Landlord portal user guide
This portal allows landlords and agents to view housing benefit awards where payment is made direct to the landlord or agent. It provides details of payments and claims and offers the facility to download payment details and report changes in a tenant's circumstances.

Getting started

You can register for the portal at www.n-somerset.gov.uk/landlordregistration
. When you have registered, you will receive two emails. The first mail will advise you of your user name with a link to the portal. The second will advise you of your initial password. Use these details to log into the portal for the first time and change your password to something more memorable and secure. You will be asked to activate your account.

Once you have activated your account, you can access the portal via the link on the council website at www.n-somerset.gov.uk by searching for "landlord portal" or by using the following link:

www.n-somerset.gov.uk/landlordlogin

Type in your username and password and select 'sign in'. If you forget your password, you can use the 'forgotten your password' option.

These are the options to choose from:

Log out: use this if you want to log out of the portal

My profile: use this to update your email address and telephone number and to change your password

Letters: here you will find claim notification letters available for you to view, for example entitlement changes

Messages: messages to you from us

Once signed, in, the following options are available:

View payments
This section allows you to:
- Search and check for payments made
- View the payment transactions included in the overall payment for a claim
- View tenants individual payments and weekly benefit award
- Export payment information for import into landlord databases

Your payments
View payments of housing benefit and discretionary housing payments (HP and DHP)

made to you on behalf of your tenants. Payments of stand-alone discretionary housing payments (UCDHP) are also shown where relevant.

A summary of your last ten payments will show automatically. You can use the search fields if you need to view older payments. Click on the 'amount' link to view the individual payments that make up the total amount paid. If you have multiple tenants who receive benefit, you will see details of each tenant's award of benefit, including any recovery for overpaid housing benefit. If your tenant receives discretionary housing payments, this will also be displayed here. You can download or print using the links at the bottom of the page.

View claims

This section allows you to:
- Search for one or more claims
- Find details of the current weekly Housing Benefit entitlement
- Check current claim status, including whether claim is live or suspended (including reason for suspension)
- Find details of payments made, including any recovery for overpayments
- Notify the council of any changes in your tenant's circumstances which may affect their claim
- View and extract notification letters

You can search for your tenant's claim details by entering their housing benefit reference number. If you do not have their reference number, you can search by name or address. If you only have a few tenants who receive housing benefit, click the search button and a list of all your tenants will be displayed. Once you select your tenant's reference number, a summary of their details will be displayed:

You can view your tenant's claim status, housing benefit award and any discretionary housing payments they may be entitled to, as well as the amount and date of the next payment that will be sent to you. You can also view any outstanding overpayments for this tenant (if applicable):

There are a further four options available:

View entitlements: displays your tenant's award information. This will detail the amount of housing benefit they are entitled to. You can see historic award information and details of any changes in your tenant's award and the date their claim was last assessed, so if a change has only just been made, you will see the date and new award information here.

View payments: displays the most recent ten payments made to you by the tenant. If you need additional payment information, you can use the search fields to find payments for a date range.

View letters: allows you to view all notification letters issued to you on behalf of your claimants housing benefit award. The letters will only be available from the date you activate your landlord portal account, so historical letters are not available. If you require any historic notification letters, you can contact us to request duplicate copies if required using the get in touch option.

You can print or save these letters for your records.

Get in touch: use this option to tell us about any changes in your tenant's circumstances which may affect their entitlement to benefit (tenant has moved out, for example).
If you have an enquiry regarding a payment, or if you have a general question you would like to ask, you can also use this facility to raise the question, and you will receive a response from one of our benefit officers. Choose a query type from the drop down list.

You can provide documents to support the change you are reporting if required, this can be done via the 'Upload your documents' option.