

Landlords' Portal User guide

The landlord's portal is for landlords and agents to view details of all Housing Benefit awards that are paid directly to them.

Using the portal you can:

- Search and check for payments made
- View individual payment transactions included in the overall payment
- Link from each transaction to the associated claim details for that particular claim
- Export payment information so that you can import it into landlord database
- Search for one or many claims
- View details of the current weekly Housing Benefit entitlement
- See the current status of a claim - including whether it is live or suspended. If it is suspended you will also see the reason for the suspension
- See details of payments made, including any recovery for overpayments
- Tell us of any changes in your tenants circumstances which may affect their claim
- View and/or extract Notification Letters
- Load documents as evidence of changes

How to get started

When you register for the landlord portal, you will get 2 emails. The first email will have your username in it, and a link to the portal.

The second email will have your password in it.

Use these details to log in to the portal for the first time. You can then change your password to something more memorable.

Once you have activated your account, you can access the portal either by the [link on our web page](#) or by going to www.pendle.gov.uk/mylandlordaccount

Once you click on the link, you will be taken to the login page. Type in your username and password and click 'sign in.' If you forget your password, click the option that says 'forgotten your password.'

Sign in

Username

← Enter Username

[Forgotten your username?](#)



Click here if you have forgotten your username

Password

← Enter Password

[Forgotten your password?](#)



Click here if you have forgotten your password

Sign in



Click Sign In

[Sign in as an authority user](#)

[Terms and conditions](#)

Once you have logged in, you will see various options:

Log out

Use this to log out of the portal

My profile

Use this to update the email address and phone number that we have for you. You can also change your password here.

Letters

This will tell you when there are claim notification letters available for you to view, for example, entitlement changes.

Messages

Here you will see any general information that we want to pass on to you.

The following options are then available:

View payments

View claims

Get in touch

View payments

A summary of your 10 most recent payments will show automatically. You can then use the search fields if you want to look at payments from the past.

Your payments

View payments of housing benefit and discretionary housing payments (HB and DHP) made to you on behalf of your tenants. Payments of stand-alone discretionary housing payments (UCDHP) are also shown where relevant.

Account: Method:

Payments from:

Payments to:

Use the search feature to search for payments received for a specific date or period of time

Last 10 payments will be displayed here

Click the amount to view payments made for each tenant

[Show latest payments](#)

Account	Date ↓	Type	Amount	Method	Sort code	Bank account	Status
14	12/06/2019	HB and DHP	£928.64	Direct to bank	£		Accepted
14	15/05/2019	HB and DHP	£928.64	Direct to bank	£		Accepted
14	17/04/2019	HB and DHP	£928.64	Direct to bank	£		Accepted
14	08/04/2019	HB and DHP	£44.18	Direct to bank	£		Accepted
14	20/03/2019	HB and DHP	£619.40	Direct to bank	£		Accepted
14	20/02/2019	HB and DHP	£619.40	Direct to bank	£		Accepted
14	23/01/2019	HB and DHP	£619.40	Direct to bank	£		Accepted
14	27/12/2018	HB and DHP	£619.40	Direct to bank	£		Accepted
14	28/11/2018	HB and DHP	£619.40	Direct to bank	£		Accepted
14	31/10/2018	HB and DHP	£619.40	Direct to bank	£		Accepted

[Export to csv](#) [Print payment results](#) row(s) 1 - 10 of 10

You can print off these details or save them to a spreadsheet

If you click on the 'amount' link, you can see the individual payments that make up the total amount paid.

If you have more than one tenant who receives benefit, you will see the details of each tenants benefit, including any recovery for overpaid housing benefit.

If any of your tenants get Discretionary Housing Support, this will also be shown here.

If you want a paper copy, you can click on the 'Print payment results' link at the bottom.

If you want to save the information to a spreadsheet, choose the 'Export to csv' option.

View claims

You can search for the claim details of your tenants by putting in their Housing Benefit reference number.

Your claims

Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are the payee.

Reference Rent reference Claim type HB status

First name Last name Postcode

Current Only show suspended claims

Unread letters created since

Enter your tenants housing benefit reference number, name or postcode to search for their details

Alternatively, click search to display all of your tenants claim details

Reference	Name	Rent ref	Claim type	Status	Suspended?	Address	Postcode
001788	Mr David Beckham		HB and DHP	Active	No	Flat 5,35...	TS10 1AB
631393	Mrs Colleen R Rooney	14	HB and DHP	Active	No	Flat 3,84...	TS10 3JA
634572	Mrs Cristine Lampard		HB and DHP	Active	No	Flat 2,35...	TS10 1AB

[Export to CSV](#)
[Print claim results](#)

Click the reference to view their payment information and to view any letters you have been sent

row(s) 1 - 3 of 3

If you do not know their reference number, you can search by name or address.

If you only have a few tenants who get Housing Benefit, just click the Search button and a list of all your tenants will be displayed.

Once you have selected your tenant's reference number, a summary of their details is displayed:

Claim details for claim 001788

Reference	001788
Name	Mr David Beckham
Rent ref	
Claim type	HB and DHP
Status	Active
Address	Flat 5,35 Queen Street, [redacted]
Housing benefit weekly amount	£79.85 Award of housing benefit
Discretionary housing payment weekly amount	£0.00
Property ref	4566103540
Next payment amount	£319.40 Next payment amount
Next payment date	15/07/2019 Next payment date
Overpayment outstanding	£0.00 Amount of any outstanding overpayments

Award information

View letters

Payment information

Get in touch if you have a question or want to report a change

You can see their claim status, housing benefit award and any Discretionary Housing Payments they get.

You can also see the amount and the date of the next payment that will be sent to you.

You can also see if there are any outstanding overpayments for the tenant.

Other options

There are 4 more options available.



View entitlements

This shows the amount of Housing Benefit your tenant is entitled to. You can also see historic entitlements, and details of any changes. You can also see the date their claim was last assessed. If a change has only just been made, you will see the date and the new entitlement information.

View payments

This shows the 10 most recent payments that have been made to you by the selected tenant. If you want to see other payment information, you can use the search fields to show payments made for whatever period you want.

View letters

This lets you see all the notification letters that have been issued to you about your tenant's Housing Benefit award. The letters will only be available from the date you activated your landlords' portal account, so historical letters will not be available. You can print or save these letters for your records.

Letters for claim 001788

Account 14

Letter Type

Use the search facility to view letters sent for a specific date or period of time

Sent From Date

Sent To Date

Search

Letter Type	Date Sent ↓	Claim Address	
Change in circumstances to landlord	12/06/2019	[REDACTED]	View Letter
Overpayment to landlord	12/06/2019	[REDACTED]	View Letter
Change in circumstances to landlord	12/06/2019	[REDACTED]	View Letter

[Export to CSV](#)
[Print letter results](#)

[Back to claim](#)

row(s) 1 - 3 of 3

Click view letter to download a copy of any letters sent to you



Get in touch

You can use this option to tell us about any changes in your tenant's circumstances which might affect their benefit. For example, if a tenant has moved out.

If you have a specific enquiry about a payment, or if you have a general question you want to ask, you can also use this facility to ask the question. One of our Benefit Officers will reply.

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Get in touch

Report a change or ask a question and we will get back to you

What do you want to tell us about?



Click here to select a reason for getting in touch

Send notification

Choose an option from the dropdown list 'What do you want to tell us about?' Pick the description that is closest to what you want to tell us about. You will then be asked to give us additional information about the change. The information will be different for each reason.

You will be able to upload documents as evidence of the changes you are reporting using the 'Upload your documents' option.

Once you have completed all the required fields for the change you are reporting, you can send them through to us by clicking the 'Send notification' button.

Send notification

You will get an automatic email to confirm that we have received your change request.