



Landlords

Guidance on registering for the Housing benefit online service

Contents

Overview	3
Accessing the online service	3
How to register for the online service	4
Registering for the service	4
Completing registration	7
Searching and using landlord summary	10
Searching and results	10
Searching for payments	10
Viewing individual payments and information	11
Viewing more information on the individual tenants payments/awards	11
Searching and finding a tenant	12
Viewing and locating suspended claims	12
Viewing and locating all tenants	12
Searching overpayments	13
Search Results – Display all results	14
Printing information	14
Exporting the information to excel or another format	15

Overview

The new Council's self-service online site will allow landlords to be able to access information on their tenants Housing benefit payments/awards. This will require landlords to log in using the Bolton Council website at: Please note - if you are using a tablet or mobile device the screens may look slightly different.

www.bolton.gov.uk/landlords

Important - the new service will remove the requirement of the monthly payment schedules

To access your payments and tenant's information you will need to register and create a username and password.

Accessing the online service

To access the Council's self-service online service you will need to go to the Bolton Council website.

www.bolton.gov.uk/landlords

- The following screen will be displayed

The screenshot shows the Bolton Council website interface. At the top left is a 'Home (Test)' button. At the top right, it says 'Welcome!' followed by a 'Sign In / Register' link. Below this are four service tiles: 'Report a Change of Address for Council Tax' (with a house icon), 'Pay by Direct Debit' (with a direct debit icon), 'Search for a Council Tax band' (with a magnifying glass icon), and 'Search for a Business Rates Rateable Value' (with a building icon). Below these tiles is a 'My Services' section. It contains the text: 'Registering for an account is free and easy and will allow you to view online details for the following Council services' and a 'Register' button. To the right of this text is a list of services: Council Tax, Housing Benefit and Council Tax Support, Landlord, Business Rates, and Education Benefits (Schools only).

- Scroll down the page and locate the area named 'Landlord'

The screenshot shows the 'Landlord' section of the website. The word 'Landlord' is highlighted with a red box. Below it are four service tiles, each with a blue circular icon containing a white arrow pointing right: 'View your Housing Benefit payments online', 'Report a Tenant moving out', 'Report a Tenant moving in (use option 2 on the next page)', and 'Guidance on registering for Landlord Services'.

- To register click 'View your Housing Benefit payments online' or alternatively click Sign in / register at the top right of the page.

The following page will be displayed

Sign In

Username

Enter the Fourth and Fifth characters from your password.

[Sign in](#)

[Forgotten username](#)

[Forgotten password](#)

Register

Register an account in a few simple steps

[Register Now](#)

Reasons to register an account

Registering an account will enable you to access information or make payments for local authority services such as:

- **Council Tax**
- **Housing Benefit and Council Tax Support**
- **Landlord**
- **Business Rates**
- **Education Benefits (Schools only)**

- You will now need to register for this service – see section the next section on ‘how to register’

How to register for the online service

Registering for the service

To register for the online service you will need to do the following:

Register

Register an account in a few simple steps

[Register Now](#)

Reasons to register an account

Registering an account will enable you to access information or make payments for local authority services such as:

- **Council Tax**
- **Housing Benefit and Council Tax Support**
- **Landlord**
- **Business Rates**
- **Education Benefits (Schools only)**

- Click on the Register Now button

- The following screen will be displayed

Step 1 of 4 - Your Details

Already have an account? [Sign in](#)

Personal Details

Email Address

Confirm Email Address

Username (min length 6)

Password must contain a mix of upper and lower case letters and a number or special character and must be at least 8 characters long.

Password

Retype Password

- Input your email address
- Input to confirm email address
- Input a username or select use my Email Address
- Type in a Password at least eight digits long (making sure it consists of a number, capital and symbol e.g. # or £ etc)

- Select three security questions from the drop down menu

Security Questions

These will be used to confirm your identity should you need to reset your password.

Question:

Answer:

Question:

Answer:

Question:

Answer:

- Type in the answer to each security question
- Once completed click on the 'Next

Next

button at the bottom right of your screen.

The following screen will be displayed (see next page)

Step 2 of 4 - Add services
Optional - Choose services you would like to sign up to. Don't worry if you do not want to add any now; this can be done at anytime.

Revenues

Council Tax

Add

Council Tax
Adding Council Tax to your account will allow you to view and manage your Council Tax bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details
- Report a change of address

Business Rates

Add

Business Rates
Adding Business Rates to your account will allow you to view and manage your Business Rates bill online

- Receive notification of any bills and view them online
- Sign up and amend your Direct Debit details

Benefits

Housing Benefits

Add

Housing Benefits
Adding Housing Benefits to your account will allow you to view your Housing Benefit claim online

- Check your current award for Housing Benefit and Council Tax Support
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your award and view them online

Landlord

Add

Landlord
Adding Landlord access to your account will allow you to view details of your tenant's Housing Benefit payments if they are paid directly to you.

- Check the current award for Housing Benefit for any of your tenants
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your tenants awards and view them online

- You will need to locate the 'Landlord' service and add this to your registration.

- To add the 'Landlord' service click the add button in the Landlord area.

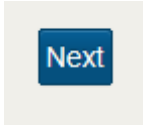
- Once done the button will change colour and state added.

Landlord

Added ✓

Landlord
Adding Landlord access to your account will allow you to view details of your tenant's Housing Benefit payments if they are paid directly to you.

- Check the current award for Housing Benefit for any of your tenants
- View next and previous payment details, including details of any Housing Benefit overpayments
- Receive notification of any changes to your tenants awards and view them online

- Once completed click on the 'Next button'  at the bottom right of your screen.

- It will now advise that an email has been sent containing a link to activate your account (see below) and complete registration. Close this page.

Step 3 of 4 - Verify email

An email has been sent to [REDACTED] containing a link which will activate your account.

Your account will not be active until you follow the link in your email.

The e-mail sent to you for activation may appear in your 'Junk' folder instead of your 'Inbox'.

Now please close this page and go to your email account.

Step 3 of 4

Completing registration

- Locate the email sent to you (check your junk or spam email folders) and click the link on the email to complete registration. The link will take you to the page to register/login.

Sign In

Username

Enter the First and Sixth characters from your password.

[Sign in](#)

[Forgotten username](#)

[Forgotten password](#)

- Input your username or email (if you chose to use that as your username when you registered)

- Input the relevant characters from your password

- Answer the security questions when asked and click the sign in button.

The following screen will be displayed

Step 4 of 4 - Complete

Your account is now active and ready to use ✓.

Step 4 of 4

[Take the tour](#)

[No thanks](#)

- Click 'No' to take the tour' to continue to complete the registration. You will need your creditor reference and pin number.

- To complete the registration you must Input your creditor reference number (which can be found on the top right of your notification letter).

The screenshot shows a web interface for a 'Landlord' account. At the top is a dark blue header with a key icon and the word 'Landlord'. Below the header is a white form area. At the top of the form is a dropdown menu labeled 'Enter Reference' with a downward arrow. Below this is a red-bordered box containing the text 'Creditor Reference Number' and an empty input field. Underneath the box is the instruction: 'Enter your reference number and select 'Send PIN' or 'Enter PIN' Your creditor reference number can be found on your latest notification letter.' Below the instruction are two blue buttons: 'Send PIN' and 'Enter PIN'. At the bottom of the form are two links: '+ Add account' and '- Remove Account'.

- Once you have entered your creditor reference

- Then click the 'Enter PIN' button

(If you have not received a PIN letter through the post you will need to enter your creditor reference number and select send PIN. This will generate a letter to you.

Important – until the PIN letter has been received you will not be able access your records.

On the next screen you will need to input your PIN. This would have been sent to you by post.

The screenshot shows the next step in the 'Landlord' registration process. It features the same dark blue header with a key icon and the word 'Landlord'. Below the header is a white form area. At the top of the form is a dropdown menu labeled 'Enter Pin for' followed by a blacked-out area and a downward arrow. Below this is a red-bordered box containing the text 'PIN' and an empty input field. Underneath the box is the instruction: 'When you receive your PIN by post, please enter it to gain access.' Below the instruction is a blue button labeled 'Add account'. At the bottom of the form are two links: '+ Add account' and '- Remove Account'.

- Once you have typed in your PIN number click Add account.

The following screen will now be displayed confirming your reference number and name in the menu. The last payment amount and date is also displayed.

The screenshot shows a dark blue header with a key icon and the word "Landlord". Below the header is a white box containing a dropdown menu with the text "REFERENCE NUMBER: LANDLORD NAME HERE" and a downward arrow. Below this is a section titled "Last Payment Received:" followed by a highlighted box containing "£ [REDACTED] 65 on 28.09.2015". A blue button labeled "Show Details" is positioned below the payment information. At the bottom of the white box, there are two options: "+ Add account" and "- Remove Account".

- To view more details of your tenant's payments, letters and overpayments can click on the 'Show Details' button

- When the Show Details button is pressed the Landlord summary information will be displayed.

The screenshot shows the "Landlord Summary" page. It starts with a blue header and a sub-header "Landlord Summary". Below this is a line of text: "By continuing, you agree to the Terms and Conditions of this service, available here." This is followed by a dropdown menu for "LANDLORD NAME HERE" and a date range selector for "07 April 2014 - 06 April 2015". Below these are fields for "Creditor Reference:" and "Creditor Name:", with "REFERENCE NUMBER" and "LANDLORD NAME HERE" respectively. A "Find a Tenant" section follows, with a search box and a "Find" button. Below the search box are two buttons: "View all Tenants" and "View Suspended". A large blue button labeled "View Terms and Conditions" is also present. At the bottom, there is a table with three columns: "Payments", "Overpayments", and "Correspondence". Below the table is a header for a list of payments with columns: "Payment Date", "Payment Number", "Amount", and "Status".

Searching and using landlord summary

The landlord summary will allow you to find the following information:

- View Terms and Conditions
- Search for payments over a specific period
- Locate a tenant using their Claim reference, Post code, Surname or Address
- View your tenants awards and other information (where you are being paid)
- View any suspended claims (where you are being paid)
- Look at payments and identify which tenants they include
- Locate any letters sent to the landlord detailing the Housing benefit awards, payments
- Look at overpayments

Searching and results

The way you search and the results that are displayed can be slightly different depending on what you have selected e.g. search for payments, tenants or overpayment information and correspondence (letters).

Searching for payments

On the landlord summary screen you will be able to locate all your tenants Housing benefit payments that have been paid directly to you.

It will only show payments that you have been paid during the dates you have selected at the top of the screen.

LANDLORD NAME HERE

06 April 2015 - 04 April 2016

 - select dates

The results will display at the bottom of the screen under the payments

Payments	Overpayments	Correspondence																
<table border="1"><thead><tr><th>Payment Date</th><th>Payment Number</th><th>Amount</th><th>Status</th></tr></thead><tbody><tr><td>28.09.2015</td><td>██████</td><td>£██████5</td><td>Complete</td></tr><tr><td>25.09.2015</td><td>██████</td><td>£██████9</td><td>Complete</td></tr><tr><td>21.09.2015</td><td>██████</td><td>£██████1</td><td>Complete</td></tr></tbody></table>	Payment Date	Payment Number	Amount	Status	28.09.2015	██████	£██████5	Complete	25.09.2015	██████	£██████9	Complete	21.09.2015	██████	£██████1	Complete		
Payment Date	Payment Number	Amount	Status															
28.09.2015	██████	£██████5	Complete															
25.09.2015	██████	£██████9	Complete															
21.09.2015	██████	£██████1	Complete															

The payment number is a link that will provide you with a more detailed breakdown, which will help you identify which tenant's payments, are included in the payment amount.

Viewing individual payments and information

When you click the payment number link it will show you all tenants that the particular payment covers, their claim reference, name, address, from and to dates and the amount.

Payment Details

[Back to Landlord Summary](#)

Payment: [REDACTED]
 Payment date: 07.04.2014
 Total payment paid: £[REDACTED].34

[Display all results](#)

Claim Reference	Name	Address	From Date	To Date	Amount
[REDACTED]	[REDACTED]	1 [REDACTED]	24.03.2014	07.04.2014	£406.16
[REDACTED]	[REDACTED]	8 [REDACTED]	17.03.2014	07.04.2014	£368.94
[REDACTED]	[REDACTED]	[REDACTED]	10.03.2014	07.04.2014	£245.96

Viewing more information on the individual tenants payments/awards (tenants summary screen)

If you click on the tenants claim reference you will be able to locate the following information in the tenant summary screen:

Tenant Summary


[Back to Payment Details](#)

06 April 2015 - 04 April 2016

Creditor Reference: [REDACTED]
 Creditor Name: MR [REDACTED]

Housing Benefit Reference: [REDACTED]
 Claimant Name: MR [REDACTED]
 Address: [REDACTED]

Current Housing Benefit Award (weekly): £77.76
 Next Payment Amount: £[REDACTED] on 11.01.20[REDACTED]
 Next Payment Period: 14.12.2015 - 11.01.2016

 Rent Summary

Housing Benefit Award		Payments	Overpayments	Correspondence
Date From	Date To	Amount	Address	Award Type
06.04.2015	04.04.2016	£77.76	[REDACTED]	Normal Benefit

- **Housing benefit award** (where you as the landlord are being paid directly) – this shows the dates that Housing benefit has been awarded from and to, amount per week, address and the award type

- **Payments issued** - this shows payment date, payment number, address, period the payment covers and the amounts
- **Overpayments** – this will show you the invoice number, date, amount and how much is still outstanding.
- **View correspondence** (letters sent to you as the landlord). This shows date the letter was sent, address, claim number it relates to, description of letter e.g. cancellation or award. There is also a link the view the actual letter you have been sent.
- **Rent Summary button** - When clicked this takes you to a new page called 'Rent Summary' which shows the claimants rent amount, rent frequency, rent free weeks and the Local Housing Allowance rate (if applicable). This does not show the customer's Housing benefit award.

Rent Summary	
Benefit Claim Reference: ██████████	
Rent Details	
Rent Payable:	£400.00
Rent Frequency:	Monthly
Rent Weeks:	52
LHA Scheme:	Y
LHA Amount:	£98.96

Searching and finding a tenant

If you want to search for a particular tenant you can by using the search facility on the landlord summary screen. By using the drop down facility you can search using the claim reference, postcode (full postcode), surname or address.

Find a Tenant

The quickest way to retrieve the records you require is by searching on the 'Claim Number' or 'Postcode' options.

Search

or

Viewing and locating suspended claims

- You can also view all your suspended claim by clicking the 'View suspended' button

Viewing and locating all tenants

- In addition, if you do not have a significant amount of tenants then you will also see options to display all tenants and all suspended claims.

The 'view all tenants' option will not be available if there are many claims linked to your landlord account. This is because the response times for retrieving results can have a negative effect on the performance of the search.

Searching overpayments

At the bottom of the Landlord summary screen there is an overpayments tab.

Payments		Overpayments		Correspondence	
Invoice	Claim Reference	Name	Date	Amount	Outstanding

This will show any invoices that have been raised in respect of overpaid Housing benefit. It will only show overpayments that have been created during the dates you have selected at the top of the screen.

06 April 2015 - 04 April 2016

Once the dates have been selected the invoice number, claim reference, tenant name, date, total amount and remaining balance can be seen (if there are any overpayments).

Payments		Overpayments		Correspondence	
Invoice	Claim Reference	Name	Date	Amount	Outstanding
70 [REDACTED]	8 [REDACTED]	MR [REDACTED]	28.03.2014	£ [REDACTED]	£0.00
7 [REDACTED]	8 [REDACTED]	MR [REDACTED]	27.03.2014	£3 [REDACTED] 3	£0.00
70 [REDACTED]	[REDACTED] 7	MRS [REDACTED]	27.03.2014	£ [REDACTED]	£0.00

To view the details of the invoice you can click on the claim reference. This will display more information on which tenant and property the overpayment relates to.

Please note – make sure you change the dates

06 April 2015 - 04 April 2016

Housing Benefit Reference:	8 [REDACTED]
Claimant Name:	MR [REDACTED]
Address:	[REDACTED]
Current Housing Benefit Award (weekly):	£ [REDACTED] 57
Next Payment Amount:	£172.56 on 02.11.2015
Next Payment Period:	07.09.2015 - 02.11.2015

Housing Benefit Award		Payments		Overpayments		Correspondence	
Invoice	Date	Amount	Outstanding				
7 [REDACTED]	19.10.2013	£ [REDACTED]	£80.10				
Total			£80.10				

Once you are viewing the details of the overpayment you have access to view the additional information:

- **Housing benefit award** (where you as the landlord are being paid directly) – this shows the dates that Housing benefit has been awarded from and to, amount per week, address and the award type
- **Payments issued** - this shows payment date, payment number, address, period the payment covers and the amounts
- **View correspondence** (letters sent to you as the landlord). This shows date the letter was sent, address, claim number it relates to, description of letter e.g. cancellation or award. There is also a link to view the actual letter you have been sent.

If you want to make an arrangement to repay these overpayments you will have to contact Bolton Council's Housing Benefit office, quoting your creditor reference and the invoice number.

Search Results – Display all results

If you want to display all results you will need to click on the 'Display all results' function. Please note this feature is only available certain screens e.g. payment summary screen. By clicking this button a new window.

Payment Details

[Back to Landlord Summary](#)

Payment: [REDACTED]
 Payment date: 07.04.2014
 Total payment paid: £[REDACTED].34

[Display all results](#)

Claim Reference	Name	Address	From Date	To Date	Amount
[REDACTED]	[REDACTED]	[REDACTED]	24.03.2014	07.04.2014	£406.16

Please note – this function is not available on all screens.

Sorting the results

When the display all results is used you are also able to sort the results by clicking the headers for certain columns. You can arrange the results in ascending or descending order.

Note: To sort the information displayed select the column header [Print](#)

Claim Reference	Name	Address	From Date	To Date	Net Amount	Gross Amount	Blameless	Inv Recovery
8 [REDACTED]	MR [REDACTED]	[REDACTED]	09.03.2015	06.04.2015	[REDACTED]	[REDACTED]	0.00	0.00

Printing information

Finally there is an option to print the information. On the top right of your results there is a print button by clicking the printer options will be displayed. Please note this feature is only available certain screens e.g. payment summary screen

Note: To sort the information displayed select the column header [Print](#)

Claim Reference	Name	Address	From Date	To Date	Net Amount	Gross Amount	Blameless	Inv Recovery
[REDACTED]	MR [REDACTED]	[REDACTED]	09.03.2015	06.04.2015	[REDACTED]	[REDACTED]	0.00	0.00

Exporting the information to excel or another format

At the bottom of the results page you are given the option to export the information into three different file formats, CSV, Microsoft Excel and XML.

Export options: [CSV](#) | [Excel](#) | [XML](#)

By clicking on the preferred option e.g. Excel you will be prompted to save, open or cancel

- if you click save you will be able to choose where you would like it to be saved
- If you click open then the report will be displayed in relevant format.