

Frequently asked questions

I am unable to log in with my first time log in details which have been emailed to me

If you access the website page <https://www.ipswich.gov.uk/landlordportal> and select 'Access Landlord Portal' you will be able to select 'Forgotten your password' then follow the instructions to change your password and log in.

I have forgotten my username or password?

Please use the 'Forgotten your username' or 'Forgotten your password' links on the sign in page.

I am not receiving an email with my online key...

Check your junk or spam folders because they can sometimes be sent there. Do not use a % sign as your special character in your password.

I still cannot login to the portal...

Ensure that you have NOT created a bookmark (favourite) to the sign on page. This will not work as it includes 'session cookies' which cannot be used more than once. Go to <https://www.ipswich.gov.uk/landlordportal> and bookmark (favourite) that page.

I am getting a 'This user is locked' error

If you get the below error please email systems.team@ipswich.gov.uk with your landlord username and ask for your account to be unlocked.

Please check the form

This user is locked. Please contact your system administrator

I cannot view historical data...

The landlord portal is set to only show information relating back 2 years from current date and no further.

My online key is not working

By starting the log in process again from the website you will generate a new online key – copy and paste this into the online key box. Every time you log in a new online key will be generated.

I require more users required for logging in

If you require more users on the landlord portal please email systems.team@ipswich.gov.uk with the following; landlord name, landlord number, first name, last name and email address. We can set up, up to a maximum of 10 users.

I want to change the email address that the key is sent to

Once logged in you can change the email the online key is sent to by updating the user profile. Once logged in please select 'My profile'.



Signing into the
landlord portal

Signing in to the Landlord Portal

Enter your username here.

Sign in

Username

If you forget your username, click here for a reminder to be sent to you by email

Enter your password here.

[Forgotten your username?](#)

Password

If you forget your password, click here to reset your password

Click here to sign in

[Forgotten your password?](#)

[Sign in as an authority user](#)
[Privacy statement](#)

[Cookies](#) [Contact us](#) [Help](#) [Privacy statement](#)

Wait for an email to be sent to you. This is so we can make sure it is you that is logging in.



Click here to complete sign in

Sign in

Enter the online key you were emailed in the field below. If you are having problems receiving the email, or validating the key you were sent, you will need to contact the authority.

Online key

Enter the online key from the email here.



Frequently asked questions



The "Dashboard"

The Landlord Portal "Dashboard"

The user name appears here

The screenshot shows the 'Landlord Company - Your landlord portal' dashboard. At the top right, there are links for 'A Landlord Log out', 'Maintain users', and 'My profile'. The main heading is 'Landlord Company - Your landlord portal'. Below it, there is a summary of payments for housing benefit and discretionary housing payments. There are three main sections: 'View Payments' (to see details of recent payments), 'View Claims' (for details of claims), and 'Daily messages' (for messages for everyone). At the bottom, there are two buttons: 'View payments' and 'View claims'.

Click on 'My Profile' to amend the email address we send landlord portal notifications to.

If we have any messages for everyone, we will put them here.

Click here to see the 10 most recent payments to you or search for earlier ones.

Click here to see details of the claims such as entitlement.



Checking your payments 1

This is a fictional landlord account

You will see the last 10 payments automatically in the list. To see older payments, enter a from and to date here and click Search. You can only go back 2 years.

The landlord account reference the payments were made to.

The date the payment left our bank account. It usually takes 3 working days to get to your account.

Send these details to a spreadsheet. You can save these details.

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:

Payments to:

You can pick a date with the calendar icon if it is easier to enter the dates this way.

The bank account the payment was made to. The account number is masked for security.

The total amount of the payment. Click on it to see which of your tenants have been paid. See Payment details.

Go back to the dashboard

[Show latest payments](#)

Account	Date	Type	Amount	Method	Sort code	Bank account	Status
9999	26/06/2019	HB and DHP	£434.00	Direct to bank	99-99-99	****2212	Paid
9998	26/06/2019	HB and DHP	£310.21	Direct to bank	99-99-99	****2212	Paid
9999	26/06/2019	HB and DHP	£2,152.83	Direct to bank	99-99-99	****2212	Paid
9999	29/05/2019	HB and DHP	£434.00	Direct to bank	99-99-99	****2212	Paid
9998	22/05/2019	HB and DHP	£2,428.97	Direct to bank	99-99-99	****2212	Paid
9999	01/05/2019	HB and DHP	£291.50	Direct to bank	99-99-99	****2212	Paid
9998	24/04/2019	HB and DHP	£2,384.24	Direct to bank	99-99-99	****2212	Paid
9999	10/04/2019	HB and DHP	£475.00	Direct to bank	99-99-99	****2212	Paid
9999	03/04/2019	HB and DHP	£434.00	Direct to bank	99-99-99	****2212	Paid
9998	22/03/2019	HB and DHP	£368.14	Direct to bank	99-99-99	****2212	Paid

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[Print payment results](#)



Checking your payments 2

This is what you will see when you click on the total amount...

Go back to the list of your latest payments

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A Landlord [Log out](#)

Payment details for account 9998

Payment date 22/05/2019

The tenant's address. Click on it to expand.

We are aware that some addresses may not show and are working to fix this.

The tenant's name and claim reference

A breakdown of the payment for each tenant

This field details any adjustments that have been made. You will have received a separate notification about these.

Send these details to a spreadsheet

Claim ref	Name	Rent ref	HB	DHP	Adjustment	Amount	From	To	Address	Postcode
99001111	Your tenant Name 1		£550.00	£0.00	£91.44	£458.56	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99002222	Your tenant Name 2		£514.11	£0.00	£0.00	£514.11	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99003333	Your tenant Name 3		£395.00	£0.00	£48.10	£346.90	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99003333	Your tenant Name 3		-£67.43	£0.00	£0.00	-£67.43	26/04/2019	30/04/2019	Address detail...	IP0 0ZZ
99004444	Your tenant Name 4		£258.24	£0.00	£0.00	£258.24	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99005555	Your tenant Name 5		£392.54	£0.00	£0.00	£392.54	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99006666	Your tenant Name 6		£315.00	£0.00	£0.00	£315.00	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ
99007777	Your tenant Name 7		£211.05	£0.00	£0.00	£211.05	01/05/2019	31/05/2019	Address detail...	IP0 0ZZ

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Checking your tenant's details

Go back to the dashboard and then click 'View Claims'

You don't need to enter anything to see the active current claims that are paid to you. Just click Search.

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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.

To see earlier claims, change the status, then click Search. Please note you cannot view any details that are more than 2 years old.

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"/>	

To see details about a specific claim, enter any information you know in these fields.

Current Only show suspended claims

When searching details please note the following:

- "Reference" is our claim reference number
- "Rent reference" will be your rent reference if we hold it. It may be entered as nnn|xxx where nnn is your landlord account number and xxx is your rent reference.
- You can only see details that are less than 2 years old.

Unread letters created since

This feature is not available at the moment



Checking your tenant's current entitlement

When you have completed your search, a list of matching claims is presented.

Click on a claim reference to see the details.

Reference ↑	Name	Rent ref	Claim type	Status	Suspended?	Address	Postcode
99999991	Your tenant's name		HB and DHP	Active	No	▶ Tenant Address	XX1 1XX
99999992	Your tenant's name		HB and DHP	Active	No	▶ Tenant Address	XX1 1XX

Click to see the full address

Claim details for claim 99999991

The weekly amount of housing benefit your tenant is currently entitled to.

Reference	99999991
Name	Your tenant's name
Rent ref	
Claim type	HB and DHP
	Active
Address	Your tenant's address
Housing benefit weekly amount	£108.50
Discretionary housing payment weekly amount	£0.00
Property ref	000000000000000000
Next payment amount	£434.00
Next payment date	03/06/2019
Overpayment outstanding	£0.00

The weekly amount of discretionary housing payment your tenant is currently entitled to.

Next payment: see notes below.

Your next payment amount based on the entitlement, DHP's and minus recovery of overpayments. Until the payment has been calculated adjustments might be made.

[View entitlements](#)

[View payments](#)

[View letters - coming soon](#)

Click here to view a history of the tenant's entitlement

Click here to view a history of the payments made to you for this tenant.

Note: The next payment period is an indication of when you will receive your next payment, providing the tenant is still entitled. You should expect to receive a payment by at most 3 working days after the date shown. However, payments for monthly entitlement may be paid earlier.

Your tenant's details

Your tenant's history

Checking your tenant's historic and future entitlement

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Entitlements for claim 99999991

Account 9998

You are unable to view information that is more than 2 years old.

The period that the entitlement applies to.

Please select Start date DD MM YYYY End date DD MM YYYY

The date that the entitlement decision was made by the Council

Type	Start date ↓↑	End date	Amount	Frequency	Calculation date
HB	30/09/2019	27/09/2020	£108.50	Weekly	28/02/2019
HB	08/04/2019	29/09/2019	£108.50	Weekly	28/02/2019
HB	01/04/2019	07/04/2019	£108.50	Weekly	28/02/2019
HB	01/10/2018	31/03/2019	£108.50	Weekly	28/02/2019
HB	09/04/2018	30/09/2018	£108.50	Weekly	24/02/2018
HB	02/04/2018	08/04/2018	£108.50	Weekly	24/02/2018
HB	16/10/2017	01/04/2018	£108.50	Weekly	24/02/2018
HB	25/09/2017	15/10/2017	£98.00	Weekly	24/02/2018
HB	10/04/2017	24/09/2017	£98.00	Weekly	25/10/2017

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Any future periods quoted are subject to change.

Checking historic payments made to you for a specific tenant

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Claim payments for claim 99999991

Account 9998

You are unable to view information that is more than 2 years old.

The date the payment left our bank account. It usually takes 3 working days to get to your account.

From date DD MM YYYY To date DD MM YYYY

The period that the payment applies to.

Date ↓↑	HB	DHP	Adjustments	Amount	From date	To date	Rent ref	Address
05/05/2019	£434.00	£0.00	£0.00	£434.00	08/04/2019	05/05/2019	Direct to bank	Tenant address
03/04/2019	£434.00	£0.00	£0.00	£434.00	11/03/2019	07/04/2019	Direct to bank	Tenant address
06/03/2019	£434.00	£0.00	£0.00	£434.00	11/02/2019	10/03/2019	Direct to bank	Tenant address
06/02/2019	£434.00	£0.00	£0.00	£434.00	14/01/2019	10/02/2019	Direct to bank	Tenant address

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The amount of the payment pertaining to this tenant. It may have been paid as part of a larger payment.

Your tenant's current entitlement

View notification letters

Viewing your landlord notification letters

We will no longer be sending landlord notification letters in the post to you. These will be available for you to view as soon as they are produced online.

You will not receive a notification once these letters are available to view online so please log in and monitor this on a regular basis.

A Landlord [Log out](#)
[Maintain users](#)
[My profile](#)

Landlord Company - Your landlord portal

This is a summary of your payments for housing benefit and discretionary housing payments.

Daily messages

02/07/2019 Special messages will show here

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

You will be presented with the Your claims 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

First name Last name Postcode

Current Only show suspended claims

Unread letters created since

Your tenant's history

View notification letters

Viewing your landlord notification letters

Unread letters created since

17

09

2019



Search

Clear search

Each of the claim results will have a new unread letter for you to view. Select the claim number to view the claim.

<u>Reference</u> ↑	<u>Name</u>	<u>Rent ref</u>	<u>Claim type</u>	<u>Status</u>	<u>Susper</u>
00123456	Your tenant's name		HB and DHP	Active	No
00134568	Your tenant's name		HB and DHP	Active	No
00247098	Your tenant's name		HB and DHP	Active	No
00783613	Your tenant's name		HB and DHP	Active	No
00967529	Your tenant's name		HB and DHP	Active	No

Claim details for claim 00123456

Reference	00123456
Name	Your tenant's name
Rent ref	
Claim type	
Status	
Address	
Housing benefit weekly amount	
Ongoing discretionary housing payment weekly amount	

Select View letters to view all letters on this claim.

View entitlements

View payments

View letters

View notification letters

View notification letters

Viewing your landlord notification letters

Letters for claim 00123456

You are unable to view information that is more than 2 years old.

Letter Type

You can search through all letters for this claim on letter type and date sent.

Sent From Date

Sent To Date

<u>Letter Type</u>	<u>Date Sent</u> ↓	<u>Claim Address</u>	
Change in circumstances to landlord	18/09/2019	Your tenant's address	View Letter

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Select View Letter to see this letter.

View notification letters