

UC Landlord Portal: Changing Tenancy Reference Numbers

The UC landlord portal allows you to verify a tenant's rent, apply for an Alternative Payment Arrangement (APA) or recovery of arrears, as well as a number of other additional features.

This guidance is intended to support a Landlord in changing a previously held Tenancy Reference Number, or adding a number if none is held on the Portal.

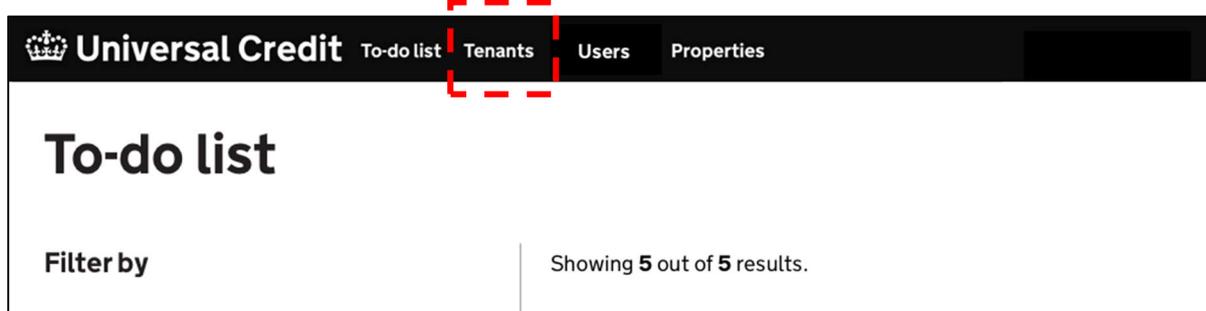
Who Can Carry Out This Action?

Only users who have been assigned the user role **Provide Tenancy Details** will be able to carry out this action. If you require this role, you should speak to your organisation's Primary or Deputy Primary User in order to amend your permissions. Alternatively, an account can be amended by anyone in your organisation with the **Manage Users** user role.

Note that you will only be able to use this to manage claimants that are visible in the Portal. Any non-portal claimants will need to be managed via the process detailed here <https://www.gov.uk/government/publications/how-the-deductions-from-benefit-scheme-works-a-handbook-for-creditors> : "Form to change customer reference numbers".

Actions to Change a Tenancy Reference Number

Select the Tenants list tab:



The screenshot shows the top navigation bar of the UC Landlord Portal. The 'Tenants' tab is highlighted with a red dashed box. Below the navigation bar, the 'To-do list' section is visible, showing a filter by dropdown and a message indicating 'Showing 5 out of 5 results.'

Displayed by each Tenant listed is a **Change** link (or **Add** if no number is held). Select this link for any tenants where the Tenancy Reference Number requires changing.



The screenshot shows the 'Tenants' section of the UC Landlord Portal. It includes a search bar with a 'Submit' button. Below the search bar is a table with columns for 'Name', 'Address', and 'Reference'. The 'Change' and 'Add' links are highlighted with a red dashed box.

Name	Address	Reference	
Paul Brown	10 Victoria Street London SM15 2RT	1234567	Change
Jane Smith	7 London Road Manchester M15 6LL		Add

The following screen is presented:

Tenancy Actions

Paul Brown

Your tenant reference **1234567**

Address **10 victoria street
London
SM5 2RT**

Verification status **Housing details verified on 22 January 2021**

Alternative payment arrangement **Requested by Southwark Council on 22 July 2020**

Do you have a new reference number for this tenant?

Yes No

[Continue](#)

[Back](#)

Select **Yes** if you have a new reference number (if **No** is selected followed by **Continue**, you will be returned to the **Tenants** screen).

If **Yes** is selected, enter the new number in the available field, then select **Continue**.

Do you have a new reference number for this tenant?

Yes No

What is the new reference number?

[Continue](#)

[Back](#)

Note: The Tenancy Reference Number entered may only contain the following: Letters, Numbers, or the following symbols: “.”, “&” and “/”. The reference number must also be a minimum of 3 characters, a maximum of 16, and should be your unique reference number that you use to identify the Claimant.

The following screen is presented:

Check and confirm details

Paul Brown

Your tenant reference: **8971hjkHJHG**

Are these details correct?

Yes No

The new reference will be updated on payments for the tenant within 7 days.

Continue

[Back](#)

If the details you have entered are correct, select **Yes** followed by **Continue**. If the details are not correct, select **No** followed by **Continue**; this will return you to the previous screen to re-enter details.

Once details have been confirmed and checked, selecting **Continue** will conclude the process of updating the Claimant's Tenancy Reference Number and return you to the **Tenants** screen.

The portal will be updated immediately; however please note that if an APA is in place, any payments that are in the process of being paid - **but have not yet been received** – may use the old Tenancy Reference Number. In those circumstances any subsequent payments will use the newly supplied number. Please also note that historical payments (ie those paid before the number was updated) listed in the portal will use the old Tenancy Reference Number.