

UC Landlord Portal: Verifying Claimant Housing Costs

The UC Landlord Portal allows you to verify a tenants rent, apply for an Alternative Payment Arrangement (APA), as well as a number of other additional features.

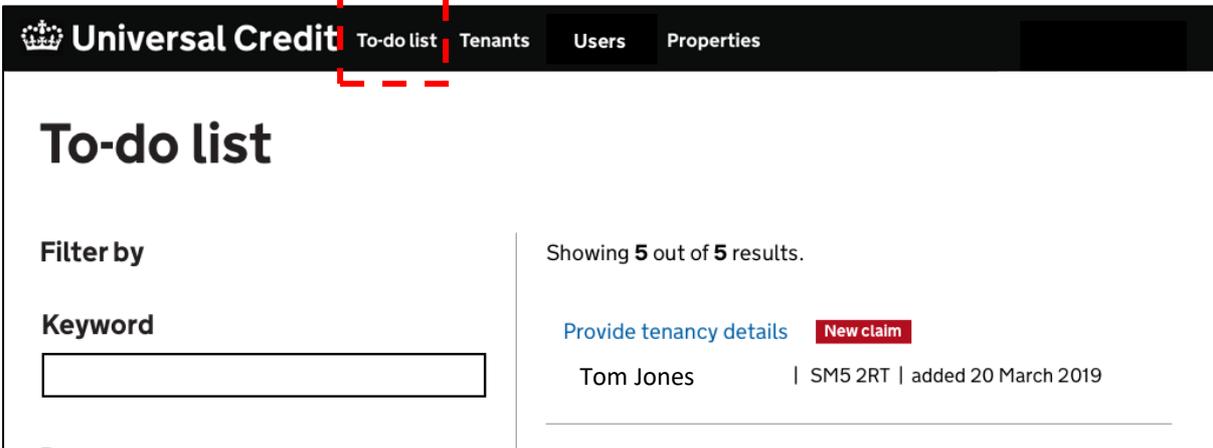
This guidance is intended to support a Landlord in verifying tenant housing costs.

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.

Actions To Verify Housing Costs

Rent verification requests will be shown in the 'To-Do' list tab.



The screenshot shows the UC Landlord Portal interface. At the top, there is a navigation bar with the 'Universal Credit' logo and several tabs: 'To-do list', 'Tenants', 'Users', and 'Properties'. The 'To-do list' tab is highlighted with a red dashed box. Below the navigation bar, the main content area is titled 'To-do list'. On the left side, there is a 'Filter by' section with a 'Keyword' input field. On the right side, it says 'Showing 5 out of 5 results.' and lists a single item: 'Tom Jones' with a 'Provide tenancy details' link and a 'New claim' badge. The item details include 'SM5 2RT' and 'added 20 March 2019'.

To view the details of a verification, select the **Provide tenancy details** link

Note that New Claim verifications are flagged to be clearly distinguishable from Changes of Housing Costs verifications.

Confirm Tenancy

The following information is presented for action

- **Confirm** whether the claimant is, or is not, your tenant.

Is this person your tenant and liable for rent at this address?

Yes No

If the claimant is not your tenant, you will be prompted to provide further information as required

Is this person your tenant and liable for rent at this address?

Yes No

Why have you said this is not your tenant?

Are you accepting other charges (use and occupation)?

Yes No

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Is this person your tenant and liable for rent at this address?

Yes No

Your tenant reference number

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If you confirm that the person named is the tenant, you will be prompted to provide or confirm the following information:

Provide Tenancy Reference Number (this should be your unique reference number that you use to identify the tenant.

Is this property temporary accommodation?

Yes No

Is there anyone on the tenancy agreement apart from the claimant?

Yes No

How many bedrooms are there?

Please select

Are there any rent-free weeks in the year?

Yes No

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- **Confirm** if the property is Temporary Accommodation
- **Confirm** – and provide details if required - anyone else who is listed on the tenancy agreement
- **Provide** the number of bedrooms
- **Confirm** – and provide details if required – if there are any rent-free weeks

What is the rent excluding service charges?

£ .

Select how often you charge rent

Frequency

What are the eligible service charges?

[Guidance for landlords about Universal Credit](#)

£ .

Select how often you charge service charges

Frequency

What are the ineligible service charges?

£ .

Select how often you charge service charges

Frequency

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- **Provide** the rent information (excluding service charges) and rent frequency
- **Provide** the eligible service charges information and frequency
- **Provide** the ineligible service charges information and frequency

Check and confirm details

Tom Jones

7 ROMAN WAY, London, SE15 2JZ

Rental details as they were on **14 February 2018**

Your tenant reference number : **123456789**

This is not temporary accommodation

There is no one else on the tenancy agreement

Number of bedrooms : **Bedsit or room only**

Has **2** rent-free weeks

Rent **£100.10** per **week**

Eligible service charge **£15.00** per **week**

Ineligible service charge **£0.00** per **week**

Are these details correct?

Yes, I confirm these details are correct

No, I want to change these

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Once you have entered all information, you will be prompted to check and confirm all the information you have supplied.

If you wish to change any information supplied, you may do so before you confirm and select 'Next'.

Once you have confirmed details, selecting **Next** will complete the verification for this tenant.