



Department
for Work &
Pensions

To: *All UC Landlord Portal - Landlords*

Date 30 November 2020

Changes to Universal Credit Landlord Portal Support Arrangements

We are writing to inform you of changes that are being made to the Landlord Portal support process.

Effective 7th December 2020, the e-mail support routeway tp-lp.accountmanagerteam@dwp.gov.uk will be closing . Any queries or technical issues experienced should be notified to your local DWP Partnership Manager who will be able to support you. If you are unsure of who your local Partnership Manager is, the following link will enable you to contact a Group Partnership Manager who will be able to signpost you to your local contact

<https://www.gov.uk/government/publications/dwp-partnerships/national-partnership-teams>

Any future communications will now be published onto the Understanding UC website; you should check this site regularly for information and any updates to the Portal service: <https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/>

We have prepared a checklist to ensure you are prepared for the changes, which is attached on page 2. However if you have any questions in the meantime; please contact us via: TP-LP.ACCOUNTMANAGERTEAM@DWP.GOV.UK



Activity	Support Information Link	Complete? (Yes/No)
Ensure that 2 or more Users are allocated the "Manage User" permission	https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/#guidance	
Identify Local Partnership Manager	https://www.gov.uk/government/publications/dwp-partnerships/national-partnership-teams	
Review active users in the portal (can be carried out by anyone with the Manage Users role)	https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/#guidance	
Ensure all Portal users are aware of guidance, self help information, and new support routeway	https://www.understandinguniversalcredit.gov.uk/universal-credit-and-landlords/landlord-portal/#guidance	
Ensure all users are aware of 90-day inactivity rule (any accounts where there is no login for 90 days are automatically deleted)	N/A	