Universal Credit Landlord Portal: Changing Tenancy Reference Numbers

The Universal Credit 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.

Changes to a Tenancy Reference Number will be reflected in future payment schedules for both APAs and Arrears recovery.

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 named enrolment contact 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 you tenants that are visible in the Portal. Any non-portal tenants 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:
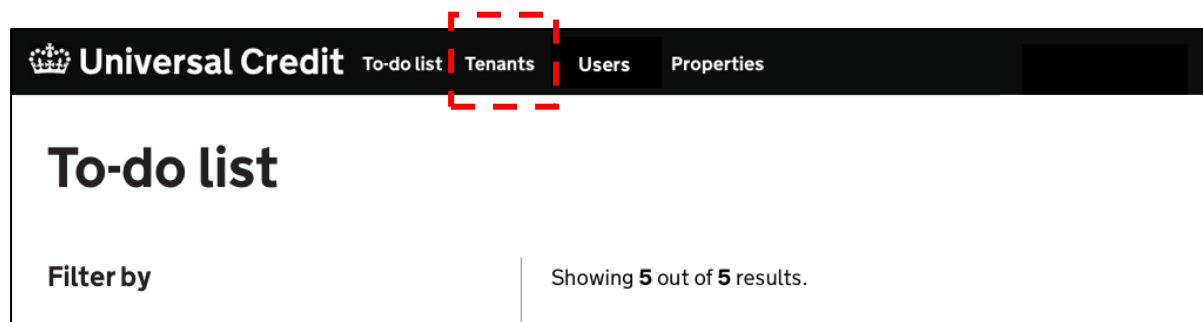
Displayed by each Tenant listed is a **Change** link (or **Add** if no number is held). Select this link for any tenants where the Tenancy Reference Number requires changing.

The following screen is presented:

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**.

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 tenant.

The following screen is presented:

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 Tenancy Reference Number and return you to the **Tenants** screen.

The Portal will be updated immediately; however, please note that if an APA – or recovery of arrears - are 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 (i.e. those paid before the number was updated) listed in the Portal, or on electronic schedules, will use the old Tenancy Reference Number.