



Department  
for Work &  
Pensions

To: *All UC Full Service Portal Landlords*

**Date:** 5th August 2019

**Social Rented Sector – Landlord Portal Service Improvement Notification**

1. Please be aware that we will be making a small change to the landlord portal as follows:
2. From Wednesday 7th August 2019, the Tenants list in the landlord portal will only show tenants which have an active Universal Credit claim.

Tenants will no longer appear on this list if:

- the claim is closed; or
- the tenant reports a change in housing circumstances, which results in them moving to another landlord.

3. If you have any questions please contact: [TP-LP.ACCOUNTMANAGERTEAM@DWP.GOV.UK](mailto:TP-LP.ACCOUNTMANAGERTEAM@DWP.GOV.UK)