
Claim type	HB and DHP
Status	Active
Address	
Housing benefit weekly amount	£88.85
Discretionary housing payment weekly amount	£0.00
Property ref	
Next payment amount	£0.00
Next payment date	16/12/2019
Overpayment outstanding	£0.00

View entitlements   View payments   View letters

You will then have an option to see all of the payments you have received for this specific tenant or what their current housing benefit entitlement is by clicking 'View payments' or 'View entitlements'. View payments will display all payments received for the last 2 years. There is also an option to export this information on to a spreadsheet to keep for your records or you can print the payment results if required.

Claim payments for claim

Account

Cannot view information that is older than 2 year(s)

From date

| DD | MM | YYYY | 📅 |

To date

| DD | MM | YYYY | 📅 |

Search

Date ↓=	HB	DHP	Adjustments	Amount	From date	To date	Rent ref	Method	Address
13/11/2019	£355.40	£0.00	£0.00	£355.40	21/10/2019	17/11/2019		Direct to bank	▶
16/10/2019	£355.40	£0.00	£0.00	£355.40	23/09/2019	20/10/2019		Direct to bank	▶
18/09/2019	£355.40	£0.00	£0.00	£355.40	26/08/2019	22/09/2019		Direct to bank	▶
21/08/2019	£355.40	£0.00	£0.00	£355.40	29/07/2019	25/08/2019		Direct to bank	▶
24/07/2019	£355.40	£0.00	£0.00	£355.40	01/07/2019	28/07/2019		Direct to bank	▶
26/06/2019	£355.40	£0.00	£0.00	£355.40	03/06/2019	30/06/2019		Direct to bank	▶
29/05/2019	£355.40	£0.00	£0.00	£355.40	06/05/2019	02/06/2019		Direct to bank	▶
01/05/2019	£355.40	£0.00	£0.00	£355.40	08/04/2019	05/05/2019		Direct to bank	▶

View entitlements will display all recent weekly claim entitlement so you can see how much a tenant is receiving each week. This screen is particular useful when a tenant has had a change of circumstances and their entitlement has reduced/increased.

Entitlements for claim

Account

Cannot view information that is older than 2 year(s)

Claim type	Start date	End date
Please select	DD MM YYYY	DD MM YYYY

Search

Type	Start date	End date	Amount	Frequency	Calculation date
HB	14/10/2019	27/09/2020	£88.85	Weekly	08/11/2019
HB	07/10/2019	13/10/2019	£88.85	Weekly	08/11/2019
HB	30/09/2019	06/10/2019	£88.85	Weekly	08/11/2019
HB	01/04/2019	29/09/2019	£88.85	Weekly	02/03/2019
HB	22/10/2018	31/03/2019	£88.85	Weekly	02/03/2019
HB	01/10/2018	21/10/2018	£89.43	Weekly	02/03/2019
HB	01/04/2018	30/09/2018	£89.43	Weekly	03/03/2018
HB	25/09/2017	31/03/2018	£89.43	Weekly	03/03/2018

Export to CSV
Print claim entitlements

row(s) 1 - 8 of 8

Back to claim

middlesbrough.gov.uk

Middlesbrough
moving forward

My Profile

My Profile

The 'my profile' screen allows you to change your account password or update your contact details whilst you are accessing your account.

By clicking on either of the options, 'Change password' or 'Change my details', you will be able to enter a new password, email address or telephone number and save these directly to your landlord portal account.