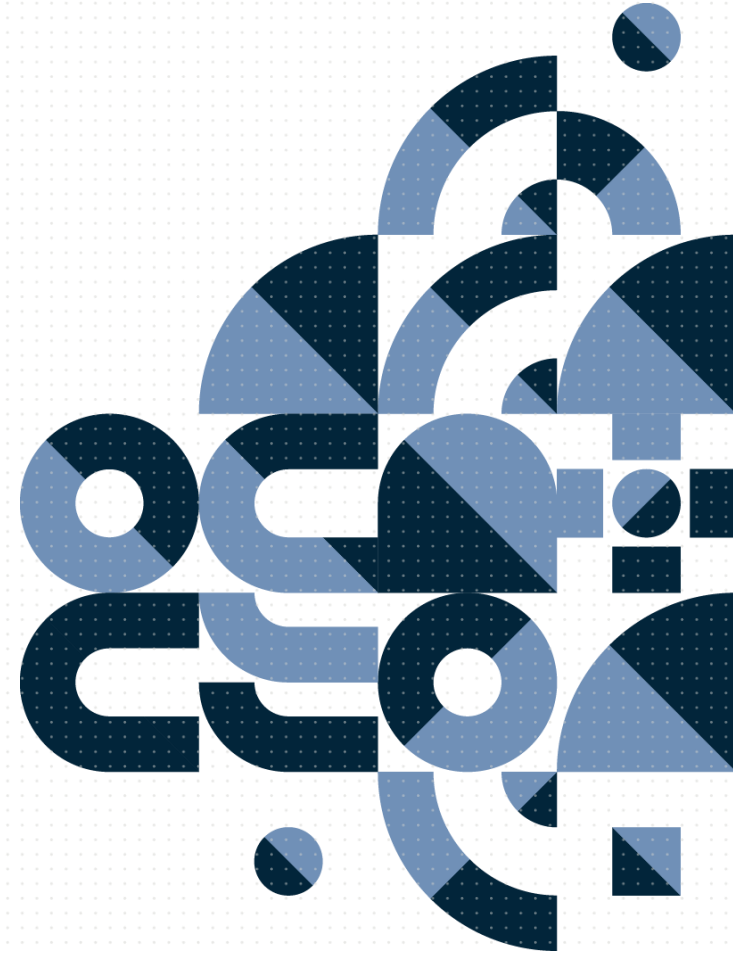


# Hounslow Landlord Forum Self Service update

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**Liberata**



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## Hounslow Self Service update

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# Self Service

## Introduction



# Self Service on Hounslow

Currently three self serve portals in place on Hounslow:

- Council Tax
- Benefits
  - New Claims
  - Change in circs

## Usage over the past 6 months:

- **Council Tax**
  - 10,000 changes reported
  - 60,000 enquiries
- **Benefits**
  - 500 new claims on average per month
  - 80 change in circumstances reported per month



# Future Developments

## Updates to existing portals:

- New versions of both the Council Tax and the Benefits portals will be available this year ([demo](#))
  - New modern look and feel
  - Improved security
  - Mobile friendly
  - Increased functionality
  - Ability to upload evidence
  - Applications can be made by approved third parties (HA's)

## Benefits:

- Ability to engage with the council 24 hours per day, 7 days per week
- Apply online and receive updates online
- Faster processing of claims



# Future Developments

## New Portals:

- **Discretionary Housing Payments (DHP)**
  - Ability to apply for DHP online
  - Simplified application process and the ability for us to tailor the application to the tenants personal circumstances
  - Faster decision making and payment of DHP's
- **Landlord Portal ([demo](#))**
  - View all HB awards and payments received for tenants who are paid direct
  - View whether claim is live or suspended and reasons for suspension
  - Notify changes online to the benefits section
  - Add notes to the claim or ask questions and receive responses through the portal
  - Check all payments received and ability to download copies of schedules
  - Links from payments to individual claimants accounts (query award etc)



# Future Developments

## Additional

- **E-billing**
  - Council Tax bills and reminders can be requested electronically
  - Link to the Council Tax portal to allow the bill/reminder to be viewed and downloaded
- **E-notifications**
  - Benefit notifications also can be received electronically
  - Similar to E-Billing but for Benefit notifications
- **SMS**
  - Reminders sent via SMS for both Council Tax and Benefits
    - *Payments not made*
    - *Requests for Benefit information*
- **Evidence Upload**
  - Able to upload evidence directly to Benefits or Council Tax



# Questions





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