**In case of enquiry contact:** Benefits Team

**Direct dial:** 01223 457790

**Fax:** 01223 457709

**Email:** rbsystem@cambridge.gov.uk



Revenues and Benefits

### Dear Sir/Madam

###### Landlord Portal

We are pleased to announce that the Cambridge City Council Landlord Portal is now live and ready for you to access.

By signing up to the landlord portal you will be able to:

* Check **your payments**; this will give you a breakdown of the payments you have received for each of your tenants in receipt of housing benefit.
* You can **review individual cases**, where payment is made to you, allowing you to view claim details such as the next payment dates.
* If you need to **report a change** in one of your tenant’s circumstance, you can report it on here. Notifying us of a change using the Landlord Portal will help us reduce overpayments and will mean that we may not look at recovering any overpayment from this change from you but may ask the tenant to repay any debt.

In order to get set up on the Portal, complete the form overleaf and return it to our office via email to [rbsystem@cambridge.gov.uk](mailto:rbsystem@cambridge.gov.uk) adding Landlord Portal to the subject line (scanned) or post (Revenues Support, Benefit Department, Mandela House, 4 Regent Street, Cambridge, CB2 1BY).

It is important that you understand that the information you view and save is personal data and is covered by the Data Protection Act 1998. You must take steps to ensure that your use of this data is within the Act. Any suspected abuse of this data will result in suspension from the Landlord Portal, pending an investigation.

Yours Faithfully

Housing Benefits Team

Cambridge City Council Mandela House 4 Regent Street Cambridge CB2 1BY

Telephone 01223 457000 Minicom (non-speaking phone) 457050

Cambridge City Council - Landlord Portal



**Agreement Form for Access**

Revenues and Benefits

Name of landlord: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Landlord reference number: \_\_\_\_\_\_\_\_\_\_

Contact name responsible for access: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone number \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**\*\* You must complete all of this section in order to get access**

**Landlord Portal – Terms and Conditions for Usage**

By signing this form it is understood that Cambridge City Council is allowing you, the landlord, access to details of our claimant information, as prescribed by law, via the ‘Landlord Portal’. In doing so you should not disclose your username, passwords etc. to any unauthorised person.

You must understand that you are being given access to data held by Cambridge City Council, on the agreement that you, the landlord, are in receipt of Housing Benefit for our claimant. If you are no longer their landlord you must notify this office at once.

You agree to take steps to protect the security of the data that you have access to and any information you obtain via this portal must not be disclosed to a third party.

You agree when accessing and/using the information you gain you comply with the Data Protection Act 1998 and all other legal obligations.

You will not deliberately introduce viruses, or any other malware into the City Council’s computer system.

You must notify our office of any changes at once.

I accept that Cambridge City Council as the right to revoke this access at any time should they deem it necessary.

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Office Stamp