

Universal Credit Landlord Portal Mergers, Stock Transfers or Change of Landlord Details

Mergers

If your organisation is merging, thinking of merging or has already merged, please contact your Partnership Manager as soon as possible. If you are unsure who your Partnership Manager is you can contact them by emailing the [DWP Partnership Teams](#). You don't need to know the exact dates of the merger, but the sooner you make contact we can advise you of any actions that you need to take and agree next steps.

Stock Transfers

If you are transferring properties from one landlord to another, sometimes this could be with other landlords that are already on the Universal Credit Landlord Portal or another organisation that does not use the Portal. The following steps should be taken:

1. Landlord who is transferring the properties "out" should remove the properties from their property upload file.
2. Landlord who is transferring the properties "in" needs to add the properties to their property upload file, and update on the Portal.
3. Both landlords should advise the transferred tenants to declare a change of housing details only once steps 1 & 2 have been followed.

This will then send new verifications to the new landlord through the Portal (assuming successful matching) and move the tenants over. Any non-Portal matched claims will be picked up by the SRS e-mail route.

Please note that any Alternative Payment Arrangements (APA's) will be cancelled (because the landlord is changing); so the receiving landlord will need to consider if APA's are required and reapply if necessary.

Note: If the landlord is transferring properties to a landlord who does not use the Portal, step 2 should be omitted.

Change of Landlord Details

If you have a change of organisation name, or address for your organisation, please contact your Partnership Manager who will be able to make the necessary changes.