

Spotlight on: the Landlord Portal

Introduction

The Landlord Portal is an online system that is intended, over a period of time, to replace the current email Social Rented Sector (SRS) form system. It is used specifically for SRS standard tenancy types and not for shared ownership or temporary accommodation.

The Landlord Portal simplifies and speeds up the process for SRS verification and requesting Alternative Payment Arrangements (APAs) for landlords in the SRS. It is a secure way of transferring relevant tenant information directly to Universal Credit. Landlords on the portal are considered Trusted Partners. Not all SRS landlords are on the Landlord Portal but more are being added on a monthly basis.

Claimant - triggering the Landlord Portal

When making a new claim to Universal Credit or reporting a change of circumstances, a claimant must select that they “rent from council or housing association” to trigger the Landlord Portal.

If a claimant declares temporary accommodation or shared ownership, it will not trigger the Landlord Portal because it is designed for standard type tenancies only.

When council or housing association rent is declared, the detail provided by the claimant is compared against a list of properties uploaded by landlords on the portal.

If there is a match between the property details provided and a landlord, the claimant is presented with the respective landlord's details. They are then asked to confirm if this is their landlord.

If the claimant selects that the details are not those of their landlord, the normal SRS email process will be followed.

If the claimant confirms the details are correct the Landlord Portal will be triggered (**note:** an entry will not appear in the Landlord Portal until after the claimant's ID is verified).

The portal can also be triggered without an address match if the claimant types the landlord's name in exactly as we have it stored in the Landlord Portal.

Landlord

The landlord will receive a to-do through the Landlord Portal and will enter this to confirm rent details. They will submit information in fields that are similar to those on the current email process. If the information the landlord provides matches the claimant's exactly, the system automatically accepts the verification and closes the ‘Verify social rented housing costs including temporary accommodation’ to-do for the agent.

A landlord can also request an Alternative Payment Arrangement (Managed payment to a Landlord or More Frequent Payments to claimants) through the Landlord Portal.

Landlords on the portal are considered Trusted Partners and APAs will be granted without exception. When requested, a ‘Create an Alternative Payment Arrangement’ to-do is automatically created.

Landlords can also request deductions for rent arrears via the portal, however normal rules for granting third party deductions would still need to be considered.

Case manager

A 'Verify social rented housing costs including temporary accommodation' to-do will be generated for the case manager. A banner within the to-do will inform them what stage the verification is at.

The banner will also show if:

- the service is still waiting for Identification
- if there is a rent mismatch
- if the landlord states that the claimant is not a tenant

If the SRS housing costs are being verified through the Landlord Portal, in most cases the case manager will not need to take any action, however the banner will instruct the case manager if action is required.

Claimant and landlord information match/no match**Information doesn't match**

If the information provided by the landlord does not match that provided by the claimant, a 'Confirm your housing costs' to-do will be generated for the claimant to complete.

The banner will change on the 'Verify housing costs including temporary accommodation' to-do to show this.

If the claimant continues to state in their account that the details are incorrect, the case manager may need to contact the landlord to get further information.

Information does match

When the landlord and claimant's declarations match or the claimant agrees to the landlord's declaration, the housing costs are automatically verified. The 'Verify social rent housing costs including temporary accommodation' to do will be closed without any agent intervention.
