Revenues and Benefits

Landlord Portal User Guide

Introduction

The landlord portal lets you access information about Housing Benefit payments and Discretionary Housing Payments we have made to you as landlord or landlord agent in real time. The portal will not show information about any payment we have made to your tenant.

You cannot use the portal to submit information to us. This should be done via our MySandwell online facility—please see https://my.sandwell.gov.uk/ or by post.

For our address and general contact details, please see:
www.sandwell.gov.uk/contactbenefits

You can use the portal to view a breakdown of payments you have received, so that you can assign the correct amounts to tenant rent accounts as well as individual tenants' payment history. You can also see the status of a claim; i.e. whether it is in payment (or active), 'registered,' 'suspended' or 'cancelled' and the date and amount of the next payment due.

IMPORTANT: 'Payment due' amounts and dates may be subject to change and are guidance only. They are **not a guarantee** of payment.

Data Security: To misuse information shown on the portal or allow a person not authorised by Sandwell MBC to access the portal will constitute a serious breach of both Data Protection and Computer Misuse legislation. Never share your portal log-in details with any other person.

If you suspect your password has been used by anyone other than yourself, notify us immediately. We reserve the right to remove portal access without notice.

> **The portal is accessible via desk-top and laptop computers, as well as Apple and Android devices. The exact screen lay-out you see will vary according to the device you are using**

Accessing the portal for the first time

Fig. 1

When your portal access has been set up you will receive two emails from: noreply_revsbens@sandwell.gov.uk

If you do not receive these, please check your junk/spam folder.

The first email will have the subject **Sandwell Landlord Portal – User Details**. It will include a link for your first-time log-in and your portal user-name.

The second email will have the subject **Sandwell Landlord Portal – Password for first time log-in**. It will contain your password to log-in for the first time.

Follow the link in the first email to our sign-in screen (**Fig. 1).** Enter your username from the first email into the Username box, then copy and paste the password from the second email into the Password box.

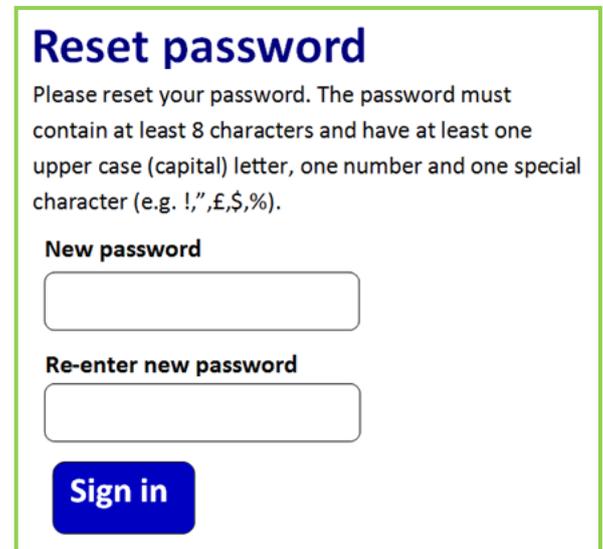Then click on the '*sign in*' button.

Fig. 2

You will then be taken to a password reset screen (**Fig. 2**) to enter a new password of your choice.

The new password must have:
- 8 or more characters
- At least 1 upper case (Capital) letter
- At least 1 number
- At least 1 special character (e.g.!, @, £, $)

Enter your new password, then re-enter it for confirmation and click the '*sign in*' button.

You will then be taken to your personal **home page** (**Fig. 3**)

Fig. 3

From here you can:

- Click the '*view payment*' button to see what payments have been made to you.
- Use the '*view claims*' option to look at the records of individual tenants.
- *'Get in touch'* is not in operation so please using existing contact methods shown on our website.
- Go to your profile.
- Log out of the portal.

User name   Log out
Maintain users
My profile

Your name - 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

Daily messages

28/10/2020   Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

| View payments | View claims | Get in touch |

Viewing Payments

Clicking '*view payments*' on your homepage takes you to the **your payments** screen (**Fig. 4**)

Open the 'Method' drop down menu and select either 'Direct to bank' or 'Direct to building society'.

Select the date range you wish search between using 'Payments from' and 'Payments to'.
You will then see a list of all payments between the dates you have selected (**Fig. 5,** below)

You can see all Discretionary Housing Payments (DHP's) as well as Housing Benefit payments made to you.
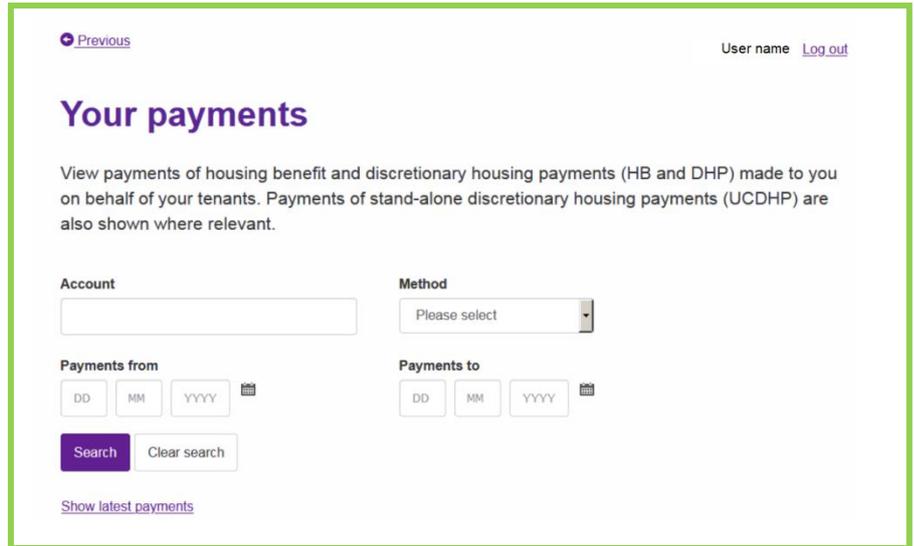

Fig. 4 — Your payments screen

Fig. 5 — Payment results list

Click on any of the underlined payment amounts shown in **Fig. 5** for a detailed breakdown of how it has been made up, shown in **Fig. 6** below

You can see the name and address of each of the tenants that the payment is made for, their claim reference numbers, the amount for each individual tenant included in the payment, any DHP amounts included, any adjustments made and the date range that the payment covers.

Fig. 6 — Payment date breakdown

Note: the screens displayed in **Fig. 5** and **Fig. 6** can be printed or exported to a spreadsheet by clicking on the relevant underlined text.

Viewing claims for individual tenants

To view the details for an individual tenant; use the '*view claims*' button, on the **home page** (see **Fig. 3**). This will take you to a search screen (**Fig. 7**)

You can search for a specific tenant by using either their **claim reference number** if known, or their **name**.

You can check whether any claim for which you receive direct payments has been **suspended**, you can use the '**Housing Benefit claim status**' drop down menu. This can help identify cases where there might be the potential for arrears to occur.

Your tenants' claims

Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are receiving the payments. Any payments made directly to a tenant will not be shown. Information that was previously shown on the back of your notification letters is now available on our website.

Claim reference

Landlord payment reference (Do not use to search)

Claim type
Please select

Housing Benefit claim status
Active

First name

Last name

Postcode

This will display the following details for an individual tenant (see **Fig. 8**);

- Their weekly Housing Benefit amount
- The **expected** date and amount of their next payment (please remember, this information is provisional and should not be regarded as a guarantee of payment).
- Any outstanding overpayments

Reference	Mr David Cameron
Name	1234567
Rent ref	1Cornwall
Claim type	HB and DHP
Status	Active
Address	1 Cornwall Street, Cornwall, AA1 1AA
HB weekly amount	£150.00
DHP weekly amount	£0.00
Property ref	R11111111111111A
Next payment amount	£600.00
Next payment date	21/09/2020
Overpayment outstanding	£0.00

View entitlements   View payments   View letters   Get in touch

You can click on the buttons at the bottom to display:

- '*View entitlements*' - the different entitlement periods for this tenant

- '*View Payments*' - payment amounts and dates for any payments sent to you

- '*View letters*' - system generated letters regarding your tenants Housing Benefit claim (*not in operation currently*)

- '*Get in touch*' - is not in operation so please using existing contact methods shown on our website.

We will look at each in more detail on the following pages.

Fig. 9

View entitlements

The *'View entitlements'* screen (**Fig. 9**) shows the weekly entitlement to Housing Benefit and the period for which that entitlement has been paid. You can also see the date any entitlement period was calculated.

Type	Start date	End date	Amount	Frequency	Calculation date
HB	28/09/2020	26/09/2021	£129.06	Weekly	31/03/2020
HB	06/04/2020	27/09/2020	£129.06	Weekly	31/03/2020
HB	30/09/2019	05/04/2020	£128.11	Weekly	31/03/2020
HB	02/09/2019	29/09/2019	£128.11	Weekly	01/11/2019
HB	15/04/2019	01/09/2019	£124.73	Weekly	01/11/2019
HB	01/04/2019	14/04/2019	£124.73	Weekly	01/11/2019
HB	04/02/2019	31/03/2019	£127.32	Weekly	01/11/2019
HB	01/10/2018	03/02/2019	£127.32	Weekly	01/11/2019
HB	16/04/2018	30/09/2018	£127.32	Weekly	13/05/2019
HB	02/04/2018	15/04/2018	£127.32	Weekly	13/05/2019

Export to CSV

Print claim entitlements

Back to claim

row(s) 1 - 10 of 21

View payments

Fig. 10

The '*View payments'* screen shows all payments we have made to you for this tenant. You can narrow this search by using the '*From date'* and '*To date'* fields, making it easier to find specific payments.

If applicable, this screen breaks the payment down into amounts paid in respect of Housing Benefit and/or Discretionary Housing Payments, as well as showing any adjustments we have made.

Date	HB	DHP	Adjustments	Amount	From date	To date	Rent ref	Method	Address
26/07/2020	£0.00	£102.15	£108.23	£102.15	14/06/2020	25/07/2020	1Cornwal	Direct to bank	1 Cornwa...
26/07/2020	£429.18	£0.00	£108.23	£429.18	28/06/2020	25/07/2020	1Cornwal	Direct to bank	1 Cornwa...
28/06/2020	£429.18	£0.00	£105.70	£429.18	31/05/2020	27/06/2020	1Cornwal	Direct to bank	1 Cornwa...
31/05/2020	£429.18	£0.00	£105.64	£429.18	03/05/2020	30/05/2020	1Cornwal	Direct to bank	1 Cornwa...
03/05/2020	£429.18	£0.00	£99.56	£429.18	05/04/2020	02/05/2020	1Cornwal	Direct to bank	1 Cornwa...
05/04/2020	£429.18	£0.00	£99.56	£429.18	08/03/2020	04/04/2020	1Cornwal	Direct to bank	1 Cornwa...

Export to csv

Print payment results

Row 1-6 of 6

The following information will **not** show on the portal:

- Payments made to your tenant
- Entitlement levels in periods where you tenant was the payee
- How your tenant's benefit has been calculated

More Information

MySandwell

Any landlord with property in Sandwell is advised to set up a MySandwell account. This is an online point of entry for Sandwell Council where you can share information with us, access forms, make enquiries and receive replies from us.

A wide range of council services are accessible through MySandwell, not just Revenues and Benefits. You can use MySandwell to deal with issues including:

- **Business Rates (NDR)**
- **Council Tax**
- **Housing Benefit queries**
- **Planning**
- **Private sector housing issues**
- **Benefit appeals**
- **…and much more**

It is quick and easy to set up an account. Please note that if you are opening a MySandwell account for work or business purposes, you should only enter your work / office address and work email address rather than your own home details. If more than one employee in an organisation wishes to use My Sandwell, each should set up their own account. To set up your account, please go to: **https://my.sandwell.gov.uk/**

Social media

Sandwell council regularly puts out specialist information for private landlords on social media. Please see;

- Twitter: **https://twitter.com/PrivateHousing**

- Facebook: **https://www.facebook.com/privatehousing/**

- Instagram: **https://www.instagram.com/sandwell_privatehousing/**

Please remember. Never share log-in details with anyone. You must process, store and dispose of information obtained from the portal in-line with our procedures and data protection legislation. Please ensure you log out correctly from the portal after each use. If you do not log onto the portal for six months, your access will terminate and you will have to re-register. You can reset your password on the portal home-page. Before contacting us about a tenant, please check the claim status on the portal and make sure you have provided up-to-date signed authorisation from them for us to discuss their case. For updates on the portal, please follow our landlord blog at **www.sandwelllandlords.wordpress.com**