



To: All Universal Credit Portal Landlords

**Date:** 15th September 2021

## Social Rented Sector – Landlord Portal Service Improvement Notification

1. Please be aware that we will shortly be making a small change to the landlord portal as follows:
2. All claims that have a status of 'Closure of claim pending' will be marked as such on the Portal in the Verification Status field.

## Tenancy Actions

<b>Apollo Creed</b>	
Your tenant reference	<b>12345</b>
Address	<b>10 victoria street London SM5 2RT</b>
Verification status	<b>Closure of claim pending</b>

3. For any claims that are marked with the status 'Closure of claim pending', you will be not be able to request an Alternative Payment Arrangement or Rent Arrears Deduction, and will also be unable to report any changes of housing costs.