Universal Credit Landlord Portal: Update tenant housing costs

The Universal Credit Landlord Portal allows you to verify a tenant's rent and apply for an alternative payment arrangement (APA), and has a number of additional features to manage tenants' housing costs.

This guidance is intended to support a user in updating a tenant's housing costs, or providing information that a tenant, or former tenant, is no longer liable for housing costs at the address listed.

Who can carry out this action?

Only users who have been assigned the user role '**Provide tenancy details'** can carry out this action. If you require this role, speak to your organisation's named enrolment contact who can amend your permissions. Alternatively, an account can be amended by anyone in your organisation with the '**Manage users'** permission.

Please note that you will only be able to use this to manage your tenants who are visible in the Portal. If you need to provide an update for any tenants who are not visible in the Portal, you should contact the Universal Credit Service Centre to discuss this.

Before you update a tenant's housing costs via this process, you should ensure that you have completed any other outstanding **Provide Tenancy Details** or **Confirm Tenant Housing Cost** to-dos for the tenant.

Actions to update a tenant's housing costs

Select the 'Tenants' list tab:

Search for a claimant and select the link at the left-hand side of the screen to view that tenant's details.

The following screen is presented:

Tenancy Actions

Paul Brown

Your tenant reference   **92839**

Address   **10 Victoria Street**
London
SM52RT

Verification status   **Housing details verified on 8 December 2020**

Request alternative payment arrangement
or rent arrears deduction

Update tenant housing costs

Select **Update tenant housing costs**

The following screens will be presented for completion:

Screen 1 – Confirmation of address and housing cost liability

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

Confirm tenant housing cost

Confirming your tenant's housing costs

Guidance for landlords about Universal Credit

Paul Brown

10 victoria street, London, SM5 2RT

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

◯ Yes   ◯ No

Submit

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If the tenant is no longer liable for housing costs at the listed address, select **No**, followed by **Submit**. This will notify the claimant via their Journal that you have provided information that they are no longer your tenant at the address listed, and prompting them to provide up to date housing details as soon as possible.

If the housing costs have changed, and the tenant remains liable for housing costs at the address listed, select **Yes**, followed by **Submit**.

Screen 2 – Provide rent, service charge and effective date information

Universal Credit   To-do list   Tenants   Users   Properties   Payments   Updates   Southwark Council: **Sign out**

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

Confirm tenant housing cost
Tenant's housing costs

Guidance for landlords about Universal Credit

> **Paul Brown**   (1 January 1980)
>
> 10 victoria street, London, SM5 2RT

How often do you charge rent?

Monthly ▾

What is the rent?
Do not include any service charges or rent arrears.

£ 200

Do you have service charges?
Only include eligible charges.

● Yes   ○ No

How often are the service charges?

Monthly ▾

What are the eligible service charges?

£ 200

What date are these costs effective from?

● 1 April 2021
○ 5 April 2021
○ Other

Continue

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Provide the following information:

- Rent frequency
- Rent amount
- Eligible service charges (if this is applicable)
- Date of effective change (this should be the date the change takes place, not date of tenancy). If **Other** is selected, you will be able to enter the relevant date.

Once the information has been provided, select **Continue**.

Screen 3 – Check and submit

If you need to amend any information, select any of the **Change** links and update the information as required.

Once you are happy with the information provided, select **Submit** to complete the process.

Please note that your tenant will be informed of the update you have provided to their housing costs in their Journal, and may subsequently contact you to discuss this.