

Trusted Partner/Landlord Portal lines to take

1. What is the Landlord Portal?

The portal is being introduced so landlords can tell Universal Credit about their tenants. The UC Full Service landlord portal supports payment of housing costs to claimants at the earliest possible opportunity. The portal enables landlords in the social rented sector to provide information direct to DWP to verify housing costs. It also allows them to identify to UC, any tenants that require a direct payment of rent and/or a more frequent payment at the outset of their claim.

2. What does the UC FS landlord portal allow landlords to do?

The UC FS landlord portal allows RSLs to verify rent and submit APA requests via the portal rather than via the established email processes. Currently it will only be available for tenants making new claims to UC or established claims that declare a change of circumstances that require a rent verification. Any stock Full Service cases that have a claim in place before the portal is enabled for each respective landlord will not appear on the portal.

3. What does Trusted Partner (TP) status mean?

A Trusted Partner is a social landlord appointed to identify tenants who are unlikely to pay their rent. They assess the need for an Alternative Payment Arrangement (APA) requesting one via UC, and arranging for support so that the claimant in time takes responsibility for paying their rent. Landlords who take on the TP role will be given access to the UC landlord portal and the enhanced UC service associated with that; the ability to verify rent and apply for APAs through the portal, and to see if their tenant is claiming UC.

4. Who is eligible to be a Trusted Partner (TP) and/or be enrolled onto the UC FS landlord portal?

All Registered Social Landlords (RSLs) are eligible to become a TP and subsequently be enrolled onto the UC FS landlord portal. At present we have been testing the portal with a small number of landlords. As part of our iterative approach we will be looking to enrol more landlords from October.

5. When does rollout of Trusted Partner (TP) and/ or enrolment onto the UC FS landlord portal start?

We have been testing the portal with a small number of the existing Trusted Partner pilot landlords. We will continue to test throughout September and begin to contact other landlords who we have identified to begin enrolment in October 2017 in line where possible with full service expansion.

6. What will the UC FS landlord portal allow my organisation to do?

RSLs that are enrolled on to the portal will be able to confirm rent verification details and request Alternative Payment Arrangements. They will be able to do this for new UC Full Service tenants coming onto the portal or any current claims who report a change of circumstances which result in a new rent verification. Existing UC Full Service tenants that predate the RSL enrolment date will not be present on the portal.

7. How will landlords be supported during the enrolment process for UC FS landlord portal / Trusted Partner?

Each RSL will be contacted by a DWP UC Account Manager to guide them through the necessary steps to enrol them on to the UC FS landlord portal and Trusted Partner Status. Additionally each landlord will be provided with a suite of products to help support the transition to TP and usage of the portal. The Account Manager will continue to provide support relating to TP and the portal for a limited time after enrolment.

8. How have the next phase of landlords been decided?

Priority has been placed on enrolling the largest landlords that are eligible where possible in order to maximise the number of UC claimants that can be handled via the portal. We will be closely monitoring this approach and continue to test and learn over the coming months.

9. Is the UC FS landlord portal / TP going to be available to all landlords?

The UC FS landlord portal is only available to Registered Social Landlords (RSLs) and not private landlords. Currently however, not all RSLs have been scheduled to be enrolled on to the portal and some may have to wait for further clarification on their provisional enrolment date. It is intended that that the UC TP Landlord Portal team will make contact with each landlord scheduled to be enrolled approximately 4 weeks in advance of their enrolment date.

10. Why can't you enrol all of the landlords at once?

We have chosen landlords who have or are likely to have large numbers of full service tenants so that we can get as many numbers going through the portal as possible. We want to test the portal in a controlled way and check the portal's functionality safely and securely. We will continue to monitor progress over the coming months.