

Folkestone & Hythe District Council

Landlord Self Serve User Guide

Introduction

Folkestone & Hythe District Council Landlord Self Serve Portal allows Landlords and Agents to view details of claims for which they are receiving direct payment of Housing Benefit.

It provides payment and claim entitlement details for individual claims (including downloadable entitlement notifications), a facility to download all payments on a payment schedule, and a facility to report changes in your tenant's circumstances.

The available functionality is summarised below:

- **View Payments**
 - Search and Check for payments made
 - View the payment transactions included in the overall payment for the claim(s) searched for
 - Link from each transaction to the associated Claim Enquiry pages for that particular claim
 - Export payment information for import into landlord databases
- **View Claims**
 - Search for one or many claims
 - Details of the current weekly Housing Benefit entitlement
 - Details of payments made
 - Link to inform Folkestone & Hythe District Council of a change in circumstances that may affect the claim
 - View/Extract Notification Letters
- **Get in touch**
 - Tell us about changes to your tenant's circumstances
 - Load documents to evidence changes

Getting started

You will receive an email notification to advise your username and a link to the portal. You will also receive an initial password in a separate email. You will need to use these details for your first log-in. You will be prompted to change your password on your first log-in. If you have not received emails with your username or password please contact us at revenues.benefits@folkestone-hythe.gov.uk.

After your first log-in you can use this link –

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

Once you have clicked on the link you will be taken to the login page. Type in your username and password and click '**sign in**'. If you forget your password you can use the '**forgotten your password**' option.



The screenshot shows the login interface for the Folkestone & Hythe District Council Landlord Service. At the top, there is a green header with the council's logo and the text 'Folkestone & Hythe DC Landlord Service'. Below the header, the page title 'Sign in' is displayed in green. There are two input fields: 'Username' and 'Password'. Below each field is a link for 'Forgotten your username?' and 'Forgotten your password?' respectively. At the bottom of the form is a green 'Sign in' button.

On the first screen you see after you've logged in there are various options to choose from

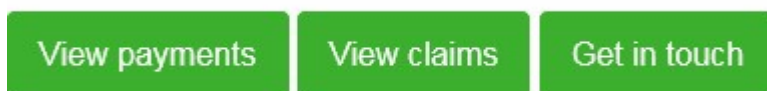
Log out – use this if you want to log out of the portal

My profile – use this to update the email address and telephone number we hold for you, and to change your password.

Letters – advice notice when there are claim notification letters available for you to view, for example, entitlement changes.

Messages – here you will see any points of general information we want to pass on to you

You will also see these options



Here are more details about these options

View payments

Select '**View payments**' tab. A summary of your most recent payments will show automatically. To see details of payments shown you select the payment amount and you

will be given detail of individual claim payments that make up the payment total. You will be able to download a payment schedule via the 'export to csv' option.

If you need details of a payment not showing in your initial payment screen you can use the search facility provided, for example if you set the following

Payments from



Payments to



and click 'Search' you will be shown all payments we made to you during the chosen period, you can then select individual payments from the results to access the further detail.

View claims

If you have a claim reference then the easiest way to use the search facility is to input the claim reference into the 'Reference' field and select Search.

If you don't have the claim reference then you could also search by inputting the surname and forename together, or alternatively you could input your tenant's postcode, or you could search for only active claims by setting HB Status to Active. These are just some examples of search options available. Have a try and find the methods that work best for you.

Some other notes about searching within the portal:

Where 'Current' is one of the search options this is asking you if you are the current landlord.

If you are not the current landlord some details will be withheld from some results.

There is a wildcard character available for use when searching, on the portal it is %. You can use this anywhere in a search field and it will replace any number of characters, so to find Phillip Jones you might enter:

Surname = jones Forename = phil%ip

Or

Surname = jones Forename = p%

Both of the above will find Phillip Jones, but the second one will also find Peter, Paul, Penelope, etc. (if you have tenants of that name).

Whatever method you've chosen for searching, when successful results show you will be able to access further details for an individual claim by selecting that claim's reference from the results area. Once selected this will then give you basic claim information (for example weekly entitlement, claim suspended indicator, overpayment recovery indicators) and the following options:

[View entitlements](#)

[View payments](#)

[View letters](#)

Selecting '**View entitlements**' displays historic, current and future weekly claim entitlements as they stand as at the point of your enquiry. Other periods can be accessed

via the search facility on the same page, subject to you being the landlord for the period searched.

Selecting '**View payments**' entitlements displays the most recent historic payments made to you for the individual claim as they stand as at the point of your enquiry. Other payments can be accessed via the search facility on the same page, subject to you being the landlord for the period searched.

Selecting '**View letters**' displays the most recent historic notifications issued to you as at the point of your enquiry. Other letters can be accessed via the search facility on the same page, subject to you being the landlord for the period searched. You can print and/or save these letters for your records. Please note only claim letters created after we issue you with log-in details for the new portal will be available.

Get in touch

You can use this option to tell us about your tenants' changes. You can access this facility from an individual claim you have selected from a search or from the home/dashboard page after you have logged in. Select the '**Get in touch**' button and you will be presented with this:

Get in touch

Do we tell them that certain reasons will trigger the claim being suspended?

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

What do you want to tell us about?

Send notification

Choose an option from the '**What do you want to tell us about?**' dropdown that is the closest description to the change you want to notify. You will then be directed to provide additional information about the change, the information requested will be different for each change reason in the dropdown. Various screen messages will appear until all the mandatory fields have been completed. You can provide documents to support the change you are reporting if required, this can be done via the '**Upload your documents**' option. The documents need to be in one of these formats:

- GIF
- JPG
- PDF
- PNG
- TIFF

Once you've completed all the required fields for the specific change you can send this through to us by selecting this button

Send notification

You should receive an automatic email to confirm we have received your change notice.

Logging out

Manual log out: When you have finished using the portal you should log out. Do this by clicking on the '**Log Out**' button on the homepage/dashboard

Automatic log out: If you do not use the system for 30 minutes you will have exceeded the idle time limit the portal administrator has set, you will be logged out. When you return to your portal session and try to do something you will be returned to the common home page with a message telling you that your session has been ended.