

One Digital

Landlord Change in Circumstances Form

Built on the proven One Digital platform, the Landlord Change in Circumstances Form allows landlords in your local authority the opportunity to make enquiries and report changes on one easy to use form, whenever they choose.

When notifying the local authority of a change in circumstance through a One Digital Portal account, the landlords 'About You' section will be pre-populated, so data won't need to be resubmitted. On the first page of the form, the landlord can select multiple options to indicate what their query relates to and based on these answers, the content of the form will change automatically to ensure that only relevant questions are asked.

The form also allows landlords to upload files allowing batch updates to be provided for certain types of change, which will be especially helpful to small Housing Associations with mass rental updates and notification of rent free weeks at certain times in the year.

Once submitted all details are made available within Contact Manager and can be accessed from within the Desktop for your Council Tax and Benefits staff to process, where the landlord details are linked to a claim.



Business benefits

- Reduces high volumes of avoidable contact thanks to the intuitive forms and guided online process
- Flexible platform allowing quick and simple local adaptation both in terms of styling and amendment of question text etc
- Cloud hosting ensures minimal impact on your IT resource
- My Activity enables landlords to view the submitted or partially completed form
- Complete or partially completed forms and any uploaded documentation provided are accessible to your Council Tax and Benefits staff within Contact Manager, where the landlord details are linked to a claim. This can be accessed via the Desktop.

Key functionality

- Allows landlords in your local authority to make enquiries 24/7
- Works in conjunction with the landlords One Digital Portal account
- Notifies authority of rent changes and tenants moving in or out
- Landlords can request direct payment and advise of rent arrears details
- Allows supporting evidence documents to be uploaded, as well as files for bulk rent updates and notification of rent free weeks
- Address lookup and bank wizard links validate the data entered

Interested in finding out more?

✉ Email us at cssenquiries@capita.co.uk