

Hastings Borough Council

My Accounts – Landlord – Self Service User Guide

The portal, from Citizen Access, provides 24/7 access to Landlords and estate agents when it is convenient to you, rather than having to wait on the phone to the Community Contact Centre. You will be able to do the following:

- View Payments
 - View your overall payments made and are due
 - View the payment transactions included in the overall payment for the claim(s) searched for Search and check for payments made for every tenant who receives housing benefit payments from us.
 - Export payment information for import into your own databases.

- View Claims
 - Search for any tenant who receives housing benefit payments from us.
 - Find details of the current weekly housing benefit entitlement.
 - Find details of payments made.
 - Let us know about a change in circumstances that may affect a claim.
 - View and download notification letters.

- Get in touch
 - Tell us about changes to your tenant's circumstances.
 - upload documents in relation to evidence changes.

Getting started

You will receive two email notifications. The first will have your username and a link to My Accounts - Landlords. second email will have an initial password. You will need to change your password on your first log-in.

If you have not received these two emails with your username or password, please contact Rbtsteam@hastings.gov.uk

Once you have logged in you can use this link

https://noapws.necsws.com/ords/pwslive/call_initial_apex_page.noa_selfsrv?service=CAL&la=HAST&language=ENG

To login in

- Enter your username
- Enter your password
- click 'sign in.'
- If you forget your password, click 'forgotten your password'. An Online key will be sent to your email address.
 - Enter this in box provided (as seen below)

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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

[SIGN IN](#)[CANCEL](#)

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TEST TEST - Your landlord portal

[Log out](#)
[My profile](#)

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

View payments to see payments made to you, view claims for details of the claims where you are receiving the payments.

The next payment dates and amounts are estimates only and may change.

You may have a landlord account or many accounts to which the payments are associated.

Claim types are HB, DHP and UCDHP

'HB' stands for housing benefit

'DHP' stands for discretionary housing payment

'UCDHP' stands for Universal credit based discretionary housing payment

Daily messages

23/10/2024 Tell us if your tenants have a change in circumstance. Contact us to request a bulk rent change facility.

Home screen options:

- **Log out** – use this to log out of the portal.
- **My profile** –use this to update the email address, telephone number, and to update your password.
- **Letters** –notification letters available to view, for example, entitlement changes.
- **Daily Messages** –general information passed on by us

Home screen buttons:

[VIEW PAYMENTS](#)[VIEW CLAIMS](#)[VIEW LETTERS](#)[GET IN TOUCH](#)

View payments

- A summary of your most recent payments select the payment amount,
- details of individual claim payments that make up the payment total will be shown.
- Select 'export of csv' to download a payment schedule.

Use the search facility to find details of a payment not showing, include a 'Payments from' and 'Payments to' date in the relevant field.

View claims

If you have the claim reference number

All nine digits of the claim number are required (this number can be found on your landlord schedule) input the claim reference into the 'Reference' field and select Search.

If you do not have the claim reference

Search by inputting the surname and forename together, or alternatively you could input your tenant's postcode.

You can search for only active claims by setting HB Status to Active.

Other Search functions

'Current' is one of the search options you are the current landlord. (nb If you are not the current landlord some details will be withheld from some results) % is a wildcard character which can be used when searching. Use this anywhere in a search field for example

Surname = Smith Forename = Dav%

Or

Surname = Smith Forename = D%

Both above will find David Smith, but the second one will also find Darren, Daniel, Davina, Dani, etc. (if you have tenants of that name).

Once a claimant is selected you will have limited claim information with the following options

[VIEW ENTITLEMENTS](#)

[VIEW PAYMENTS](#)

[VIEW LETTERS](#)

[GET IN TOUCH](#)

View entitlements

- Displays historic, current, and future weekly claim entitlements at time of the enquiry.
- Other periods can be accessed using the search facility.
- Availability of data is subject to you being the landlord for the period searched.

View payments

- Displays the most recent historic payments made to you for the individual claim at time of the enquiry.
- Other payments can be accessed via the search facility.
- Availability of data is subject to you being the landlord for the period.

View letters


- Displays the most recent historic notifications issued to you at time of the enquiry.
- Other letters can be accessed via the search facility
- Availability of data is subject to you being the landlord for the period searched.
- You can print and/or download these letters for your records.

Only Claim letters created after you have logged into My Accounts - Landlord will be available. Older historic entitlement letters will not be available.

Get in touch.

Tell us about changes regarding your tenants.

This option can be accessed from an individual claim or from the homepage once logged in. Click 'Get in touch'.



Citizen Access Landlords

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Get in touch

Report a change or ask a question and we will get back to you

What do you want to tell us about?

Please select

SEND NOTIFICATION

What do you want to tell us about?

- Select the change you want to notify us about.
- Provide additional information about the change, the information requested will be different for each change reason.
Various screen messages will appear until all the mandatory fields are fully completed. You can upload documents to support the change via the 'Upload your documents' option.

Upload supports formats: GIF, JPG, PDF, PNG, or TIFF

Microsoft Office and Apple documents are not supported using this feature.