



Department
for Work &
Pensions

To: *All UC Landlord Portal Landlords*

Date: 2nd October 2019

Social Rented Sector – UC Landlord Portal Service Improvement Notification

1. Please be aware that we will be making a small change to the UC Landlord Portal as follows:
2. From Wednesday 9th October 2019, landlords will be able to self-service manage the following additional user access features:
 - View users & user permissions
 - Edit user permissions
 - Reset mobile phone numbers
 - Deactivate users
3. Universal Credit Account Managers will not be able to make changes to individual user accounts, therefore, all these changes should be managed internally.
4. The attached guidance explains how the User Access and Control feature will work.
5. To support this new feature, we would urge all Primary & Secondary Primary users to review who currently has access to your portal and to deactivate any users who no longer require portal access.
6. If you have any questions please contact: TP-LP.ACCOUNTMANAGERTEAM@DWP.GOV.UK