

To: All Universal Credit Portal Landlords

Date: March 2022

Social Rented Sector – Verifying housing costs for properties with an absent joint tenant

Annual rent changes

We have updated the 'Provide tenancy details' to-do for annual rent changes.

You can now use it to tell us about claimants' housing costs for tenancies with an absent joint tenant. You will not have to email a manual Social Rented Sector (SRS) form.

You should answer **Yes** to 'Is this person your tenant and liable for rent at this address?', then complete the to-do.

We will verify the information and calculate the correct housing payment.

The tenancy will stay on the landlord portal.

Housing costs that are not part of annual rent changes

We have not changed how you tell us about absent joint tenants that are not part of annual rent changes.

In the 'Provide tenancy details' to-do, you should answer **No** to 'Is this person your tenant and liable for rent at this address?'. Enter 'Absent joint tenant' in the free text box. You will get an email with a manual SRS form. Complete this form and send it back to us.

We will verify the information and calculate the correct housing payment.

The tenancy will be removed from the landlord portal.

To request an Alternative Payment Arrangement (APA), you should use '[Apply for direct rent payments](#)'