

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 the ability to search and view claimant entitlement and payment information.

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
 - o Details of the current weekly Housing Benefit entitlement
 - 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 View/Extract Notification Letters

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.

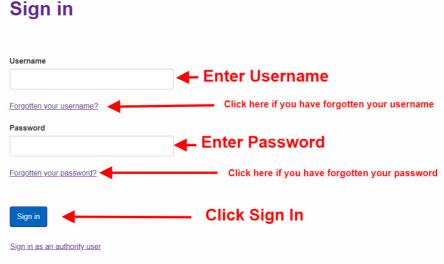
Use these details to log into the portal for the first time. You will also have the opportunity to change your password to something more memorable at this time.

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 -

<u>https://noapws.northgateps.com/pls/pwslive/call_initial_apex_page.noa_selfsrv?service=C</u> AL&la=BARR&language=ENG

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.



Terms and conditions

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	
Payments f	rom MM YYYY		Payments to		for payments re specific date or	
Search	Clear search				will be displaye	
Show latest	payments		tenant		to view payment	IS MADE TOT EACT
Account	<u>Date</u> ↓≓	Туре	Amount Method	Sort code	Bank account	<u>Status</u>
14	12/06/2019	HB and DHP	£928.64 Direct to bank	ł		Accepted
14	15/05/2019	HB and DHP	£928.64 Direct to bank	ŧ		Accepted
14	17/04/2019	HB and DHP	£928.64 Direct to bank	Ę		Accepted
14	08/04/2019	HB and DHP	£44.18 Direct to bank	Ę		Accepted
14	20/03/2019	HB and DHP	£619.40 Direct to bank	Ę		Accepted
14	20/02/2019	HB and DHP	£619.40 Direct to bank	Ę		Accepted
14	23/01/2019	HB and DHP	£619.40 Direct to bank	Ę		Accepted
14	27/12/2018	HB and DHP	£619.40 Direct to bank	Ę		Accepted
14	28/11/2018	HB and DHP	£619.40 Direct to bank	Ę		Accepted
14	31/10/2018	HB and DHP	£619.40 Direct to bank	Ę		Accepted
<u>Export to cs</u> Print payme			u can print off these det readsheet	ails or save	them to a	row(s) 1 - 10 of 10

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

	ns to see yo re the payee		s' claim de	etails. You w	ill only b	be able to see	e the details c	of claims
Reference		Rent refer	rence		m type ase select	T	HB status Active	¥
First name		Last name		Postcode				
Unread letters	created since					using benefit code to sear	t reference ch for their d	etails
DD MM Search C	created since		nu Alt	mbér, name ternatively, c nants claim (or post lick sea	code to sear arch to displa	ch for their d	etails Postcode
DD MM Search C Reference ↑≞	ear search		nu Alf ter	mbér, name ternatively, c	or post lick sea details	code to sear	ch for their d ıy all of your	
DD MM Search C <u>Reference</u> 1≞ 001788	lear search	ckham	nu Alf ter	mbér, name ternatively, c nants claim <u>Claim type</u>	or post click sea details <u>Status</u>	code to sear arch to displa <u>Suspended?</u>	ch for their d ny all of your <u>Address</u>	Postcode
DD MM	lear search Name Mr David Bec	:kham R Rooney	nu Alt ter	mbér, name ternatively, c nants claim <u>Claim type</u> HB and DHP	or post click sea details <u>Status</u> Active	arch to displa arch to displa <u>Suspended?</u> No	ch for their d ny all of your Address Flat 5,35	Postcode TS10 1AB

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:

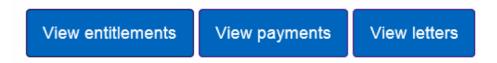
Claim details for claim 001788

Reference	001788	
Name	Mr David Beo	kham
Rent ref		
Claim type	HB and DHP	
Status	Active	
Address	Flat 5,35 Que	een 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 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 3 options available:



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 tenant's 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 – 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 clair	m 001788	
Account 14		
Letter Type		
Please select	 Use the search facility to view letters sent for date or period of time 	a specific
Sent From Date DD MM YYYYY Bearch	Sent To Date	
Letter Type Da	ate Sent ↓≂ <u>Claim Address</u>	
Change in circumstances to landlord 12	2/06/2019	View Letter
Overpayment to landlord 12	2/06/2019	View Letter
Change in circumstances to landlord 12	2/06/2019	View Letter
Export to CSV Print letter results Back to claim	Click view letter to download a copy of any letters sent to you	row(s) 1 - 3 of 3