

Thank you for signing up to use Citizen Access Landlords.

Please refer to the user guide which should assist you in using the portal.

Access to Citizen Access Landlords will enable you 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
- Review individual cases where payment is made to you, allowing you to view claim details such as the next payment dates, overpayment recovery and discretionary housing payments
- View discretionary housing payments being made to yourself where your tenant is in receipt of Universal Credit housing element
- Tell us of a change such as tenants moving in, vacating or changes to their circumstances where known

By signing up to use Citizen Access Landlords it is understood that the Isle of Wight Council is allowing you, the landlord, access to details of our claimant information as prescribed by law. In doing so, you should not disclose your username, passwords etc to any un-authorised person.

Please note that you are able to set up multiple user logins within your organisation. It remains the responsibility of the Landlord primary user to manage these logins, and to renew and terminate access for their users where appropriate (e.g. terminating a former employee's access).

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 suspected abuse of this data will result in suspension from the portal, pending an investigation.

You will not deliberately introduce viruses or any other malware into the Isle of Wight Council's computer system.

You accept that the Isle of Wight Council has the right to revoke this access at any time should they deem it necessary.

If you have any queries regarding your access to the Citizen Access Landlords, please refer to the attached user guide, or contact the office at [housing.benefit@iow.gov.uk](mailto:housing.benefit@iow.gov.uk) or on 01983 823950.