

## Universal Credit Landlord Portal: Requesting an Alternative Payment Arrangement or Third Party Deductions

The Universal Credit Landlord Portal allows you to verify a tenants rent, apply for an Alternative Payment Arrangement (APA), as well as a number of other additional features.

This guidance is intended to support Landlords in requesting an APA or Third Party Deductions (TPD) for recovery of Arrears.

### Who Can Carry Out This Action?

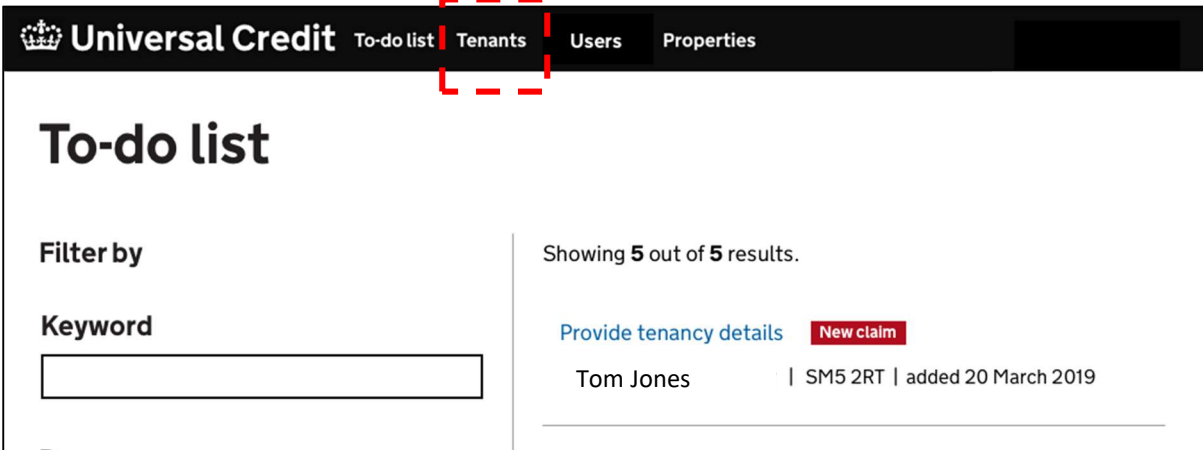
Only users who have been assigned the user role **Provide Tenancy Details** will be able to carry out this action.

**Note:** You will only be able to request APAs via the Portal for claims visible on the Portal. All other APAs should be requested via the Apply For Direct Rent Payments (ADRP) process: (<https://directpayment.universal-credit.service.gov.uk/>).

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 apply for an APA or arrears, and the button "Request Alternative Payment Arrangement or Arrears Deduction" will not be available for the claimant

## Actions to Request an APA or Third Party Deductions

Access your list of tenants via the 'Tenants' list tab.



The screenshot shows the Universal Credit interface. At the top, there is a navigation bar with the following tabs: **Universal Credit**, **To-do list**, **Tenants** (highlighted with a red dashed box), **Users**, and **Properties**. Below the navigation bar, the main heading is **To-do list**. On the left, there is a 'Filter by' section with a 'Keyword' search box. On the right, it says 'Showing 5 out of 5 results.' Below this, there are two buttons: 'Provide tenancy details' and 'New claim'. A tenant entry is visible: 'Tom Jones | SM5 2RT | added 20 March 2019'.

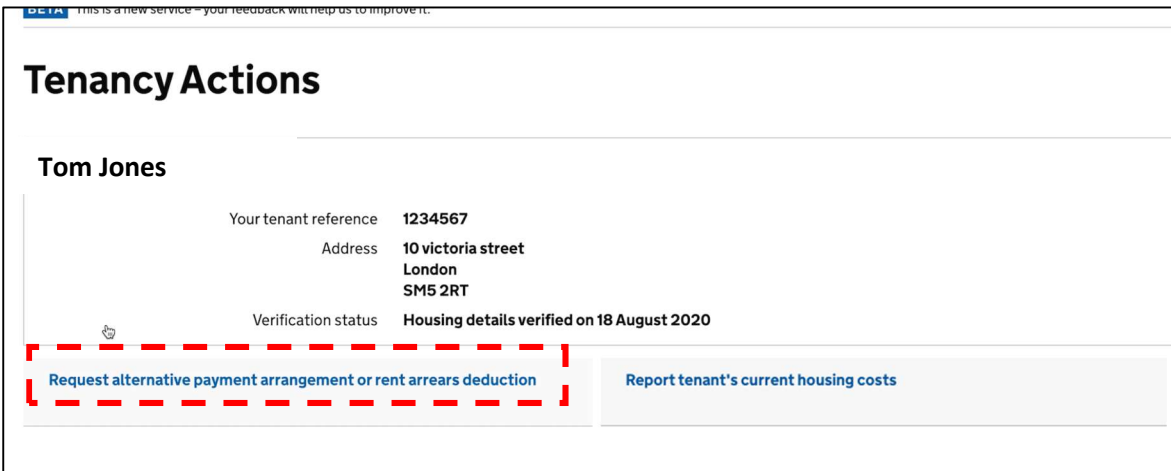
Search for the Tenant and select from the list of results



The screenshot shows the 'Tenants' page. At the top, the heading is **Tenants**. Below it is a search section with a 'Search' label, a text input field containing 'Tom Jones', and a green 'Submit' button. Below the search section is a table with three columns: **Name**, **Address**, and **Reference**. The table contains two rows of data:

Name	Address	Reference
<a href="#">Tom Jones</a>	10 victoria street London SM5 2RT	1234567
<a href="#">Joe Bloggs</a>	19 victoria street London SM5 2RT	123456

To apply for an APA or recover of arrears, select **Request alternative payment arrangement or rent arrears deduction**



The screenshot shows the 'Tenancy Actions' page for a tenant named Tom Jones. At the top, there is a banner that says 'BETA This is a new service - your feedback will help us to improve it.' Below the banner, the heading is **Tenancy Actions**. The tenant's name, **Tom Jones**, is displayed. Below the name, there are three rows of information:

- Your tenant reference: **1234567**
- Address: **10 victoria street London SM5 2RT**
- Verification status: **Housing details verified on 18 August 2020**

At the bottom of the page, there are two buttons: **Request alternative payment arrangement or rent arrears deduction** (highlighted with a red dashed box) and **Report tenant's current housing costs**.

Note that if an APA has been requested by the tenant, or by a Universal Credit Work Coach or Case Manager, this request will be visible in the Portal.

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

## Request alternative payment arrangement or deduction for Bart Simpson

[Guidance for landlords about Universal Credit](#)

**What are you requesting?**

Managed payment to landlord

Deduction for rent arrears

More frequent payments to claimant

Select the type of request

1. Managed Payment to landlord
2. Deduction for rent arrears
3. More frequent payments to claimant

More frequent payments to claimant

**Tier 1 reasons for request**

Select all that apply.

1.1 Drug/alcohol and/or other addiction problems e.g. gambling

1.2 Learning difficulties including problems with literacy and/or numeracy

1.3 Severe/multiple debt problems

1.4 In temporary and/or supported accommodation

1.5 Homeless

1.6 Domestic violence/abuse

1.7 Mental health condition

1.8 Currently in rent arrears/threat of eviction/repossession

1.9 Claimant is young: a 16/17 year old and/or a care leaver

1.10 Families with multiple and complex needs

Select the relevant Tier 1 or Tier 2 reasons for requesting the APA (more information on the APA criteria can be found in the [Alternative Payment Arrangements Guide](#)).

You will be prompted to include relevant information relating to the current arrears levels, along with any other relevant information.

**Universal Credit** To-do list [Tenants](#) [Users](#) [Properties](#) [Payments](#) Southwark Agent: [Sign out](#)


**How much does the tenant owe in rent arrears?**

£

**Have you discussed this request with your tenant?**

Yes  No

Finally, you will be prompted to include your contact information.

 **Universal Credit** [To-do list](#) [Tenants](#) [Users](#) [Properties](#) Southwark landlord: [Sign out](#)

Yes  No

### Your details

We might want to discuss this request or tell you about our decision.

**Phone number**

**Email address**

If the Portal does not hold a Tenancy Reference Number (this should be your unique reference number that you use to identify the tenant, you will be prompted to provide one at this stage.

**Phone number**


**Email address**

**Tenant reference number**

[Back](#)

Note that if the tenancy reference number is incorrect, you should change it via the **Tenants** view, you will not be able to amend an incorrect number as part of the process of applying for an APA or Arrears.

Once you have completed the process, the following information will be visible in the Tenancy Actions screen.

 **Universal Credit** [To-do list](#) [Tenants](#) [Users](#) [Properties](#) [Payments](#) Southwark Agent: [Sign out](#)

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

## Tenancy Actions

**Fortress Maximus**

Your tenant reference	<b>12345678920</b>
Address	<b>10 victoria street London SM5 2RT</b>
Verification status	<b>Housing details verified on 29 June 2020</b>
Alternative payment arrangement	<b>Requested by Southwark Agent on 29 June 2020</b>

## **Cancelling APA's or Deductions**

If you wish to cancel an APA or deductions, you should contact the Universal Credit Service Centre for support: <https://www.gov.uk/government/publications/universal-credit-housing-queries-routeway/universal-credit-housing-queries-routeway>