



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 a facility to report changes in your tenant's circumstances.

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
 - Details of the current weekly Housing Benefit entitlement
 - Current claim status, including whether claim is live or suspended (including reason for suspension)
 - Details of payments made, including any recovery for overpayments
 - Ability to notify the council of any changes in your tenants circumstances which may affect their claim
 - View/Extract Notification Letters
- **Get in touch**
 - Tell us about changes to your tenant's circumstances
 - Load documents to evidence changes

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 –
www.hounslow.gov.uk/my-landlord-portal

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.

Sign in

Username

← Enter Username

[Forgotten your username?](#)



Click here if you have forgotten your username

Password

← Enter Password

[Forgotten your password?](#)



Click here if you have forgotten your password

Sign in



Click Sign In

[Sign in as an authority user](#)

[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

View claims

Get in touch

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: Method:

Payments from: DD MM YYYY Payments to: DD MM YYYY

[Show latest payments](#)

| Account | Date ↓ | Type | Amount | Method | Sort code | Bank account | Status |
|---------|------------|------------|-------------------------|----------------|-----------|--------------|----------|
| 14 | 12/06/2019 | HB and DHP | £928.64 | Direct to bank | £ | | Accepted |
| 14 | 15/05/2019 | HB and DHP | £928.64 | Direct to bank | £ | | Accepted |
| 14 | 17/04/2019 | HB and DHP | £928.64 | Direct to bank | £ | | Accepted |
| 14 | 08/04/2019 | HB and DHP | £44.18 | Direct to bank | £ | | Accepted |
| 14 | 20/03/2019 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |
| 14 | 20/02/2019 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |
| 14 | 23/01/2019 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |
| 14 | 27/12/2018 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |
| 14 | 28/11/2018 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |
| 14 | 31/10/2018 | HB and DHP | £619.40 | Direct to bank | £ | | Accepted |

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

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

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 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

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 | Rent reference | Claim type | HB status |
| <input type="text"/> | <input type="text"/> | Please select ▾ | Active ▾ |
| First name | Last name | Postcode | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |

Current Only show suspended claims

Unread letters created since



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

Alternatively, click search to display all of your tenants claim details

| Reference ↑ | Name | Rent ref | Claim type | Status | Suspended? | Address | Postcode |
|------------------------|----------------------|----------|------------|--------|------------|------------------------------|----------|
| 001788 | Mr David Beckham | | HB and DHP | Active | No | Flat 5,35... | TS10 1AB |
| 631393 | Mrs Colleen R Rooney | 14 | HB and DHP | Active | No | Flat 3,84... | TS10 3JA |
| 634572 | Mrs Cristine Lampard | | HB and DHP | Active | No | Flat 2,35... | TS10 1AB |

[Export to CSV](#)
[Print claim results](#)

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

row(s) 1 - 3 of 3

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:

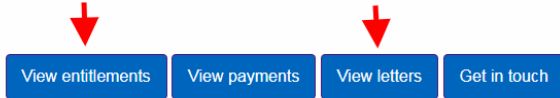
Claim summary details:

Claim details for claim 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 | 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



Payment information

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

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 4 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 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 – 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 claim 001788

Account 14

Letter Type

Use the search facility to view letters sent for a specific date or period of time

Sent From Date

Sent To Date

Search

| Letter Type | Date Sent ↓ | Claim Address | |
|-------------------------------------|-----------------------------|-------------------------------|-----------------------------|
| Change in circumstances to landlord | 12/06/2019 | [REDACTED] | View Letter |
| Overpayment to landlord | 12/06/2019 | [REDACTED] | View Letter |
| Change in circumstances to landlord | 12/06/2019 | [REDACTED] | 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

Get in touch

You can 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 a specific 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.

[← Previous](#)

Get in touch

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

What do you want to tell us about?

← Click here to select a reason for getting in touch

Send notification

Choose an option from the **'What do you want to tell us about?'** dropdown that is the closest description to the change you want to notify. You will then be directed to provide additional information about the change, the information requested will be different for each change reason in the dropdown. Various screen messages will appear until all the mandatory fields have been completed.

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

Once you've completed all the required fields for the specific change you can send this through to us by selecting this button

Send notification

You will receive an automatic email to confirm we have received your change notice.