

Online support



General information for landlords

- [Understanding Universal Credit - Universal Credit & landlords](#)
- [Universal Credit & rented housing guide for landlords](#)
- [Guide for landlords deductions & service charges](#)



Alternative Payment Arrangements & deductions

- [Landlord request for a managed payment or rent arrears deduction](#)
- [Alternative Payment Arrangement guidance](#)
- [Application for 3rd party deductions](#)



Third party payments guidance

- [Third party payments guidance for creditors & suppliers](#)

Information includes:

- Creditor handbook
- Form to change name or address of a landlord (creditor/supplier)
- Form to change bank details of a landlord creditor/supplier)
- Form to change customer reference numbers



Newsletters

- [Universal Credit landlord engagement newsletter](#)

Specialist support

The following teams can provide more **bespoke support** to deal with issues.

Please be aware of [Universal Credit Consent & Disclosure Policy](#) regarding what information we can share with Landlords



For support with the following queries:

- Setting up creditor reference number
- Alternative Payment Arrangement (APA) queries regarding managed payments to landlord including:
 - Start date of housing payments to landlord
 - When landlord will receive 1st payment
 - Amount of next payment of Universal Credit housing costs towards rent
 - Confirm changes to the amount of housing costs
- Social landlord rent arrears deduction queries or to stop a deduction
- Overpayments made to landlords

Universal Credit Service Centre

 Call: 0800 328 5644



For support with the following queries:

(you must have a creditor reference number)

- Private landlord rent arrears queries
- Request for duplicate payment schedules
- Identifying individuals on payment schedules when a reference is not provided

Payment Services Team

 Call: 0800 328 0128

 Email: TPP-call-centre@dpw.gov.uk



For support with the following queries:

- Support for social registered landlords who have trusted partner status for issues with the landlord portal

Landlord Portal Team

 Email: tp-lp.accountmanagerteam@dpw.gov.uk



For support with the following queries:

- [DWP debt management & benefit overpayments](#)

DWP Debt Management

 Call: 0800 916 0647