

Landlord Portal Property Address Upload Guide

The Landlord Portal includes functionality which enables you to manually upload your own property address lists directly into the portal. This means you can respond to changes by updating and maintaining your property lists whenever you deem it necessary.

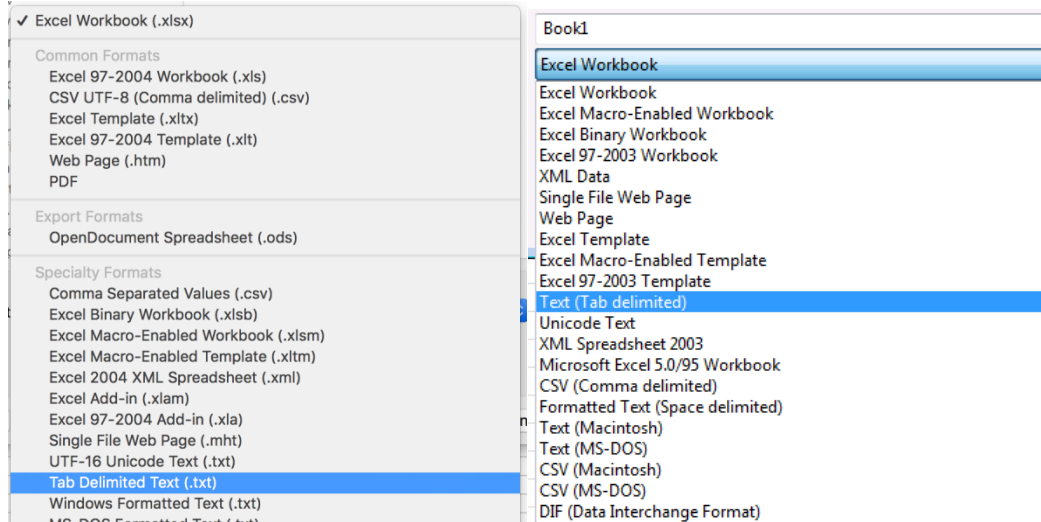
The steps are as follows: 11

1. The first things to do when preparing your lists is to export your data into excel. Then sort your data into two columns using only the first line of the address in one column and the postcode in the second. **Please note do not include town or county name in the address line, some examples of what is acceptable are shown below. Please also be aware that you cannot have spaces before or after the data in any of the cells as this will prevent the upload from completing.**

	A	B	C
1	Address Line 1	Postcode	
2	100 Test Street	AB1 2CD	
3	Flat 1, 100 Test Street	AB12CD	
4	Flat 1, Test Tower, Test Street	AB1 2CD	
5			

2. Please then remove any properties that are used for Temporary Accommodation or Shared Ownership as well as any that would be classed as Supported Exempt Accommodation due to the claimants receiving high levels of support. These need to be removed because they are treated differently from standard tenancies under Universal Credit.
3. Once you have your file organised you will need to 'Save As' and select the file type called Tab Delimited Text or Text (Tab delimited). An example of

what this looks like is shown below in both Mac OS (left) and Windows (right)



4. You can then go to the portal and click the properties tab on the left of the screen (if you do not have this tab then you haven't been given access to this feature, talk to your primary user or your account manager). You should see the screen below which will give you information on how to use the upload.

If you have been given access to the feature you will see the "Properties" tab. Clicking on this will take you to the screen shown.

To select your file click the "Choose File" button to the right. Once done, then click "Upload".

The screenshot shows the 'Properties' page in the Universal Credit portal. At the top, there's a dark navigation bar with the Universal Credit logo and links for 'To-do list', 'Tenants', 'Invite user', and 'Properties'. Below this is a 'BETA' badge and a message: 'This is a new service - your feedback will help us to improve it.' The main heading is 'Properties'. The text explains that Universal Credit uses the property list to direct requests for tenancy details. There's a section 'About the property list' which states that when updating the list, the whole list must be uploaded again. It lists what to include (properties you manage) and what to exclude (shared ownership, temporary accommodation). It also specifies that the list must have two columns: address line one and postcode, and provides examples of address line one. A section 'Attach a new property list' includes a 'Choose file' button (currently showing 'No file chosen') and an 'Upload' button.

Once a property list has been successfully uploaded you will see a banner at the top of the page appear like this.

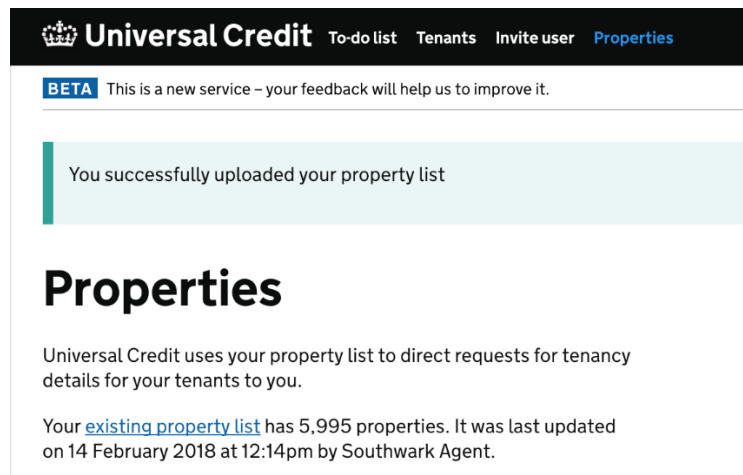
Also you will see a summary shown as on the right detailing the number of properties uploaded, the date of upload and the name of the user.

If you make any mistakes whilst uploading or your list has missing information you may receive error messages like those shown here.

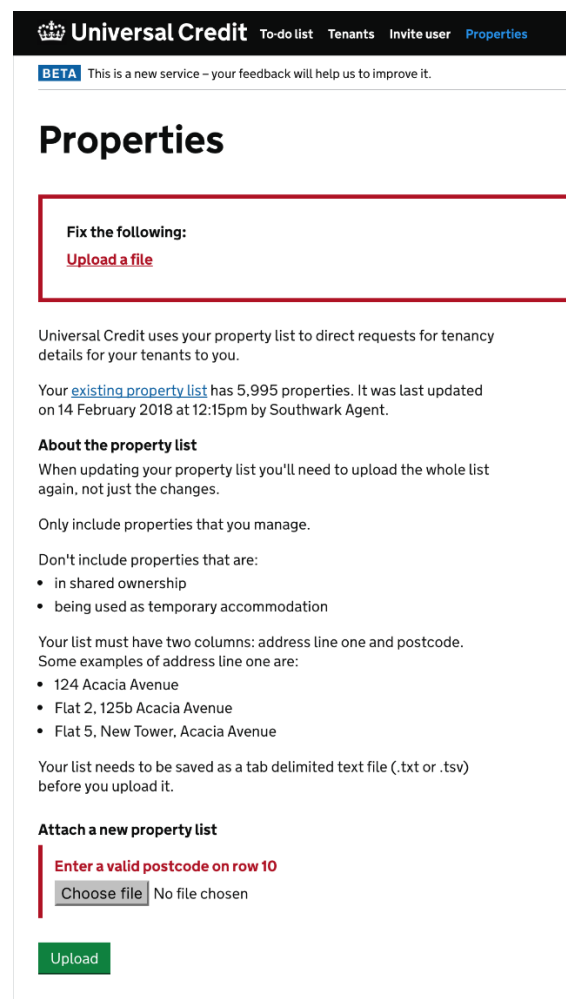
Simply check your sheet for the error stated and any others of the same type and then save and upload again.

Be aware the screen will only show the first error of each type detected. You may have multiple so please check the full sheet thoroughly before trying again.

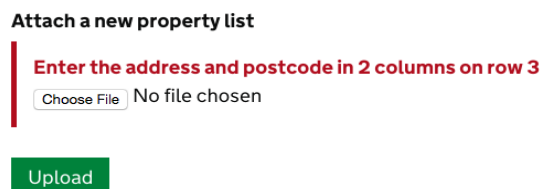
Please also check the last line of your document to ensure this is not a blank line as it could stop the property upload.



The screenshot shows the top navigation bar with 'Universal Credit' and links for 'To-do list', 'Tenants', 'Invite user', and 'Properties'. A 'BETA' banner states: 'This is a new service – your feedback will help us to improve it.' Below this is a light green success message: 'You successfully uploaded your property list'. The main heading is 'Properties'. A summary text reads: 'Universal Credit uses your property list to direct requests for tenancy details for your tenants to you.' Below that, it says: 'Your [existing property list](#) has 5,995 properties. It was last updated on 14 February 2018 at 12:14pm by Southwark Agent.'



The screenshot shows the 'Properties' page with a red-bordered error box containing the text: 'Fix the following: Upload a file'. Below the error box, the same summary text is present. Under the heading 'About the property list', it states: 'When updating your property list you'll need to upload the whole list again, not just the changes.' It then lists instructions: 'Only include properties that you manage.' and 'Don't include properties that are: in shared ownership, being used as temporary accommodation.' It also provides examples of address lines: '124 Acacia Avenue', 'Flat 2, 125b Acacia Avenue', and 'Flat 5, New Tower, Acacia Avenue'. A note says: 'Your list needs to be saved as a tab delimited text file (.txt or .tsv) before you upload it.' At the bottom, under 'Attach a new property list', there is a red error message: 'Enter a valid postcode on row 10' and a 'Choose file' button with the text 'No file chosen' next to it. A green 'Upload' button is visible below.



The screenshot shows the 'Attach a new property list' section with a red error message: 'Enter the address and postcode in 2 columns on row 3'. Below this is a 'Choose File' button with the text 'No file chosen' next to it. A green 'Upload' button is visible below.