



## Landlord portal user guide

This portal allows landlords and agents to view housing benefit awards where payment is made direct to the landlord or agent. It provides details of payments and claims and offers the facility to download payment details and report changes in a tenant's circumstances.

### Getting started

You can register for the portal at [www.n-somerset.gov.uk/landlordregistration](http://www.n-somerset.gov.uk/landlordregistration). When you have registered, you will receive two emails. The first mail will advise you of your user name with a link to the portal. The second will advise you of your initial password. Use these details to log into the portal for the first time and change your password to something more memorable and secure. You will be asked to activate your account.

Once you have activated your account, you can access the portal via the link on the council website at [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk) by searching for "landlord portal" or by using the following link:

[www.n-somerset.gov.uk/landlordlogin](http://www.n-somerset.gov.uk/landlordlogin)

Type in your username and password and select 'sign in'. If you forget your password, you can use the 'forgotten your password' option.

These are the options to choose from:

**Log out:** use this if you want to log out of the portal

**My profile:** use this to update your email address and telephone number and to change your password

**Letters:** here you will find claim notification letters available for you to view, for example entitlement changes

**Messages:** messages to you from us

Once signed, in, the following options are available:

[View payments](#)

[View claims](#)

[Get in touch](#)

### View payments

This section allows you to:

- Search and check for payments made
- View the payment transactions included in the overall payment for a claim
- View tenants individual payments and weekly benefit award
- Export payment information for import into landlord databases

### Your payments

View payments of housing benefit and discretionary housing payments (HP and DHP)

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

Account:

Method:

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

Payments from:

Payments to:

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	<a href="#">£928.64</a>	Direct to bank	5-00000	00000000	Accepted
14	15/05/2019	HB and DHP	<a href="#">£928.64</a>	Direct to bank	5-00000	00000000	Accepted
14	17/04/2019	HB and DHP	<a href="#">£928.64</a>	Direct to bank	5-00000	00000000	Accepted
14	08/04/2019	HB and DHP	<a href="#">£44.18</a>	Direct to bank	5-00000	00000000	Accepted
14	20/03/2019	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted
14	20/02/2019	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted
14	23/01/2019	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted
14	27/12/2018	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted
14	28/11/2018	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted
14	31/10/2018	HB and DHP	<a href="#">£619.40</a>	Direct to bank	5-00000	00000000	Accepted

[Export to csv](#) [Print payment results](#)

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

row(s) 1 - 10 of 10

A summary of your last ten payments will show automatically. You can use the search fields if you need to view older payments. 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 tenant's award of benefit, including any recovery for overpaid housing benefit. If your tenant receives discretionary housing payments, this will also be displayed here. You can download or print using the links at the bottom of the page.

### View claims

This section allows you to:

- Search for one or more claims
- Find details of the current weekly Housing Benefit entitlement
- Check current claim status, including whether claim is live or suspended (including reason for suspension)
- Find details of payments made, including any recovery for overpayments
- Notify the council of any changes in your tenant's circumstances which may affect their claim
- View and extract notification letters

Reference  Rent reference  Claim type  HB status

First name  Last name  Postcode

Current  Only show suspended claims

Unread letters created since

Reference	Name	Rent ref	Claim type	Status	Suspended?	Address	Postcode
<a href="#">001788</a>	Mr David Beckham		HB and DHP	Active	No	<a href="#">Flat 5.35</a>	TS10 1AB
<a href="#">031393</a>	Mrs Colleen R Rooney	14	HB and DHP	Active	No	<a href="#">Flat 3.84</a>	TS10 3JA
<a href="#">034572</a>	Mrs Cristine Lampard		HB and DHP	Active	No	<a href="#">Flat 2.35</a>	TS10 1AB

[Export to CSV](#) [Print claim results](#)  row(s) 1 - 3 of 3

Enter your tenant's housing benefit reference number, name or postcode to search for their details

Alternatively, click search to display all of your tenant's claim details

Click the reference to view their payment information and to view any letters you have been sent

You can search for your tenant's claim details by entering their housing benefit reference number. If you do not have their reference number, you can search by name or address. If you only have a few tenants who receive housing benefit, 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 their details will be displayed:

### 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, [redacted]	
Housing benefit weekly amount	£79.85	<b>Award of housing benefit</b>
Discretionary housing payment weekly amount	£0.00	
Property ref	4566103540	
Next payment amount	£319.40	<b>Next payment amount</b>
Next payment date	15/07/2019	<b>Next payment date</b>
Overpayment outstanding	£0.00	<b>Amount of any outstanding overpayments</b>

**Award information** **View letters**

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

You can view your tenant's claim status, housing benefit award 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 four options available:

[View entitlements](#)[View payments](#)[View letters](#)[Get in touch](#)

**View entitlements:** displays your tenant's award information. This will detail the amount of housing benefit they are entitled to. You can see historic award information and details of any changes in your tenant's award and 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:** displays the most recent ten payments made to you by the tenant. If you need additional payment information, you can use the search fields to find payments for a date range.

**View letters:** allows you to view all notification letters issued to you on behalf of your claimants housing benefit award. 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 us to request duplicate copies if required using the get in touch option.

You can print or save these letters for your records.

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	[REDACTED]	<a href="#">View Letter</a>
Overpayment to landlord	12/06/2019	[REDACTED]	<a href="#">View Letter</a>
Change in circumstances to landlord	12/06/2019	[REDACTED]	<a href="#">View Letter</a>

Export to CSV  
Print letter results

Back to claim

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

**Get in touch:** 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 an 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 a query type from the drop down list.

Report a change or ask a question and we will get back to you

What do you want to tell us about?

Please select

Click here to select a reason for getting in touch

Send notification

You can provide documents to support the change you are reporting if required, this can be done via the 'Upload your documents' option.