



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 Claim Status field.

Tenancy Actions

Bob The Minion

Your tenant reference	BTM1
Address	10 victoria street London SM5 2RT
Verification status	Housing details verified on 7 September 2021
Alternative payment arrangement	Approved on 16 September 2021
Claim status	Closure of claim pending

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.