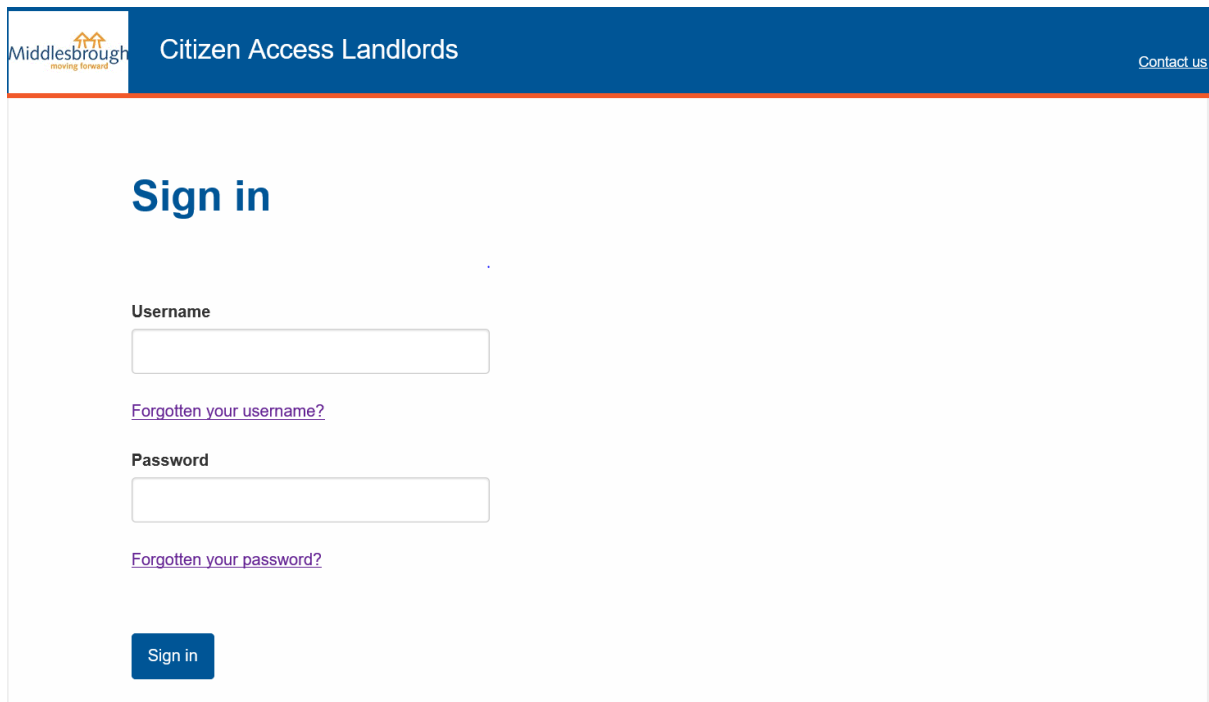


Landlord Portal user guide

Information in the Landlord Portal

Landlord Portal Sign In screen



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Sign in

Username

[Forgotten your username?](#)

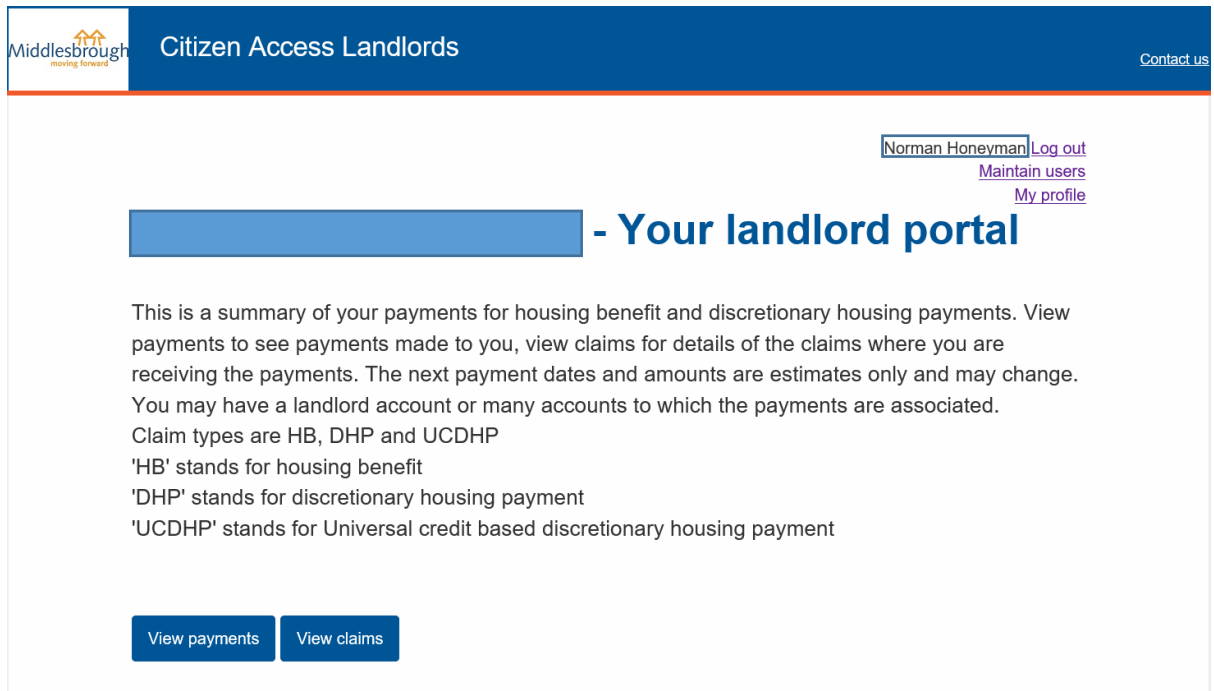
Password

[Forgotten your password?](#)

Sign in

When you open the Landlord Portal, you'll be taken to the 'Sign In' screen where you will be able to log in to the Landlord Portal using your username and password (these will have been emailed to your registered email address previously). If you are unsure of your username or password you will be able to use the 'Forgotten your username?' or 'Forgotten your password?' links. Here you will be able to enter your registered email address and the relevant details to allow you to gain access to your account will be emailed to your registered email address.

Home screen



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- Your landlord portal

This is a summary of your payments for housing benefit and discretionary housing payments. View payments to see payments made to you, view claims for details of the claims where you are receiving the payments. The next payment dates and amounts are estimates only and may change. You may have a landlord account or many accounts to which the payments are associated. Claim types are HB, DHP and UCDHP
'HB' stands for housing benefit
'DHP' stands for discretionary housing payment
'UCDHP' stands for Universal credit based discretionary housing payment

[View payments](#) [View claims](#)

Once signed in, your home page will be displayed. From here you will be able to view a breakdown of payments received in respect of your tenants, view your tenants claim information and also amend your registered account details.

View Payments

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	<input type="text"/>	Method	<input type="text" value="Please select"/>
Payments from	<input type="text" value="01"/> <input type="text" value="09"/> <input type="text" value="2019"/>	Payments to	<input type="text" value="14"/> <input type="text" value="11"/> <input type="text" value="2019"/>
<input type="button" value="Search"/>		<input type="button" value="Clear search"/>	

[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>
<input type="text"/>	13/11/2019	HB and DHP	<u>£584.76</u>	Direct to bank	40-33-01	****4519	Paid
<input type="text"/>	16/10/2019	HB and DHP	<u>£584.76</u>	Direct to bank	40-33-01	****4519	Paid
<input type="text"/>	18/09/2019	HB and DHP	<u>£592.95</u>	Direct to bank	40-33-01	****4519	Paid

[Export to csv](#)


row(s) 1 - 3 of 3

[Print payment results](#)

If you've chosen to View Payments, you'll see this screen. Payments will be displayed as shown above. Alternatively you can search for payments for all of your tenants for a particular period by adding dates into the 'Payments From' and 'Payments To' boxes.

You can see a breakdown of the payment details by clicking on the amount figure (which is underlined in the image).

Payment Details

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Payment details for account

Payment date 13/11/2019

Claim	Name	Rent ref	HB	DHP	Adjustment	Amount	From	To	Address	Postcode
			£355.40	£0.00	£0.00	£355.40	21/10/2019	17/11/2019		
			£229.36	£0.00	£0.00	£229.36	21/10/2019	17/11/2019		

[Export to csv](#) row(s) 1 - 2 of 2
[Print payment results](#)

Payment breakdown

The payment breakdown shows all the claims which make up your total payment, and includes the following information:

- claim reference ('Claim')
- claimant's name ('Name')
- claimant's address ('Address')
- start and end dates of the payments ('From' and 'To')
- amount to be paid ('HB, DHP, UCDHP')
- any overpayment being recovered ('Adjustment')
- final total to be paid for that claimant ('Amount') – this is 'HB, DHP & UCDHP' minus any 'Adjustment'

Click the 'export to csv' link and the information will display as an Excel spreadsheet. The spreadsheet gives the same information as above, however Excel gives you the option to search and sort data, and use the information for your accounts. You also have the option to print the payment results.

View Claims

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
<input type="text"/>	<input type="text"/>	Please select ▾	Active ▾
First name	Last name	Postcode	
<input type="text"/>	<input type="text"/>	<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"/>	
---------------------------------	---------------------------------	-----------------------------------	--

<input type="button" value="Search"/>	<input type="button" value="Clear search"/>
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Reference ↑	Name	Rent ref	Claim type	Status	Suspended?	Address	Postcode
<input type="text"/>	<input type="text"/>		HB and DHP	Active	No	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>		HB and DHP	Active	No	<input type="text"/>	<input type="text"/>

[Export to CSV](#)

[Print claim results](#)

row(s) 1 - 2 of 2

View Claims allows you to view your claims. Here it will show the status of a claimant's claim:

- **Active** means the claim is up and running
- **Registered** and **Suspended** mean the claim has been held and is awaiting further information.

You can use the dropdown menus to look for only active or registered claims, check which of your tenants' claims are currently suspended or view a specific tenants' claim by searching using their claim reference number, name or postcode.

Claim details

The claim details breakdown above shows all the claims which are currently 'Active', and includes the following information:

- claim reference ('Reference')
- claimant's name ('Name')
- claimant's address ('Address')
- claimant's postcode ('Postcode')
- Payment type ('Claim type')
- Status of the claim ('Status')
- If the claim is suspended ('Suspended?')

By clicking on to the 'Reference' of a tenant you can also see when the next payment is due, and how much it will be.

If an overpayment is currently being recovered, you can see how much the weekly recovery rate is (see screen shot below).

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Claim details for claim [REDACTED]

Reference	[REDACTED]
Name	[REDACTED]
Rent ref	
Claim type	HB and DHP
Status	Active
Address	[REDACTED]
Housing benefit weekly amount	£88.85
Discretionary housing payment weekly amount	£0.00
Property ref	[REDACTED]
Next payment amount	£0.00
Next payment date	16/12/2019
Overpayment outstanding	£0.00

[View entitlements](#)

[View payments](#)

[View letters](#)

You will then have an option to see all of the payments you have received for this specific tenant or what their current housing benefit entitlement is by clicking 'View payments' or 'View entitlements'. View payments will display all payments received for the last 2 years. There is also an option to export this information on to a spreadsheet to keep for your records or you can print the payment results if required.

Claim payments for claim [REDACTED]

Account [REDACTED]

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

From date

DD MM YYYY 

To date

DD MM YYYY 

Search

<u>Date</u> ↓	<u>HB</u>	<u>DHP</u>	<u>Adjustments</u>	<u>Amount</u>	<u>From date</u>	<u>To date</u>	<u>Rent ref</u>	<u>Method</u>	<u>Address</u>
13/11/2019	£355.40	£0.00	£0.00	£355.40	21/10/2019	17/11/2019		Direct to bank	▶ [REDACTED]
16/10/2019	£355.40	£0.00	£0.00	£355.40	23/09/2019	20/10/2019		Direct to bank	▶ [REDACTED]
18/09/2019	£355.40	£0.00	£0.00	£355.40	26/08/2019	22/09/2019		Direct to bank	▶ [REDACTED]
21/08/2019	£355.40	£0.00	£0.00	£355.40	29/07/2019	25/08/2019		Direct to bank	▶ [REDACTED]
24/07/2019	£355.40	£0.00	£0.00	£355.40	01/07/2019	28/07/2019		Direct to bank	▶ [REDACTED]
26/06/2019	£355.40	£0.00	£0.00	£355.40	03/06/2019	30/06/2019		Direct to bank	▶ [REDACTED]
29/05/2019	£355.40	£0.00	£0.00	£355.40	06/05/2019	02/06/2019		Direct to bank	▶ [REDACTED]
01/05/2019	£355.40	£0.00	£0.00	£355.40	08/04/2019	05/05/2019		Direct to bank	▶ [REDACTED]

View entitlements will display all recent weekly claim entitlement so you can see how much a tenant is receiving each week. This screen is particular useful when a tenant has had a change of circumstances and their entitlement has reduced/increased.

Entitlements for claim [REDACTED]

Account [REDACTED]

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

Claim type

Please select

Start date

DD

MM

YYYY



End date

DD

MM

YYYY



Search

<u>Type</u>	<u>Start date</u> ↓	<u>End date</u>	<u>Amount</u>	<u>Frequency</u>	<u>Calculation date</u>
HB	14/10/2019	27/09/2020	£88.85	Weekly	08/11/2019
HB	07/10/2019	13/10/2019	£88.85	Weekly	08/11/2019
HB	30/09/2019	06/10/2019	£88.85	Weekly	08/11/2019
HB	01/04/2019	29/09/2019	£88.85	Weekly	02/03/2019
HB	22/10/2018	31/03/2019	£88.85	Weekly	02/03/2019
HB	01/10/2018	21/10/2018	£89.43	Weekly	02/03/2019
HB	01/04/2018	30/09/2018	£89.43	Weekly	03/03/2018
HB	25/09/2017	31/03/2018	£89.43	Weekly	03/03/2018

[Export to CSV](#)

[Print claim entitlements](#)

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Back to claim

My Profile

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My profile

First name [Redacted]
Last name [Redacted]
Username [Redacted]
Phone number [Redacted]
Email address [Redacted]

[Change password](#)
[Change my details](#)

[Return to dashboard](#)

My Profile

The 'my profile' screen allows you to change your account password or update your contact details whilst you are accessing your account.

By clicking on either of the options, 'Change password' or 'Change my details', you will be able to enter a new password, email address or telephone number and save these directly to your landlord portal account.