

Signing into the Landlord Portal

Sign in

Enter your username here

Username

JOE.BLOGGS@DUNDC

Forgotten your username?

Enter your password here

Password

Forgotten your password?

Click here to sign in

Sign in

Sign in as an authority user

Privacy statement

If you forget your username click here to be sent a reminder

If you forget your password click here to reset it

The Landlord Portal dashboard

Your username appears here

Joe Bloggs [Log out](#)
[My profile](#)

Landlord Ltd - Your landlord portal

This is a summary of your payments for Housing Benefit and Discretionary Housing Information on using the portal can be found in [Landlord Portal Guidance](#)

Click on 'My profile' to change your password or update your email address

Click on View Payments to see details of the most recent payments made to you and search for details of earlier payments.

Click on View Claims for details of the claims where you are receiving the payments. Any next payment dates and amounts shows are estimates only and may change.

The claim types are HB, DHP and UCDHP
'HB' stands for Housing Benefit

Messages for everyone will appear here

DHP stands for Discretionary Housing Payment
UCDHP stands for Universal credit based Discretionary Housing Payment

Daily messages

01/10/2019 Please tell us if your tenants have a change in circumstance.

[View payments](#)

[View claims](#)

Click here to see the 10 most recent payments to you or search for earlier ones.

Click here to look up details of individual claims

Letters

You have new letters to view that may include overpayment letters.

Use view claims to see the letters. Once you have viewed the letters you can hide this message. It will only be shown again when you have new letters to view.

Hide this message

The alert will disappear once the letters are read. You can also hide the message.

If online notification letters are enabled this alert will appear on the Dashboard when there are new, unread, letters.

Checking your payments – Click ‘View Payments’ from the Dashboard

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.

Cannot view information that is older than 2 year(s)

Account: Landlord Ltd

Method: Please select

Payments from: DD MM YYYY

Payments to: DD MM YYYY

[Show latest payments](#)

<u>Account</u>	<u>Date</u> ↓	<u>Type</u>	<u>Amount</u>	<u>Method</u>	<u>Sort code</u>	<u>Bank account</u>	<u>Status</u>
	27/06/2019	HB and DHP	£5,361.98	Direct to bank			Accepted
	20/06/2019	HB and DHP	£723.58	Direct to bank			Accepted
	20/06/2019	UCDHP	£443.00	Direct to bank			Paid
	19/06/2019	HB and DHP	£130,390.35	Direct to bank			Accepted
	13/06/2019	HB and DHP	£223.11	Direct to bank			Accepted
	06/06/2019	HB and DHP	£266.12	Direct to bank			Accepted
	05/06/2019	HB and DHP	£4,417.40	Direct to bank			Accepted
	30/05/2019	HB and DHP	£80.03	Direct to bank			Accepted
	22/05/2019	HB and DHP	£682.75	Direct to bank			Accepted
	22/05/2019	UCDHP	£443.00	Direct to bank			Paid

[Export to csv](#) [Print payment results](#)

row(s) 1 - 10 of 10

You will see the last 10 payments automatically in the list. To see older payments enter from and to dates then ‘Search’.

The landlord reference the payments were made to.

The date the payment was created by us. BACS payments will normally arrive the following Monday

Save these details to a spreadsheet

The bank account the payment was made to.

The total amount of the payment. Click on this to see which of your tenants have been paid and access the Payment Details screen

Payment Details

Payment details for account 9999

Payment date 05/06/2019

Claim	Name	Rent ref	HB	DHP	Adjustment	Amount	From	To	Address	Postcode
11111111	Tenant Name		£404.24	£0.00	£0.00	£404.24	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
22222222	Tenant Name		£382.00	£0.00	£0.00	£382.00	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
33333333	Tenant Name		£364.20	£0.00	£0.00	£364.20	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
44444444	Tenant Name		£364.48	£0.00	£0.00	£364.48	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
55555555	Tenant Name		£418.80	£0.00	£0.00	£418.80	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
66666666	Tenant Name		£379.80	£0.00	£0.00	£379.80	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
77777777	Tenant Name		£261.44	£0.00	£0.00	£261.44	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
88888888	Tenant Name		£379.80	£0.00	£0.00	£379.80	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
99999999	Tenant Name		£295.32	£0.00	£0.00	£295.32	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA
00000000	Tenant Name		£362.64	£0.00	£0.00	£362.64	27/05/2019	23/06/2019	▶ Servite Ho...	DD1 1AA

The type of payment for each tenant (HB, DHP or UCDHP)

The tenant's name and claim number

Save these details to a spreadsheet

The tenant's address. Click on it to expand.

This field details any adjustments that have been made such as overpayment deductions.

[Export to csv](#)

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Checking a tenant's details – click 'View Claims' from the Dashboard

[Previous](#) Joe Bloggs [Log out](#)

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 <input type="text"/>	Rent reference <input type="text"/>	Claim type Please select ▼	HB status Active ▼
First name <input type="text"/>	Last name <input type="text"/>	Postcode <input type="text"/>	

Current **Only show suspended claims**

Unread letters created since

<input type="text" value="DD"/>	<input type="text" value="MM"/>	<input type="text" value="YYYY"/>
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You don't need to enter anything to see the active current claims that are paid to you. Just click Search

To see cancelled claims change the status then 'Search'. Please note you can't view details more than 5 years old.

To get a list of all the claims that currently have payment suspended tick this box and set the Claim Type to 'HB and DHP'

To retrieve the claims that have unread notification letters input a date then 'Search'.

When searching claim details please note:

- 'Reference' is our claim number
- 'Rent reference' is your rent reference, if we hold it

Checking a tenant's current entitlement

Reference ↑	Name	Rent ref	Claim type	Status	Suspended?	Address	Postcode
11111111	Tenant Name		HB and DHP	Active	No	▶ 1 North...	DD1 1AA
22222222	Tenant Name		HB and DHP	Active	No	▶ 1 South...	DD1 1AA
33333333	Tenant Name		HB and DHP	Active	No	▶ 1 West...	DD1 1AA

After completing your search click on the claim reference to see the details.

Click to see the full address

Claim details for claim 11111111

Reference	11111111
Name	Miss Tenant Name
Rent ref	
Claim type	HB and DHP
Status	Active
Address	Tenant Address
Housing benefit weekly amount	£52.99
Discretionary housing payment weekly amount	£0.00
Property ref	1234567
Next payment amount	£211.96
Next payment date	22/07/2019
Overpayment outstanding	£0.00

View entitlements
View payments
View letters

The weekly amount of Housing Benefit your tenant is currently entitled to

The weekly amount of Discretionary Housing Payment your tenant is currently entitled to

Click here to view a history of the tenant's entitlement

The next payment amount based on the entitlement, DHP's and minus overpayment recovery. Until the payment has been made further adjustments may occur

Click here to view a history of the payments made to for this tenant

Click here to view the notification letters issued to you for this tenant

The amount of any overpayment deemed recoverable from you - the landlord. Overpayments deemed recoverable from the claimant do not show.

Checking a tenant's historic entitlement

Entitlements for claim 1111111

Account 9999

cannot view information that is older than 2 year(s)

Please select

Start date: DD MM YYYY

End date: DD MM YYYY

Search

Type	Start date	End date	Amount	Frequency	Calculation date
HB	06/04/2020	27/09/2020	£52.99	Weekly	11/04/2019
HB	30/03/2020	05/04/2020	£0.00	Weekly	11/04/2019
HB	30/09/2019	29/03/2020	£52.99	Weekly	11/04/2019
HB	01/04/2019	29/09/2019	£52.99	Weekly	11/04/2019
HB	01/10/2018	31/03/2019	£51.47	Weekly	11/04/2019
HB	10/09/2018	30/09/2018	£51.47	Weekly	07/02/2019
HB	09/09/2018	09/09/2018	£51.47	Weekly	07/02/2019
HB	25/09/2017	01/04/2018	£49.79	Weekly	07/02/2019
HB	17/04/2017	24/09/2017	£49.79	Weekly	07/02/2019

Export to CSV
Print claim entitlements

Back to claim

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Any future periods of entitlement are subject to change

The date the entitlement decision was made by the Council

The period that the entitlement applies to

Checking a tenant's historic payments to you

Claim payments for claim 1111111

Account 9999

cannot view information that is older than 2 year(s)

From date: DD MM YYYY

To date: DD MM YYYY

Search

Date	HB	DHP	Adjustments	Amount	From date	To date	Rent ref	Method	Address
14/08/2019	£211.96	£0.00	£0.00	£211.96	22/07/2019	18/08/2019		Direct to bank	Tenant address
17/07/2019	£211.96	£0.00	£0.00	£211.96	24/06/2019	21/07/2019		Direct to bank	Tenant address
19/06/2019	£211.96	£0.00	£0.00	£211.96	27/05/2019	23/06/2019		Direct to bank	Tenant address
21/05/2019	£211.96	£0.00	£0.00	£211.96	29/04/2019	26/05/2019		Direct to bank	Tenant address
24/04/2019	£211.96	£0.00	£0.00	£211.96	01/04/2019	28/04/2019		Direct to bank	Tenant address

Export to CSV
Print claim payments

Back to claim

The date the payment was created by the Council. BACS payments will normally arrive the following Monday

The period that the payment applies to

The amount paid for this tenant. This may have been paid as part of a larger payment

Viewing notification letters issued to you about a tenant

Letters for claim 11111111

Account 9999

Cannot view information that is older than 2 year(s)

Letter Type
Please select

Sent From Date

Sent To Date

[Search](#)

Letter Type	Date Sent ↓	Claim Address	
Change in circumstances to landlord	23/08/2019	Tenant address	View Letter
Overpayment to landlord	23/08/2019	Tenant address	View Letter
Change in circumstances to landlord	23/08/2019	Tenant address	View Letter

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[Print letter results](#)
[Back to claims](#)

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To view letters for a particular period enter from and to dates. Letters will only be available from the time online notifications were enabled.

If online notification letters are enabled then paper notification letters will no longer be issued.

It is important that you check your notifications regularly.

Click here to view the notification letter. The letter can be downloaded and saved as a PDF if desired