**City Of Lincoln Council and North Kesteven District Council Landlord Portal Registration**

Dear Sir/Madam

We are pleased to announce a Housing Benefit landlord portal for City of Lincoln Council and North Kesteven District Council. These are separate systems, if you have tenants in both areas, you will get a link to each portal.

The portal has the following features:

* Check your payments – log in anytime, including 3 years data. You can download the information in CSV format. Following a payment in your bank you can log in for a breakdown of who these relate to. We will not issue paper/email schedules.
* View your tenants housing benefit status.
* View your tenants Housing Benefit notification letters and receive these via email.
* Report changes via the portal.
* Maintain your own users.

If you wish to register for this service for either City of Lincoln Council, North Kesteven District Council, or both, email [revenuessupportteam@lincoln.gov.uk](mailto:revenuessupportteam@lincoln.gov.uk) and ask for a unique code, supply your name and address. We will verify you from the information we hold and if matches we will post that code to you, you can then add this to the below form and email this to [revenuessupportteam@lincoln.gov.uk](mailto:revenuessupportteam@lincoln.gov.uk), please include landlord portal in the subject line.

You will be able to add your own users within the portal to log in, but if you want those users to receive emails you need to email [revenuessupportteam@lincoln.gov.uk](mailto:revenuessupportteam@lincoln.gov.uk) after you have set them up.

Any information you view and provide which is personal data will be handled by City of Lincoln Council and North Kesteven District Council (the Shared Revenues and Benefits Service) in accordance with the Data Protection Legislation including UK GPDR and the Data Protection Act 2018.  You must take steps to ensure that your own use of this data is in accordance with these Laws. Any suspected abuse of this data will result in suspension from the Landlord Portal, pending an investigation and may result in criminal prosecution.

For information in relation to how the Shared Revenues and Benefits Service use and protect personal data in accordance with the Law see our full privacy notice at [www.lincoln.gov.uk/privacy-policy](http://www.lincoln.gov.uk/privacy-policy)

If you have Housing Benefit queries regarding payments or status of a claim, please use the following:

City of Lincoln Benefits team - [benefits@lincoln.gov.uk](mailto:benefits@lincoln.gov.uk)

North Kesteven Benefits team - nkbenefits@lincoln.gov.uk

**Please complete and return the form below.**

**City Of Lincoln Council and North Kesteven District Council Landlord Portal Sign up**

All questions need to be completed for access. A signature is required, please do not type this, it must be signed either electronically or printed, signed and scanned.

Please indicate which portals you need access to:

City of Lincoln \_\_\_\_ North Kesteven \_\_\_\_ Both \_\_\_\_

Name of Landlord \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City of Lincoln Landlord Reference (found on your letters/schedules) \_\_\_\_\_\_\_\_\_\_\_\_ (if applicable)

North Kesteven Landlord Reference (found on your letters/schedules) \_\_\_\_\_\_\_\_\_\_\_\_ (if applicable)

Unique Code received via the post (this must match or access will be denied \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Main contact name for access \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Telephone number for emergency use \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Terms and Conditions for usage**

By signing this form, you understand that the City of Lincoln Council and North Kesteven District Council are allowing you access to details for claimant information, as prescribed by law.

You should not disclose your username, passwords or information to any unauthorised person. Do not use personal email addresses.

You must understand that you are being given access to data held by City of Lincoln Council and North Kesteven District 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.

Any information you view and provide which is personal data will be handled by City of Lincoln Council and North Kesteven District Council (the Shared Revenues and Benefits Service) in accordance with the Data Protection Legislation including UK GPDR and the Data Protection Act 2018.  You must take steps to ensure that your own use of this data is in accordance with these Laws. Any suspected abuse of this data will result in suspension from the Landlord Portal, pending an investigation and may result in criminal prosecution.

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

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

When setting up your own users please ensure they are aware of their responsibilities.

You accept that your access with be reviewed and any users not using the system within 2 months will be deleted.

You will inform us when portal users no longer need access.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_