

SRS Landlord Payment Alignment Feature

Frequently Asked Questions:

Will all payments be visible via the portal, or just payments that are managed on the portal?

All direct payments of housing costs made against your landlord portal CRN – whether the claimant is currently visible as an active claim managed via the portal or not – will be included in payment reconciliation details available through the portal.

I have payments being made against more than one CRN, will these be paid using the new process

No – only payments requested against the CRN which was used to set up your Landlord Portal account will be made using the new system. This includes all payments requested via the landlord portal, as well as any requests made using form UC47, where the CRN used was the same as the landlord portal).

This means that if you have APAs pertaining to other CRNs these will continue to be made via the existing Third Party Payment Service.

NB: We are exploring how APAs against non-portal CRNs can also be aligned. In the meantime, it is important that landlords do not request any movement of APAs between CRNs as this may interfere with payments.

Will all existing direct payments move over to the new payment method in one go, or will they be gradually migrated?

All payments will move to the new payment method at the point that you go live.

Will I receive one bulk payment per day or multiple payments?

You will receive one payment per tenant per assessment period. If multiple tenants have the same payment date, you will receive multiple payments per day.

How will rent arrears be paid?

These will continue to be paid via the existing Third Party Payments route.

How can I search for and access payment information in the portal?

Any user allocated the appropriate user roles (NB, this is managed by your own organisation) will be able to – depending on the user role – **View Payments**, or **Export Payments**

Search for a payment

[Download statement](#)

Payment reference or name

From date

Day Month Year
 [Select date](#) 

To date

Day Month Year
 [Select date](#) 

[Search](#)

[Reset](#)

This will return information in the following way:

[Select date](#) 

To date

Day Month Year
 [Select date](#) 

[Search](#)

[Reset](#)

Payment reference	Name	Postcode	Payment issued	Amount
12345678MP	Social Test	SE11AA	09/03/2020	£600.00
12345678MP	Social Test	SE11AA	09/02/2020	£600.00

By clicking on the details of individual payments, it is possible to view further details of that payment

Payment Information

Claimant details

Name **Social Test**
Address **Test SE11AA**
Payment reference **12345678MP**

Payment details

Date
09/03/2020

Amount
£600.00

Payment period
03/02/2020 - 02/03/2020

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If a user has the **Export Payments** user role, they will be able to search for, and download payments in a .CSV file format

Download statement

Statements are in CSV format.

From date

Day Month Year
 [Select date](#) 📅

To date

Day Month Year
 [Select date](#) 📅

[Download](#)

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How will underpayments be corrected?

Corrections to underpayments of rent are made directly by UCFS and will be paid via the existing Third Party Payments route.

When will payment information show in the portal?

The system will show “future payments” once they have been generated by UC at the end of a claimant’s assessment period, however the date range for searching for these payments will need to include the date the payment is expected to be received: *For example – a payment generated on Monday 1st February, may not be received until Friday 5th February; searching on a date range of 1st- 4th February will not return this payment as it is not received until the 5th*

How will absent joint tenants and unequal apportionment of rent (Also known as “Untidy Tenancies”) be paid?

We will pay 50% of any housing costs via the new payment system, the remaining 50% will be paid via the existing Third Party Payments System.

NB. We are looking at ways to resolve the issue of absent joint tenants and unequal apportionment of rent.

How will More Frequent Payments be shown: one monthly payment or will it pay in line with the claimant payment?

There will be one payment to the landlord each month at the same time as the claimant's first payment.

How will payment references be formatted?

The payment reference is in the format <tenancy id>+MP e.g. A123456MP

How will the payment be identifiable on our bank account statements?

Each individual payment will contain the Payment Reference to enable matching, however the exact way it is presented may vary depending on your bank or building society.

The following information will be provided and aligns to the UK banking BACS Standards

Name	BACS Field	Description
Payment Reference	9	This is the Tenancy ID provided by you when verifying the claim (either via the Portal or via e-mail verification). Note: in some circumstances where the payment was triggered by a UC Case Manager as a “manual Payment”, this reference may be replaced by the claimants NINO Each payment reference will end with an “MP” suffix NB – BACS Standards describes this field as “Users Name”
Payment Date	12	The date the payment was made NB – BACS Standards describes this field as “BACS Processing Day”
Amount	8	The total amount paid, including any eligible service charges NB – BACS Standards describes this field as “Amount”

Please be aware that depending on your banking provider or your IT systems, this information may not display in your financial systems in the way other payments are reconciled. We have taken steps to ensure that this feature aligns to the UK BACS Standards, and it may be necessary for you to make changes to your payment systems in or contact your bank in order to correctly reconcile payments.

What Information will I receive via the portal to allow payments to be reconciled?

The following information will be provided

Column name	Description
Payment Reference	This is the Tenancy ID provided by you when verifying the claim (either via the Portal or via e-mail verification). Note: in some circumstances where the payment was triggered by a UC Case Manager as a “manual Payment”, this reference may be replaced by the claimants NINO Each payment reference will end with an “MP” suffix
Payment Due	The date the payment was made
AP Start Date	The start date of the claimants assessment period
AP End Date	The end date of the claimants assessment period
Amount	The total amount paid, including any eligible service charges

This information can be viewed via the portal or downloaded as a .CSV file to support payment reconciliation

Why is there a National Insurance number in some payment references?

Occasionally we need to make manual payments to landlords. We do not have the ability to specify a payment reference in this scenario – you will receive a payment for your tenant with their National Insurance number as the payment reference. This information will be available in the landlord portal so you should be able to identify your tenant by name and/or address.