

Wolverhampton Landlord Portal User Guide

Version 5.0 - October 2024

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1. Purpose of this guide

This guide is intended for Wolverhampton landlords.

It explains how to access details of payment schedules and allows payments to be viewed at claim level in respect of payments made directly to you. The value of claim entitlements can be viewed and the value of next payments due per claim.

Letters can also be viewed in the Portal and downloaded if required

2. Introduction

The New Landlord Portal has a fresher feel and more functionality than the current portal. It will allow online real time access to data held within the benefit system.

This guide is also available via our website link whilst in the Portal by selecting Help.

The Landlord Home page link is below

<https://www.wolverhampton.gov.uk/benefits/housing-benefit-and-council-tax-reduction/landlord-portal>

On the Council web page there will be a Link to the current and New Landlord Portal

This is available 24 hours (unless there is system maintenance)

Landlords will also be able to create an additional user once they have been set up initially.

Important note: Landlords are only ever able to see details of claims for which they are receiving direct payment of Housing Benefit.

- Current Payee – basic claim data including entitlement
- Not Current Payee – limited claim data

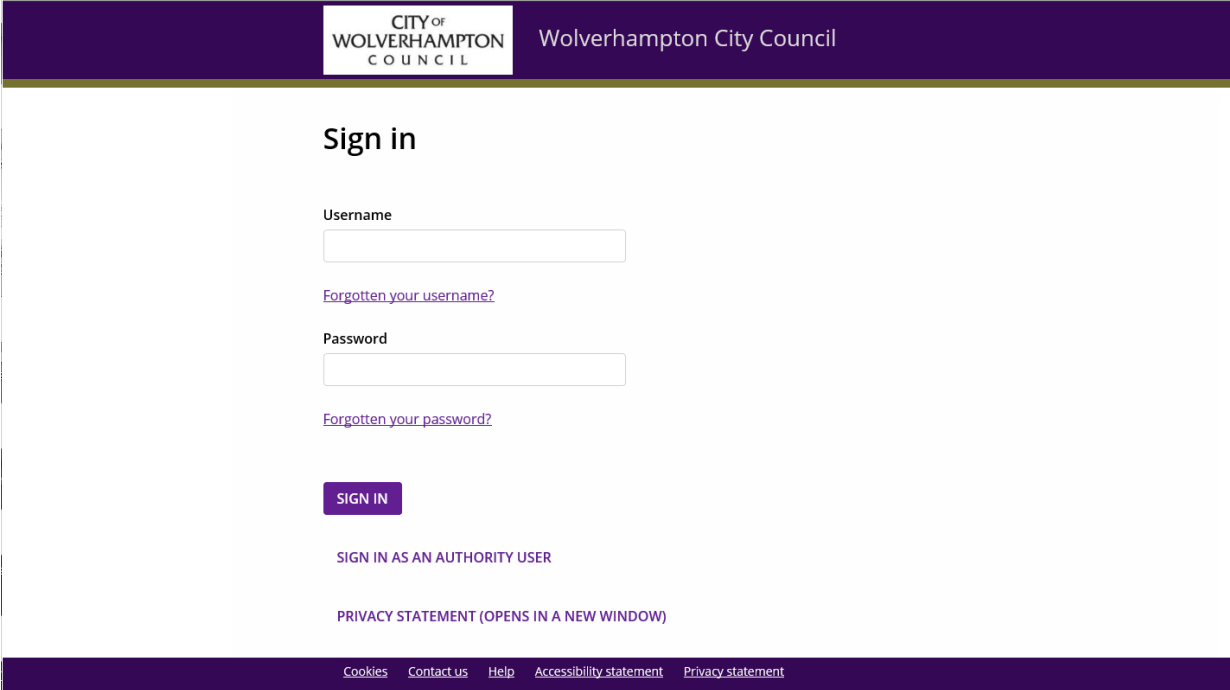
The available functionality is summarised below:

- **Claim Enquiry**
 - Search for one or many claims
 - Details of the current weekly Housing Benefit entitlement
 - Details of payments made to the Landlord
- **Landlord Payments**
 - Search and Check for payments made
 - View the payment transactions included in the overall payment for the claim(s) searched for
 - Link from each transaction to the associated Claim Enquiry pages for that particular claim
- **View Letters (This functionality is not yet available)**
 - View letters from the date the Portal goes live
 - Search for letters produced over a month period
 - Search for read letters

3. Logging in and out of the Portal

3.1 Logging in

The first screen that will show is the home page. Enter the username and password issued to you via email. There is also a forgotten your password link, by clicking on this link an email will be sent to you with information that will enable you create a new password.



The screenshot shows the login interface for the Wolverhampton City Council. At the top, there is a dark purple header with the City of Wolverhampton Council logo on the left and the text 'Wolverhampton City Council' on the right. Below the header, the main content area is white and features the heading 'Sign in'. Underneath the heading, there are two input fields: 'Username' and 'Password'. Below each input field is a blue link: 'Forgotten your username?' and 'Forgotten your password?'. A purple 'SIGN IN' button is positioned below the password field. Further down, there are two links: 'SIGN IN AS AN AUTHORITY USER' and 'PRIVACY STATEMENT (OPENS IN A NEW WINDOW)'. At the bottom of the page, a dark purple footer contains several links: 'Cookies', 'Contact us', 'Help', 'Accessibility statement', and 'Privacy statement'.

You have five attempts to log in: after five incorrect attempts your account is locked and you will have to contact us (01902 551166) to be unlocked, alternatively you can use the forgotten password link.

There are 3 options available:

View Payments - select this to view details of payments and payment schedules

View Claims - select this to view claim details

View Letters - select to view letters

Maintain Users - top right

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[Maintain users](#)
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Test Housing Association Ltd - 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

18/08/2021 Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

[VIEW PAYMENTS](#) [VIEW CLAIMS](#) [VIEW LETTERS](#)

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There is a log out option on the top right of each page

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Your claims

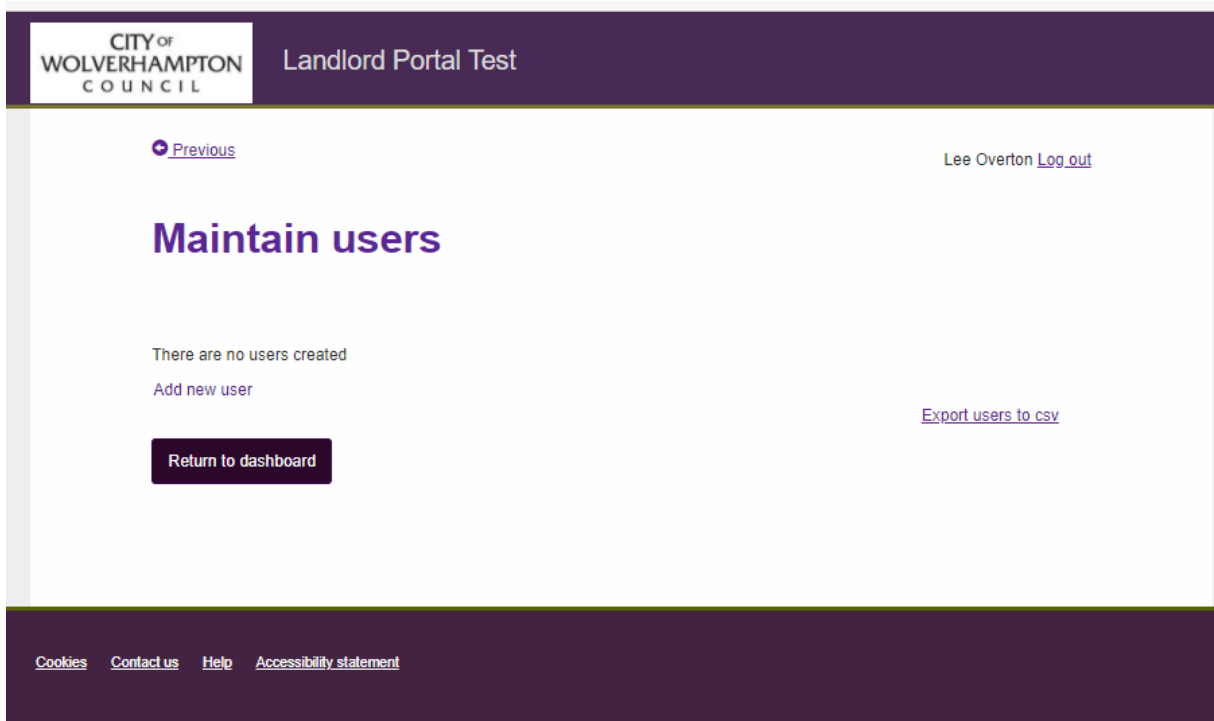
Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are the payee.

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"/>	

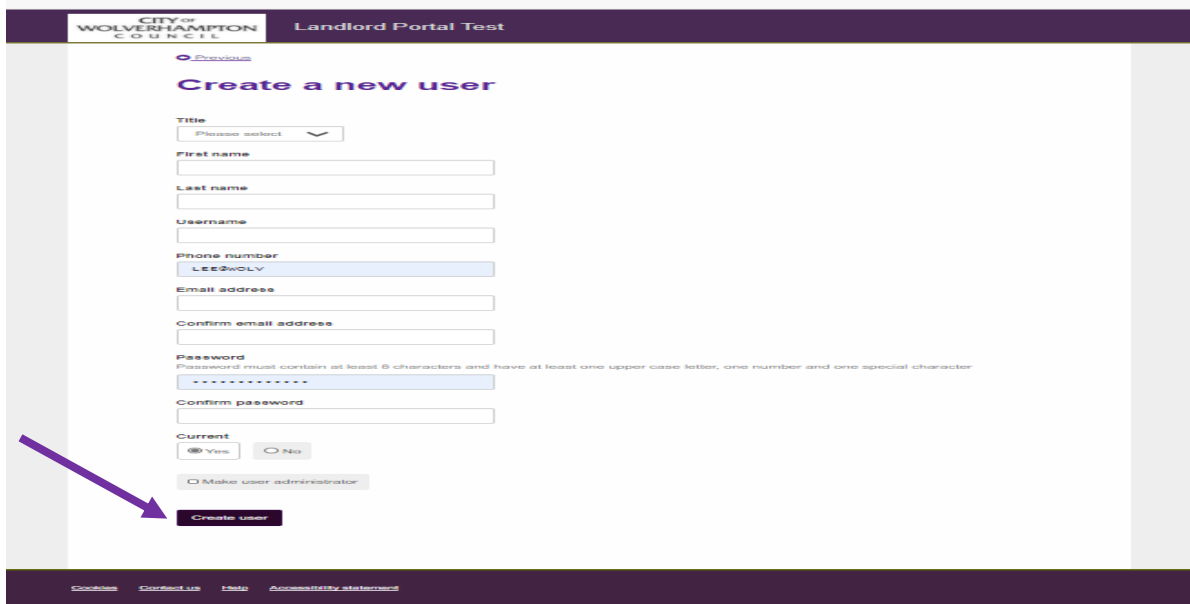
3.2 Maintain Users

By clicking on Maintain users the following screen will appear

Click on Add new user



Complete the data fields. The created user can also be made the main user by selecting make user administrator



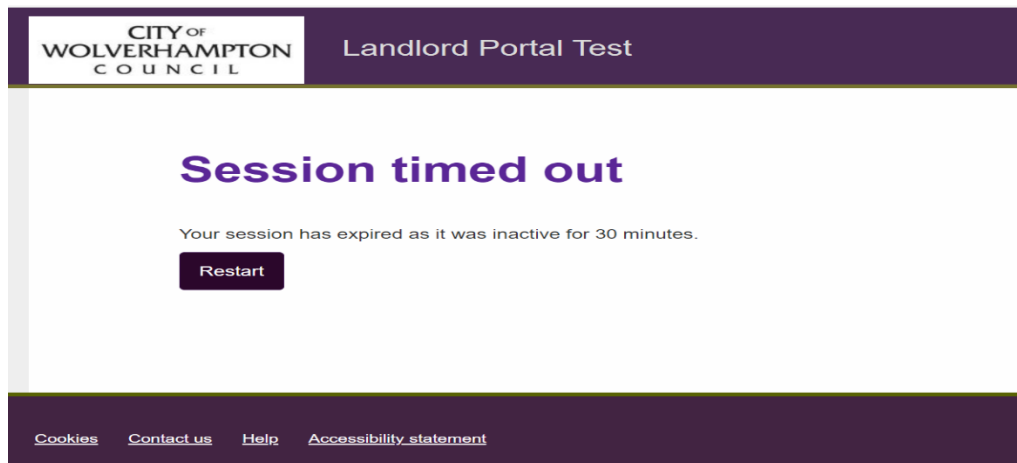
3.2 Logging out

User log out

There is a log out option on the top right of each page once you are logged in.

Automatic log out

After a period of inactivity of 30 minutes the session will time out, you will then be automatically logged out of the landlord portal



4. Using the Landlord Portal – Claim Enquiry

The Claim Enquiry facility enables you to look in detail at each Housing Benefit claim that is being paid directly to you. You can also download payment details.

4.1 Claim Search

You can search on individual claims by entering claim details or just select search to bring back all claims, then can select a claim by selecting the claim number

Searches can be made in the fields below:

Reference – Claim Number

Rent Reference – Rent account number

First Name - Claimants First Name

Last Name – Claimants Last name

Postcode - Postcode

Claim Type - Housing Benefit (HB) & Discretionary Housing Payment (DHP) , Universal Credit Discretionary Housing Payment (UCDHP)

HB Status – status of the claim, Active , Registered, Cancelled, Expired

Unread Letters created since – View unread letters in respect of the claim

The screenshot shows the 'Your claims' search interface. At the top, there is a navigation bar with the City of Wolverhampton Council logo and the text 'Wolverhampton City Council'. Below the navigation bar, there are links for 'Previous' and 'Lee Overton Log out'. The main heading is 'Your claims', followed by a sub-heading: 'Search claims to see your tenants' claim details. You will only be able to see the details of claims where you are the payee.' The search form includes several input fields: 'Reference', 'Rent reference', 'Claim type' (with a dropdown menu showing 'Please select'), 'HB status' (with a dropdown menu showing 'Active'), 'First name', 'Last name', and 'Postcode'. There are also two checkboxes: 'Current' (checked) and 'Only show suspended claims' (unchecked). Below the form are buttons for 'SEARCH', 'CLEAR SEARCH', 'BACK TO DASHBOARD', and 'VIEW LETTERS'. At the bottom of the page, there is a footer with links for 'Cookies', 'Contact us', 'Help', 'Accessibility statement', and 'Privacy statement'.

Claim detail will show the claims status, housing benefit weekly entitlement, any DHP awarded, the next payment due date and amount. If there are any overpayments, the outstanding overpayment balance will show as well as the weekly recovery rate.

The screenshot shows the 'Claim details for claim' page. At the top, there is a navigation bar with the City of Wolverhampton Council logo and the text 'Wolverhampton City Council'. Below the navigation bar, there are links for 'Previous' and 'Lee Overton Log out'. The main heading is 'Claim details for claim'. The details are presented in a table-like format with the following information:

Reference	
Name	
Rent ref	
Claim type	HB and DHP
Status	Active
Address	
Housing benefit weekly amount	£89.31
Discretionary housing payment weekly amount	£0.00
Property ref	
Next payment amount	£357.24
Next payment date	23/08/2021
Weekly recovery rate	£0.00
Your outstanding overpayment	£0.00

At the bottom of the page, there are buttons for 'VIEW ENTITLEMENTS', 'VIEW PAYMENTS', and 'VIEW LETTERS'.

5. Using the View Letter function

5.1 View Letters


From the Dashboard select View letters

The screenshot shows the top navigation bar with the City of Wolverhampton Council logo and the text 'Wolverhampton City Council'. Below this is the main header 'Test Housing Association Ltd - Your landlord portal' with user links for 'Lee Overton', 'Log out', 'Maintain users', and 'My profile'. A summary paragraph explains that the page shows payments for housing benefit and discretionary housing payments, with a note that amounts are estimates. It lists claim types: HB (housing benefit), DHP (discretionary housing payment), and UCDHP (Universal credit based discretionary housing payment). A 'Daily messages' section contains a message from 18/08/2021 about a bulk rent change facility. At the bottom of the main content area are three buttons: 'VIEW PAYMENTS', 'VIEW CLAIMS', and 'VIEW LETTERS'. A footer contains links for 'Cookies', 'Contact us', 'Help', 'Accessibility statement', and 'Privacy statement'.

To view all letters on a day or between a one month period enter a from and to date and select search. To only show unread letters tick the only show unread letters box. Once results are returned click on view letter.

The screenshot shows the 'Letters search' page. It features a navigation bar with the council logo and 'Wolverhampton City Council'. Below the bar are links for 'Previous' and 'Lee Overton Log out'. The main heading is 'Letters search'. A notice states: 'Due to this Authorities data retention policy it is not possible for you to view information that is more than 6 years old.' The search form includes: 'Letter type' (dropdown menu), 'Only show unread letters' (checkbox), 'Sent from date' (DD, MM, YYYY fields), 'Sent to date' (DD, MM, YYYY fields), 'Claim reference' (text input), and 'Last Name' (text input). There are 'CLEAR SEARCH' and 'SEARCH' buttons. Below the form is a table with columns: 'Letter type', 'Date sent', 'Claim', 'Claim address', and 'Read'. One row is visible with the text 'Change in circumstances to landlord' and '12/08/2021'. The 'Read' column shows 'Yes' and a 'View letter' link. Below the table are links for 'Export to CSV', 'PRINT LETTER RESULTS', and a 'BACK TO DASHBOARD' button. The footer contains links for 'Cookies', 'Contact us', 'Help', 'Accessibility statement', and 'Privacy statement'.

A pdf letter will open that can be saved and printed. You can also export to CSV a list of letters for that have returned from the search made

CITY OF WOLVERHAMPTON COUNCIL			
BENEFIT DECISION NOTICE			
Please read the notes overleaf carefully. A more detailed explanation can be provided on request			
	Claim Reference		
	Council Tax Reference		
	Landlord Reference		
	Rent Reference		
	Date		
	Telephone		
REASON FOR CALCULATION: Change In Your Income			
HOUSING BENEFIT			
The Weekly Benefit Award is:		£139.84	
Less Overpayment Recovery:		£0.00	
Net Benefit Payable:		£139.84	
Weekly gross Rent :		£173.70	
The Benefit Starts on:		12 Jul 2021	

6.Using the Landlord Portal – Landlord Payments

6.1 View Payments

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Daily messages

18/08/2021 Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

VIEW PAYMENTS
VIEW CLAIMS
VIEW LETTERS

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By selecting view payments you will be able to see a list of payments made for a defined period. There is also a search option for payment method if payments are received in different formats i.e. BACS and cheques.

The payment date and amount are shown as well as the payment type. By clicking on the payment value this will then open another window with details of the claims for this payment, these details can be exported.

[Previous](#) Lee Overton [Log out](#)

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: DD MM YYYY

Payments to: DD MM YYYY

SHOW LATEST PAYMENTS

Account	Date ↓↑	Type	Amount	Method	Sort code	Bank account	Status
	17/08/2021	HB and DHP	£208,310.78	Direct to bank	30-80-12	****8260	Accepted
	17/08/2021	UCDHP	£60.00	Direct to bank	30-80-12	****8260	Paid
	21/07/2021	HB and DHP	£5,483.08	Direct to bank	30-80-12	****8260	Accepted
	13/07/2021	HB and DHP	£3,207.41	Direct to bank	30-80-12	****8260	Accepted
	07/07/2021	HB and DHP	£3,756.12	Direct to bank	30-80-12	****8260	Accepted
	07/07/2021	UCDHP	£70.00	Direct to bank	30-80-12	****8260	Paid
	23/06/2021	HB and DHP	£209,643.12	Direct to bank	30-80-12	****8260	Accepted
	23/06/2021	UCDHP	£120.00	Direct to bank	30-80-12	****8260	Paid
	22/06/2021	HB and DHP	£0.00	Direct to bank	30-80-12	****8260	Paid
	15/06/2021	HB and DHP	£723.64	Direct to bank	30-80-12	****8260	Accepted

[Export to csv](#) 1 - 10

[PRINT PAYMENT RESULTS](#)

[BACK TO DASHBOARD](#)

This screen will list all claims, payment value, claim number and claimant name, period of payment and the address of the claim.

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Payment details for account

Payment date 17/08/2021

Claim ref	Name	Rent	HB	DHP	Adjustment	Amount	From	To	Address	Postcode
Shelley										

[Export to csv](#) row(s) 1 - 10 of 497 >

[PRINT PAYMENT RESULTS](#)

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7. Password functionality

Passwords need to have 12 characters, these must include an upper case and Lower case letter, a number, and a special character i.e. Passwordreset1@

A special character is any character that isn't a letter or a number

Passwords must be changed every 120 days