Universal Credit Landlord Portal: Report 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 reporting 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 the following:

- 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.

- When a landlord completes a 'Provide tenancy details' verification, and the housing costs do not match what the claimant told us, we set a to-do for the claimant to agree or disagree with the amounts. At this time, we do not hold verified costs for a claimant, and you will not see, and will not be able to use 'Report tenant's current housing costs'. As soon as the claimant has agreed their costs and they are classed as verified, the 'Report tenant's current housing costs' button will show again.
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.

- If a claim is in the process of being closed down, details may still be visible in the Portal. If this is the case, the claim's status will be visible as "Closure of claim pending" in the Claim Verification Status. You will be unable to report tenant housing costs, and the button "**Report tenant's current housing costs**" will not be available for the claimant

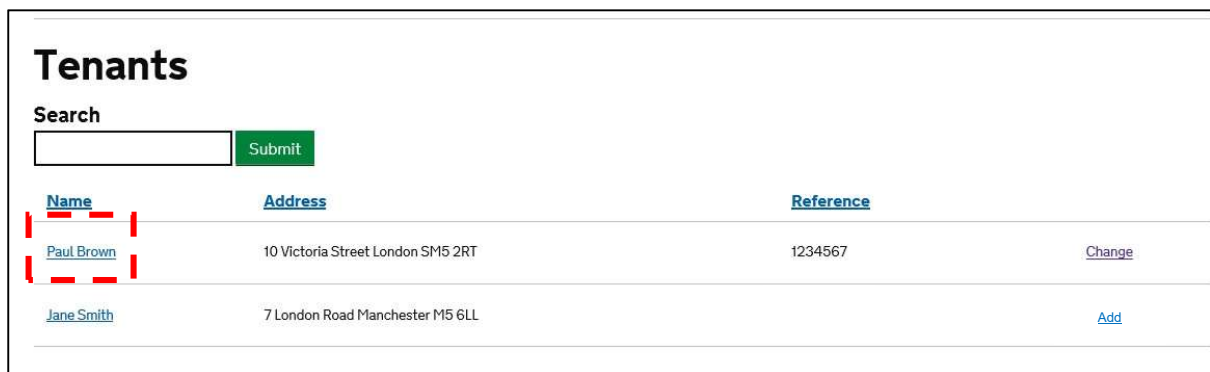## Actions to update a tenant's housing costs

Select the 'Tenants' list tab:

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

The following screen is presented:
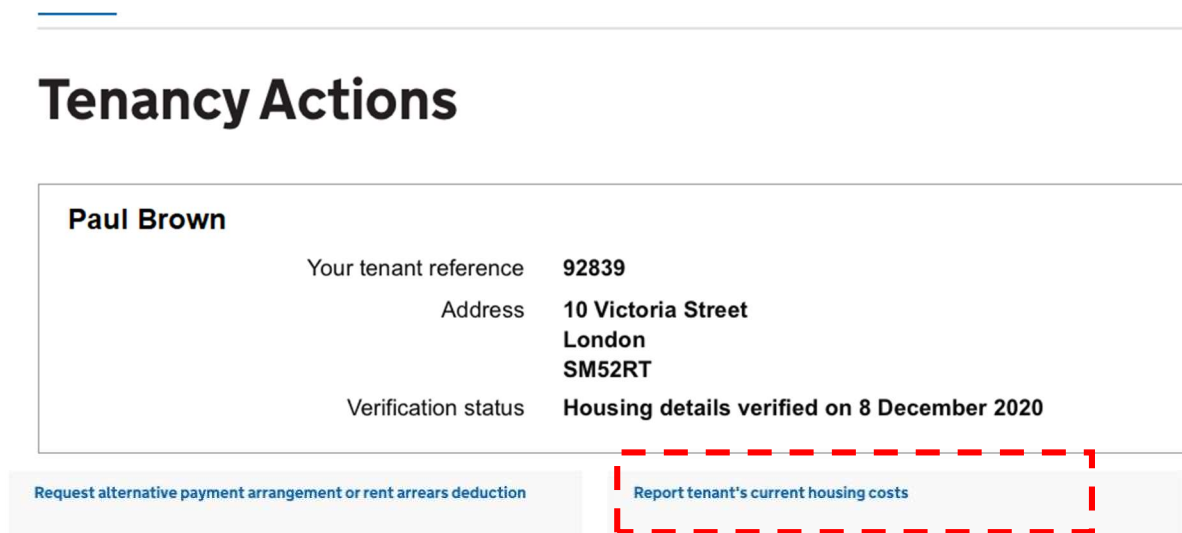

Select **Report tenant housing costs**

The following screens will be presented for completion:

Screen 1 – Confirmation of address and housing cost liability

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 tenant 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

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.