



Brent

LONDON BOROUGH OF BRENT

Landlord Portal User Guide

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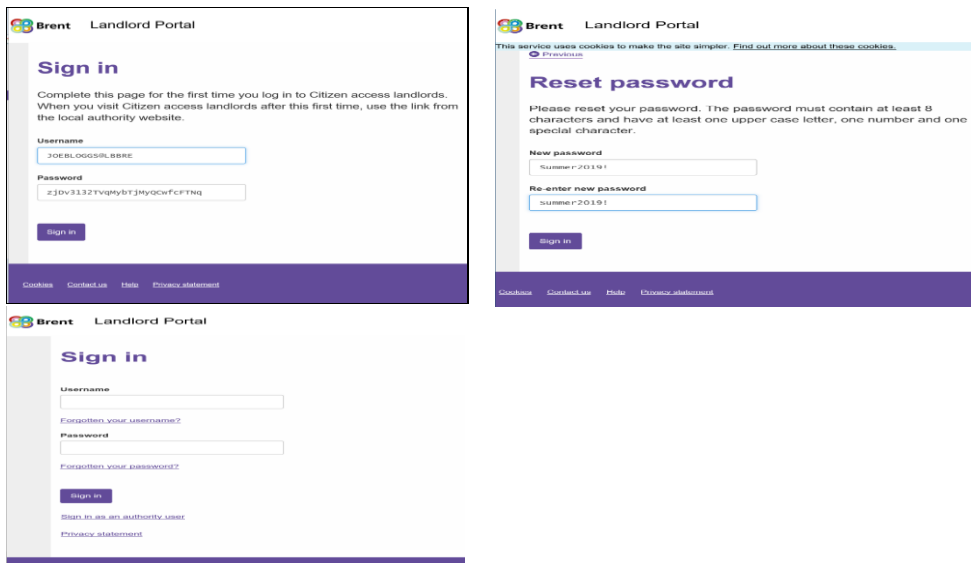
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1. Logging in and out of the Landlord Portal

1.1 Logging in

The starting point for using the Landlord Portal is in the initial Sign in page. Once you have requested to be added to the portal you will receive two emails. One with the link and username and the second with the password. Please enter your details and select “Sign in”. You will then be prompted to reset your password. When you sign in again, you will enter your username and new password every time you need to log on. If you have forgotten your username or password, you will now have links to request this (fig 1).

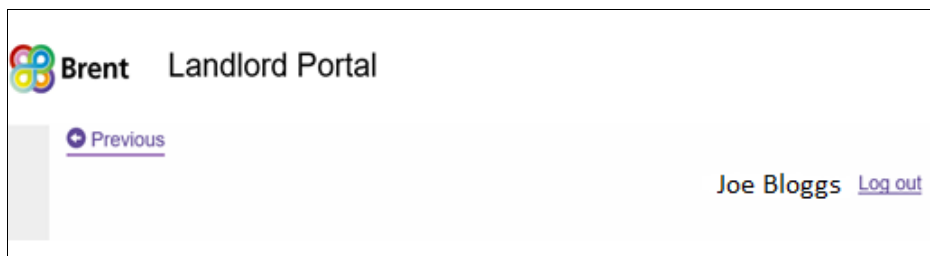
Fig 1 – Landlord Portal Sign in/Reset Password



1.2 Logging Out

On the top right of every page next to your name you will have the option to “Log out” of your portal (fig 2). You can select “Previous” to return to an earlier screen.

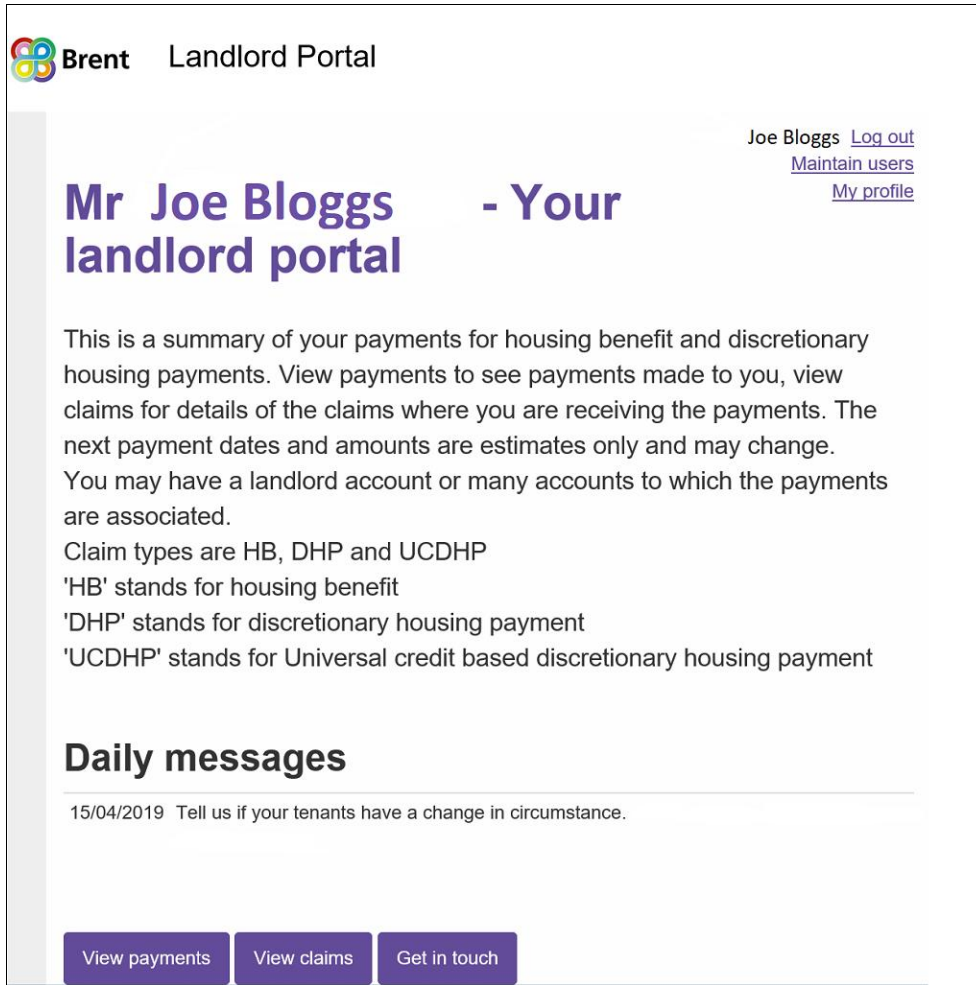
Fig 2 – Landlord Portal Log out



2. Your Dashboard

Once you have signed in you will be directed to the main summary page of your portal (fig 3). Here you can select a tab to view your history of payments received, view Housing Benefit claims relating to your tenants and to get in touch with us. You can also see daily messages from us if we need to notify you quickly.

Fig 3 – Dashboard



The screenshot shows the Brent Landlord Portal dashboard for Mr Joe Bloggs. At the top left is the Brent logo and the text 'Landlord Portal'. On the right, the user's name 'Joe Bloggs' is displayed with links for 'Log out', 'Maintain users', and 'My profile'. The main heading reads 'Mr Joe Bloggs - Your landlord portal'. Below this is a summary paragraph about housing benefit payments, followed by a list of claim types: 'HB' (housing benefit), 'DHP' (discretionary housing payment), and 'UCDHP' (Universal credit based discretionary housing payment). A section titled 'Daily messages' contains a message dated 15/04/2019: 'Tell us if your tenants have a change in circumstance.' At the bottom, there are three buttons: 'View payments', 'View claims', and 'Get in touch'.

2.1 View payments

Select the tab “View Payments” on your Dashboard, where your landlord code/account will be automatically populated. Here you can enter your method of payment using the drop down arrow, search for the period of payments you wish to view by entering the dates and see your latest payments using the instant link provided (fig 4).

Fig 4 – Your payments

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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](#)

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

2.2 View claims

Select the tab “View claims” on your Dashboard, where you can enter and search for the Housing Benefit claim reference (or rent reference if applicable) of your tenant. In Claim type, select the drop down which applies. Select the drop down for the HB status of the claim.

Enter the first name, last name and full postcode of your tenant. Current box is ticked or select the next box to view suspended claims. Enter the date and search if you wish to view unread letters (fig 5).

Fig 5 – Your claims

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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
Please select

HB status
Active

First name

Last name

Postcode

Current

Only show suspended claims

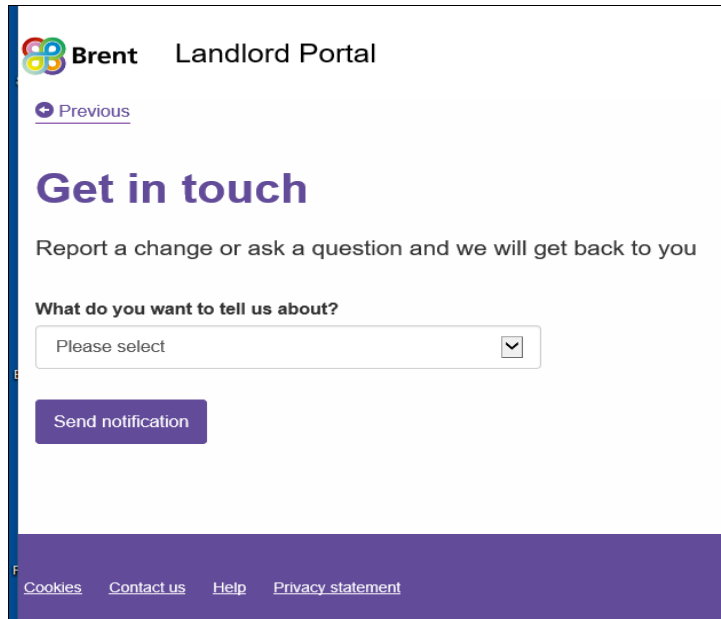
Unread letters created since
DD MM YYYY

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2.3 Get in touch

Select the “Get in touch” tab on your Dashboard, if you wish to report a change or ask a question relating to your account. Use the drop down to select the question you wish to ask or report. You will also be able to upload documents to support your request (fig 6).

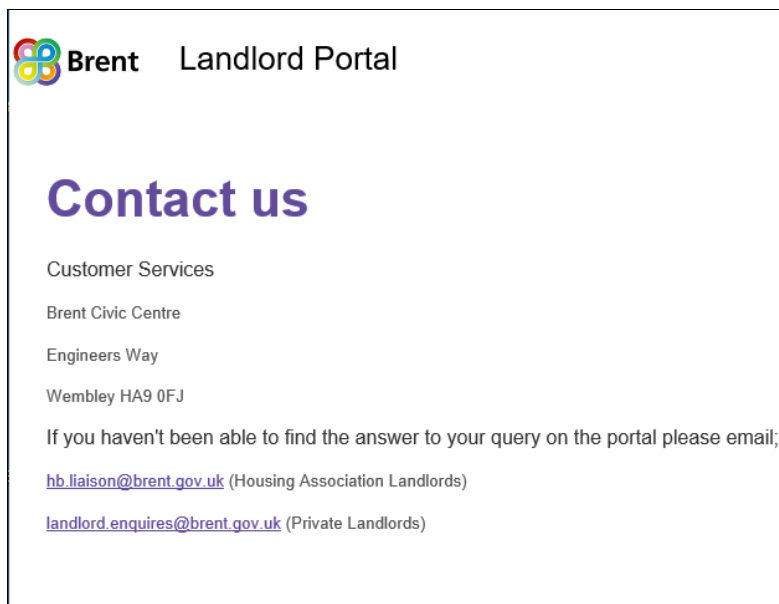
Fig 6 – Get in touch



The screenshot shows the 'Get in touch' page of the Brent Landlord Portal. At the top left is the Brent logo and the text 'Brent Landlord Portal'. Below this is a 'Previous' link with a left-pointing arrow. The main heading is 'Get in touch' in a large purple font. Underneath is the text 'Report a change or ask a question and we will get back to you'. A section titled 'What do you want to tell us about?' contains a dropdown menu with 'Please select' and a downward arrow icon. Below the dropdown is a purple 'Send notification' button. At the bottom of the page, there is a purple footer bar with links for 'Cookies', 'Contact us', 'Help', and 'Privacy statement'.

If you wish to contact us urgently on email or visit our office, you can select “Contact us” on the footer of each page as shown (fig 7).

Fig 7 – Contact us

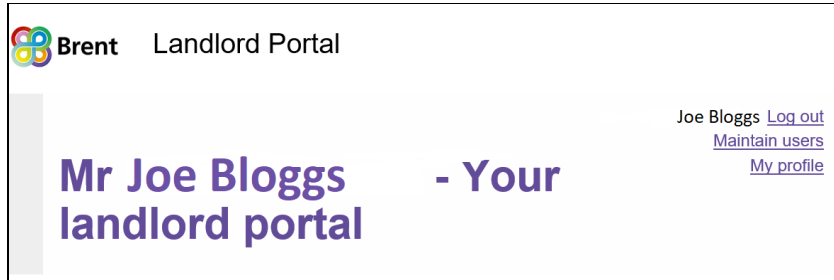


The screenshot shows the 'Contact us' page of the Brent Landlord Portal. At the top left is the Brent logo and the text 'Brent Landlord Portal'. The main heading is 'Contact us' in a large purple font. Below this is the text 'Customer Services'. The address is listed as 'Brent Civic Centre', 'Engineers Way', 'Wembley HA9 0FJ'. Below the address is the text 'If you haven't been able to find the answer to your query on the portal please email;'. There are two email addresses provided: hb.liaison@brent.gov.uk (Housing Association Landlords) and landlord.enquires@brent.gov.uk (Private Landlords).

2.4 Maintain users

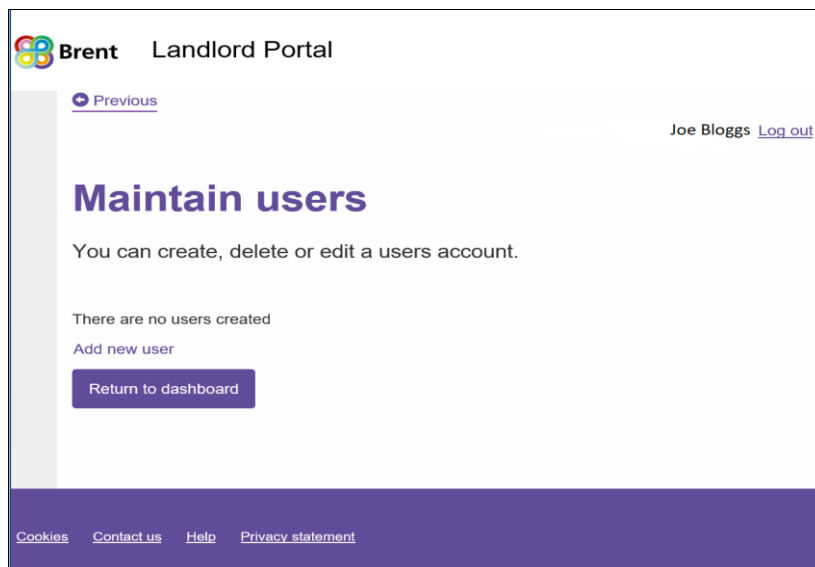
On the top right of your portal you can select “Maintain users” to add another person, who will also be able to access and maintain your account (fig 8).

Fig 8 – Your landlord portal



In the “Add new user” link you can “create, delete or edit users” (fig 9).

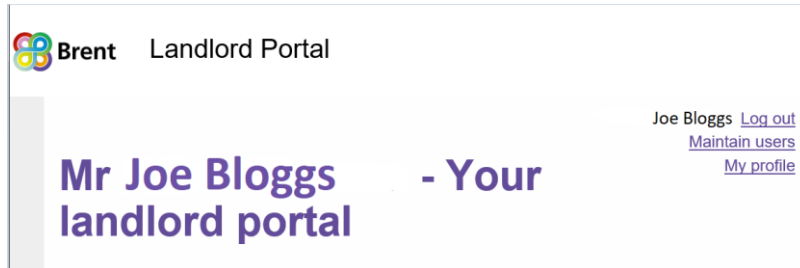
Fig 9 – Maintain users



2.5 My Profile

On the top right of your portal you can select “My profile” (fig 10).

Fig 10 – My profile



Here you can change your password or personal details (fig 11).

Fig 11 – Edit my profile

