

Universal Credit Landlord Portal: Requesting an Alternative Payment Arrangement or Third Party Deductions

The Universal Credit 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 Landlords in requesting an APA or Third Party Deductions (TPD) for recovery of Arrears.

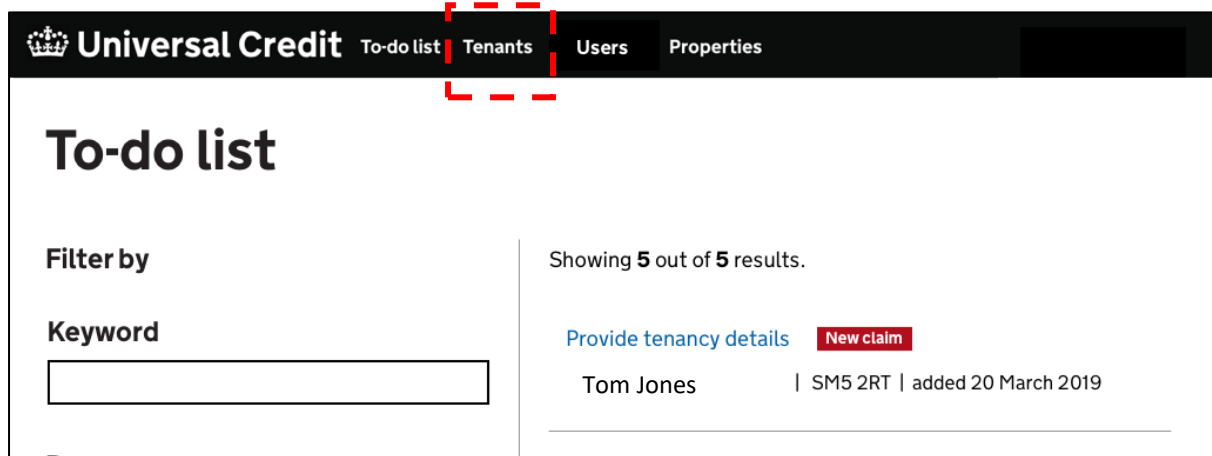
Who Can Carry Out This Action?

Only users who have been assigned the user role **Provide Tenancy Details** will be able to carry out this action.

Note: You will only be able to request APAs via the Portal for claims visible on the Portal. All other APAs should be requested via the Apply For Direct Rent Payments (ADRP) process: (<https://directpayment.universal-credit.service.gov.uk/>).

Actions to Request an APA or Third Party Deductions

Access your list of tenants via the 'Tenants' list tab.



Universal Credit To-do list **Tenants** Users Properties

To-do list

Filter by

Keyword

Showing 5 out of 5 results.

[Provide tenancy details](#) **New claim**

Tom Jones | SM5 2RT | added 20 March 2019

Search for the Tenant and select from the list of results

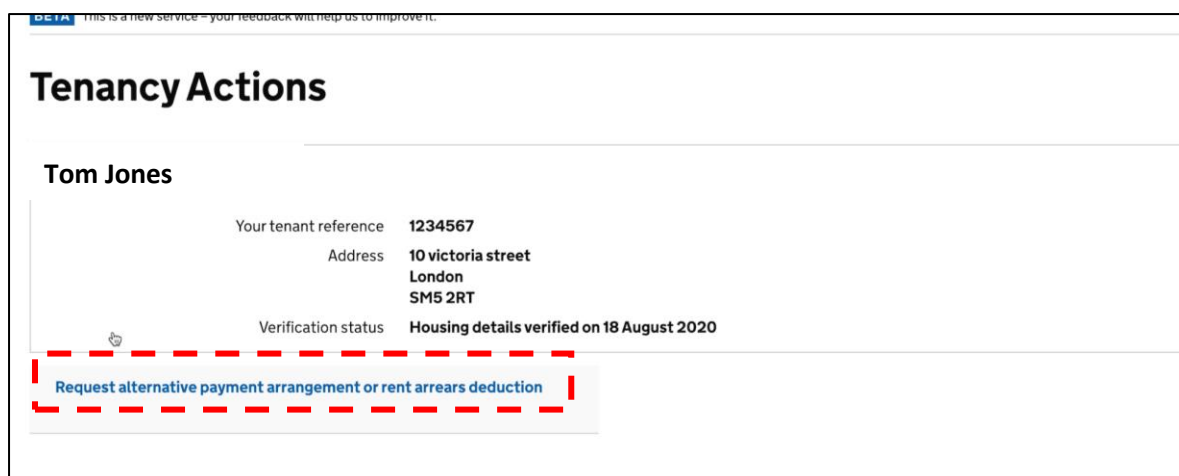


Tenants

Search

Name	Address	Reference
Tom Jones	10 victoria street London SM5 2RT	1234567
Joe Bloggs	19 victoria street London SM5 2RT	123456

To apply for an APA or recover of arrears, select **Request alternative payment arrangement or rent arrears deduction**



DEIA This is a new service - your feedback will help us to improve it.

Tenancy Actions

Tom Jones

Your tenant reference: **1234567**

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

Verification status: **Housing details verified on 18 August 2020**

[Request alternative payment arrangement or rent arrears deduction](#)

Note that if an APA has been requested by the tenant, or by a Universal Credit Work Coach or Case Manager, this request will be visible in the Portal.

BETA This is a new service – your feedback will help us to improve it.

Request alternative payment arrangement or deduction for Bart Simpson

[Guidance for landlords about Universal Credit](#)

What are you requesting?

Managed payment to landlord

Deduction for rent arrears

More frequent payments to claimant

Select the type of request

1. Managed Payment to landlord
2. Deduction for rent arrears
3. More frequent payments to claimant

More frequent payments to claimant

Tier 1 reasons for request

Select all that apply.

1.1 Drug/alcohol and/or other addiction problems e.g. gambling

1.2 Learning difficulties including problems with literacy and/or numeracy

1.3 Severe/multiple debt problems

1.4 In temporary and/or supported accommodation

1.5 Homeless

1.6 Domestic violence/abuse

1.7 Mental health condition

1.8 Currently in rent arrears/threat of eviction/repossession

1.9 Claimant is young: a 16/17 year old and/or a care leaver

1.10 Families with multiple and complex needs

Select the relevant Tier 1 or Tier 2 reasons for requesting the APA (more information on the APA criteria can be found in the [Alternative Payment Arrangements Guide](#)).

You will be prompted to include relevant information relating to the current arrears levels, along with any other relevant information.

Universal Credit To-do list [Tenants](#) [Users](#) [Properties](#) [Payments](#) Southwark Agent: [Sign out](#)

How much does the tenant owe in rent arrears?

£

Have you discussed this request with your tenant?

Yes No

Finally, you will be prompted to include your contact information.

Universal Credit To-do list **Tenants** Users Properties Southwark landlord: [Sign out](#)

Yes No

Your details

We might want to discuss this request or tell you about our decision.

Phone number

Email address

If the Portal does not hold a Tenancy Reference Number (this should be your unique reference number that you use to identify the tenant, you will be prompted to provide one at this stage.

Phone number

Email address

Tenant reference number

[Submit](#)

[Back](#)

Note that if the tenancy reference number is incorrect, you should change it via the **Tenants** view, you will not be able to amend an incorrect number as part of the process of applying for an APA or Arrears.

Once you have completed the process, the following information will be visible in the Tenancy Actions screen.

Universal Credit To-do list **Tenants** Users Properties Payments Southwark Agent: [Sign out](#)

BETA This is a new service – your feedback will help us to improve it.

Tenancy Actions

Fortress Maximus

Your tenant reference	12345678920
Address	10 victoria street London SM5 2RT
Verification status	Housing details verified on 29 June 2020
Alternative payment arrangement	Requested by Southwark Agent on 29 June 2020