

Tenant Address Portal for Water Billing in England & Wales

# An Introduction to the Landlord TAP for New Users

## Contents

- THIS DOCUMENT..... 3**
- ABOUT THE LANDLORD TAP ..... 3**
  - WHAT ABOUT SECURITY?..... 3
  - WHO IS THE LANDLORD TAP FOR? ..... 3
  - WHAT DOES THE LANDLORD TAP Do?..... 4
  - HOW DO I GET STARTED? ..... 4
- BEFORE YOU BEGIN..... 5**
  - FINDING YOUR WAY AROUND ..... 5
  - GETTING HELP ..... 5
  - HOW CAN I FIND OUT MORE?..... 7
- CREATING YOUR LANDLORD TAP ACCOUNT ..... 8**
- REGISTERING ..... 9**
  - SELECTING THE RIGHT ACCOUNT TYPE ..... 9
- ENTERING CONTACT DETAILS ..... 10**
  - ENTERING YOUR ADDRESS DETAILS ..... 11
  - CONFIRMING YOUR DETAILS ..... 12

ACTIVATING YOUR ACCOUNT ..... 13

SETTING YOUR PASSWORD AND ACCEPTING TERMS OF USE AND PRIVACY POLICY ..... 14

THE LANDLORD HOME PAGE ..... 15

REGISTERING OTHER USERS IN YOUR ORGANISATION ..... 16

**RAISING A QUERY ..... 17**

## This Document

This introductory document is for landlords and managing agents of tenanted residential properties who wish to find out more about the Landlord TAP. It will give you information about what the Landlord TAP can do for you, supply you with the information you need to get you started as a new user, and explain how you can obtain answers to specific queries that you might have.

## About the Landlord TAP

The Landlord and Tenant Address Portal for water billing in England and Wales, or Landlord TAP as the Portal is known, has been devised to allow landlord and managing agents to provide water companies with information about tenants who are resident at the properties they own or manage in England and Wales.

It is designed to make it easy for landlords to enter and manage tenant details of properties in their portfolios, including the specific individuals responsible for water charges, and send this information to the relevant water service providers for the property.

## What about Security?

Information must be used in accordance with the Landlord TAP Terms of Use ([www.landlordtap.com/document/TermsOfUse](http://www.landlordtap.com/document/TermsOfUse)) and Privacy Policy ([www.landlordtap.com/document/PrivacyPolicy](http://www.landlordtap.com/document/PrivacyPolicy)). You will be required to read and understand both documents before completing registration.

All information collected from landlords is held securely in the Landlord TAP and can only be accessed by duly authorised users. We take security very seriously, and this means that you can only access the Landlord TAP via a dedicated and verified user account. We also ensure the protection of any data you enter and only water companies who have a legitimate reason to view them can ever see details. We will never allow any use of the data you provide for marketing purposes.

## Who is the Landlord TAP for?

The Landlord TAP is available to any landlord or managing agent who wishes to provide information about tenants to the water companies who provide services to tenanted properties that they own or manage in England and Wales.

The portal caters for four different 'types' of landlord:

- The private or corporate landlord who owns their own properties, be this a single property or a large portfolio;
- Managing agents that look after a portfolio of tenanted properties on behalf of third party owners;
- Housing associations who either own or manage properties; and
- Local authority (Council) housing departments.

## What Does the Landlord TAP Do?

The Landlord TAP provides a range of services to landlords and managing agents, allowing you to input the following information via easy to use screens:

- Supply initial information about properties (this might be on acquisition or at a change of tenancy);
- Maintain information about tenancy dates and the tenant(s) associated with those tenancies;
- Give information regarding tenants forwarding addresses, where known;
- Provide details regarding previous and subsequent occupiers; and
- Update your portfolio where properties are no longer your responsibility.

The Landlord TAP also allows you to bulk upload your property portfolio to reduce the time spent entering information into the system.

The Landlord TAP allows you to raise queries regarding your properties, obtain portfolio reports, and maintain your contact details.

For larger organisations, it will also allow you to create and manage a number of users within your organisation, in order to make management of information easier.

Whenever you submit details about a property, the Landlord TAP will provide you with a unique transaction receipt reference; this reference is your confirmation that you have provided the relevant information to the water company.

In order to ensure we process your information quickly, each water company has provided us with Postcodes of the properties to which it provides services. This information is used to determine which water companies need to receive information that landlords or managing agents enter into the Landlord TAP. If for any reason we cannot allocate your property to the appropriate water company(s), we will let you know and work with water companies to ensure the data is sent to the right organisation as quickly as possible.

Once you have created your user account, a comprehensive Landlord User Guide will be available for you to view on-line or download from the Landlord TAP help pages.

## How do I Get Started?

In order to begin adding property information to the Landlord TAP, you first need to create a user account. The steps for doing this are set out in "Creating Your User Account" below.

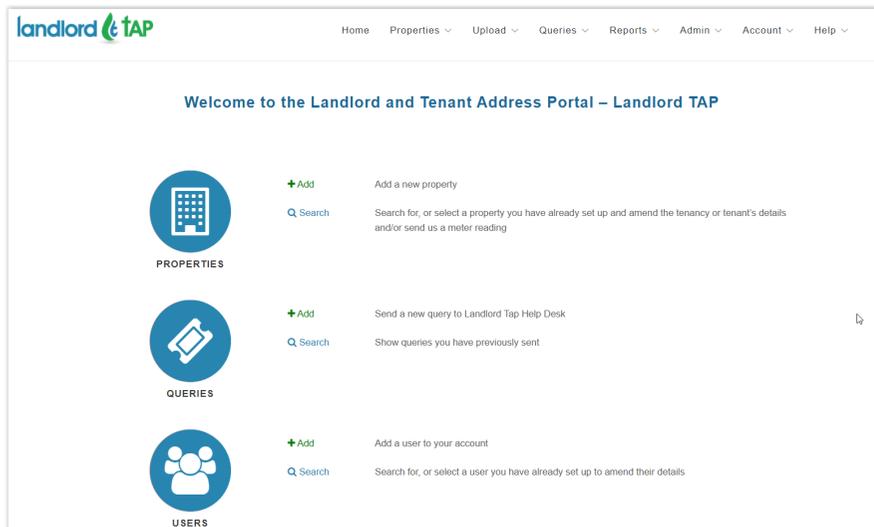
Once you have created a user account, you will have access to more help and information about creating and maintaining property records.

This user guide explains how to access this account for the first time. Once you have activated your user account, you will be able to access the range of functionality described in our online Landlords User Guide.

## Before You Begin

### Finding Your Way Around

We have designed the Landlord TAP to be as intuitive as possible for you to use. A home page will provide you with a list of the things that you most commonly need to do:



You can return to this dedicated Landlord Home Page from any other page in the Portal by simply clicking on the landlord TAP logo in the top left-hand corner of the screen or by clicking the 'Home' link.



### Getting Help

Every Page on the Landlord TAP has a 'Help' option in the top right menu of the screen, this will open a help section that contains answers to frequently asked questions and also links to allow you to download the Landlords User Guide.

We also provide help about specific data that we might ask for as indicated by the symbol:



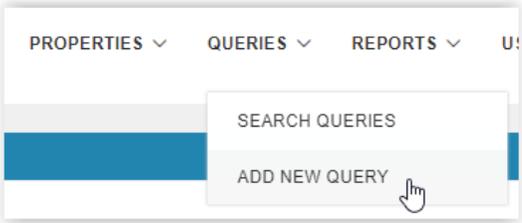
If you click on this, a 'pop-up' will appear to give you additional information. You can close this by clicking on it once you have the information you need.

Feedback messages are also provided where the information you enter isn't quite right, for example if an email address isn't in a valid format or a Postcode isn't in the right structure. Where this happens, you'll see an error message on the right-hand side of the screen.

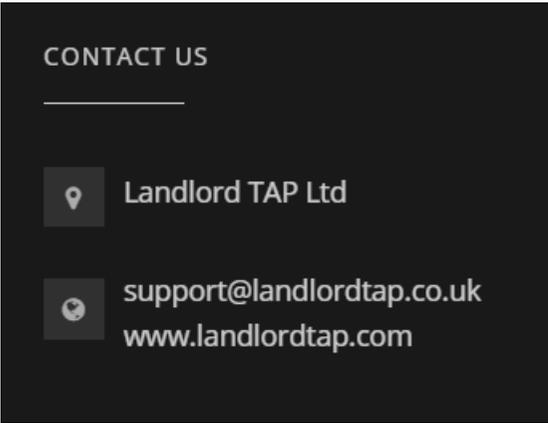


Click on the cross at the top right of the error message to dismiss it.

If you need help at any point you can raise a query from the menu option shown, we'll get back to you as soon as we can:



If you still can't get the help you need, every page in the Landlord TAP also has a 'Contact Us' area on the right-hand side of the page footer with our details.



## How Can I Find Out More?

If your initial questions have not been answered in our introduction, more information can be obtained by contacting our dedicated Helpdesk, which is provided via the Landlord Portal Administration Service (LPAS).

The easiest way to contact the Helpdesk and ask more questions is to raise a query via the portal itself. This is further explained later in this introduction to the Landlord TAP.

You can also contact us by:

- Emailing the Helpdesk at [support@landlordtap.co.uk](mailto:support@landlordtap.co.uk); or
- By calling the dedicated Helpdesk number: 0333 5770123.

The Helpdesk is available between 9 am and 5 pm on Monday to Friday (except public holidays).

For all other matters relating to your water services, you should contact the water company shown on the bill for your property.

## Creating Your Landlord TAP Account

In order to use the functions available in the Landlord TAP, you will first need to create a user account.

NOTE: If someone from your organisation has already registered then ask them to create a login for you. If you register independently then you won't be able to share and see the property data.

This section guides you through the process, beginning from the Landlord TAP Welcome Page screen that you will see when entering the website address.



This link will take you to the Help page and is available on every screen in the Landlord TAP.

Start a new company registration by clicking here

Click in the page footer to view legal documents, FAQs and other information.

## Registering

When registering, you will need to provide (and confirm) your email address. This will be used as the email address that we send your activation link to and will be your user name in the Landlord TAP.

REGISTER

Please enter your e-mail address, this will be your username for the Landlord TAP

Email Address

Confirm Email Address

---

Please select the option that best describes you

- Private Landlord ?
- Letting and/or Managing Agent
- Council
- Housing Association

You should only select the 'Landlord' user type if you are a property owner. If you are not a property owner, please select 'Letting and/or Managing Agent' instead.

## Selecting the Right Account Type

The type of account that you select will not affect the information that we ask you for, but will help your water company to understand more about you and your portfolio.

Landlords who own their own portfolio of properties, whether as an individual or a company, should select the “**Private Landlord**” option.

If you are managing properties on behalf of one or more third party owners, you should select the “**Letting and/or Managing Agent**” option.

Where you are creating an account for a local authority, you should select the “**Council**” option.

If you represent a Housing Association, please select the “**Housing Association**” option.

Whichever option you select, you will be able to add details for properties that you own and also tell us about properties which you manage on behalf of someone else if you have both in your portfolio.

If you are unsure which option to select, please contact our Helpdesk using the ‘Contact Us’ link in the bottom right hand corner of the screen.

## Entering Contact Details

Once you have entered your email address and chosen the appropriate account type, you will need to provide us with contact details for yourself, or your organisation.

You will need to give us at least a First and Last Name here. This will be used if our Helpdesk or your water company needs to contact you.

You must provide a contact phone number, this can be a business, mobile, personal or overseas number.

Enter your company name here (if you have one). If you are a Council or Housing Association user, enter the name of the relevant organisation here.

You can choose to have all relevant information displayed in Welsh if you wish to.

Please tell us about yourself

Title

First Name(s)

Last Name

Phone Number

Company Name

Preferred Language

## Entering Your Address Details

Below the contact details, you will be asked to provide a contact address. This should be the address that you wish any correspondence regarding your properties to be sent to.

In most cases you will be able to simply enter your Postcode and house name/number and your address will be automatically completed when you click search. If you do not enter a house name/ number or if the one you have entered cannot be found in that postcode a drop-down list of properties in the postcode will be displayed for you to select from.

However, you can also enter the address manually by selecting 'Let me enter the address manually'.

You can enter your Postcode and House name/number here...

...then click on 'Search' and a list will appear, from which you can select your contact address.

Click on your address and it will appear here.

If your address is overseas, we also provide the option to bypass the Postcode look-up and enter details manually.

## Confirming Your Details

Once you have entered all your details, you will be asked how you found out about the system and will need to click the CAPTCHA check-box to prove that you are a real user. Then Click 'Register'

How did you find out about this Landlord TAP system?

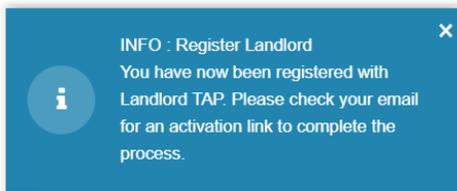
- From a Water Company Website
- Through direct Contact with your Water Company (e.g. email/telephone/webchat)
- At a Landlord Association event
- Through Social Media
- Other – Please State

I'm not a robot  
This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

Click the CAPTCHA check box to prove that you are a real user

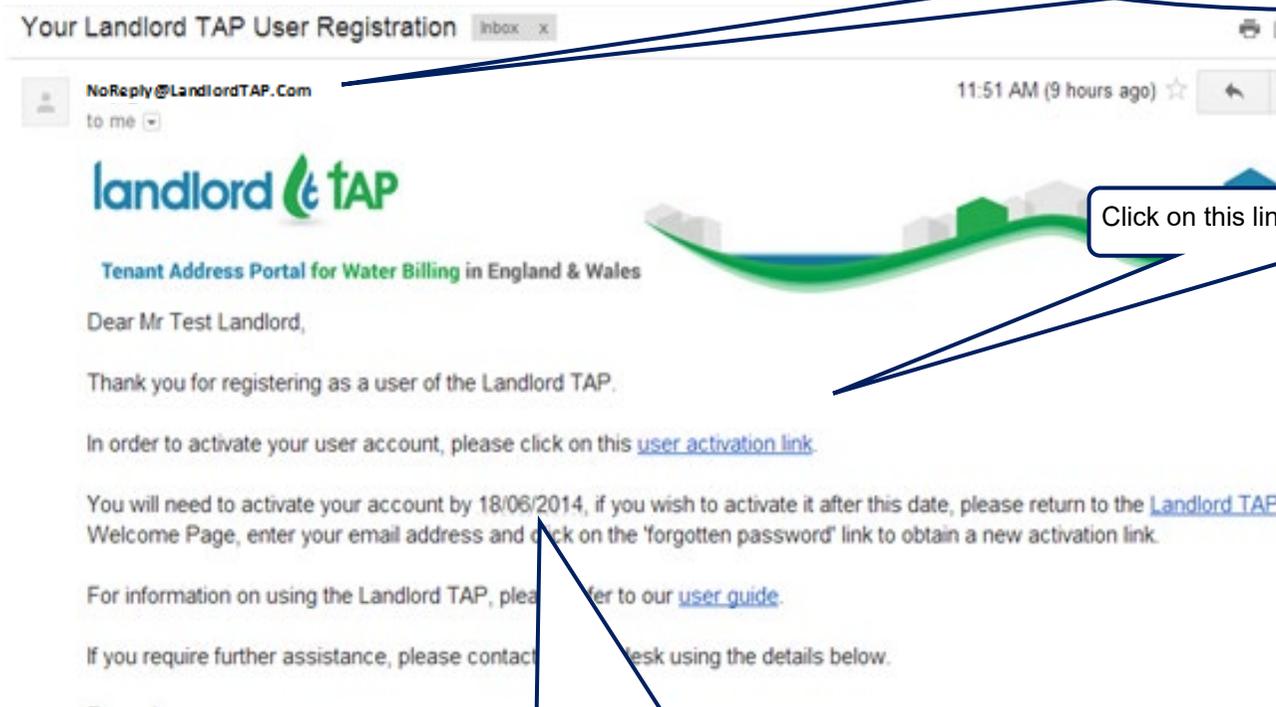
Click Register.

After you have clicked 'Register', you will see a notification on screen:



## Activating Your Account

An email titled "Your Landlord TAP User Registration" will be sent to your email inbox within a few minutes of completing your registration. If you don't receive this please check your email spam filters and junk folder.



Please do not reply to this address, as this is an automated email account.

Click on this link to activate your account.

If you don't activate your account by the date shown in the email, you will need to request a new activation link by contacting us.

## Setting Your Password and accepting Terms of Use and Privacy Policy

USER ACTIVATION

Please create your password below

Please read and accept these Terms of Use to complete your registration

By clicking "I Accept", you agree that your use of the Landlord Portal will be in accordance with our [Terms of Use for Landlords](#) and our [Privacy Policy](#). In particular, please note that:

- you must give Tenants sufficient notice that their personal data will be provided to and used by us and by Water Companies in accordance with these Terms of Use - from 25 May 2018 this notice must comply with the updated rules set out in the General Data Protection Regulation. You can find out more on the Information Commissioner's website [here](#);
- you must only upload to the Landlord Portal personal data which you know is correct and up-to-date;
- you must keep your login details safe and secure and prevent any unauthorised access to the Landlord Portal; and
- you must not infringe our intellectual property rights

If you misuse the Landlord Portal or otherwise fail to comply with the Terms of Use your right to use the Portal may suspend, or terminate, automatically.

If you notice any suspicious activity on your account or believe that your login details may have been compromised, you must inform us immediately.

Please Tick here to confirm that you have read and accept our [Terms of Use](#).

Please Tick here to confirm that you have read and accept our [Privacy Policy](#).

Create (and confirm) your password.

You will be also be asked to read the Terms of Use and Privacy Policy. These should be read and understood before proceeding further.

Clicking the 'Terms of Use' or 'Privacy Policy' link will launch a new window in your browser for you to view and read the document.

Both check boxes will need to be ticked to proceed.

## The Landlord Home Page

When you first activate your account, your Landlord Home Page will look like the example screen shown here.

To assist you as a registered user of the Landlord TAP, full details regarding functionality available to you are contained in the Landlord User Guide, which can be accessed via the Help pages.

The screenshot shows the Landlord Home Page interface. At the top, there is a navigation menu with the following items: Home, Properties, Upload, Queries, Reports, Admin, Account, and Help. The 'Help' item is highlighted with a red box and a callout bubble stating: "Clicking here will take you to a range of help and information for Landlord Users."

Below the navigation menu, the main heading reads "Welcome to the Landlord and Tenant Address Portal - Landlord TAP".

The main content area is divided into three sections, each with a circular icon and a list of actions:

- PROPERTIES** (Building icon):
  - + Add: Add a new property
  - Q Search: Search for, or select a property you have already set up and amend the tenancy or tenant's details and/or send us a meter reading
- QUERIES** (Ticket icon):
  - + Add: Send a new query to Landlord Tap Help Desk
  - Q Search: Show queries you have previously sent
- USERS** (Group of people icon):
  - + Add: Add a user to your account
  - Q Search: Search for, or select a user you have already set up to amend their details

A callout bubble points to the 'Upload' menu item, stating: "If you have a large portfolio of properties, the bulk upload allows you to add basic details of up to 1000 of your properties via a pre-formatted spreadsheet."

A separate callout bubble at the bottom right explains the navigation menu: "The links at the top of the page will allow you to:"

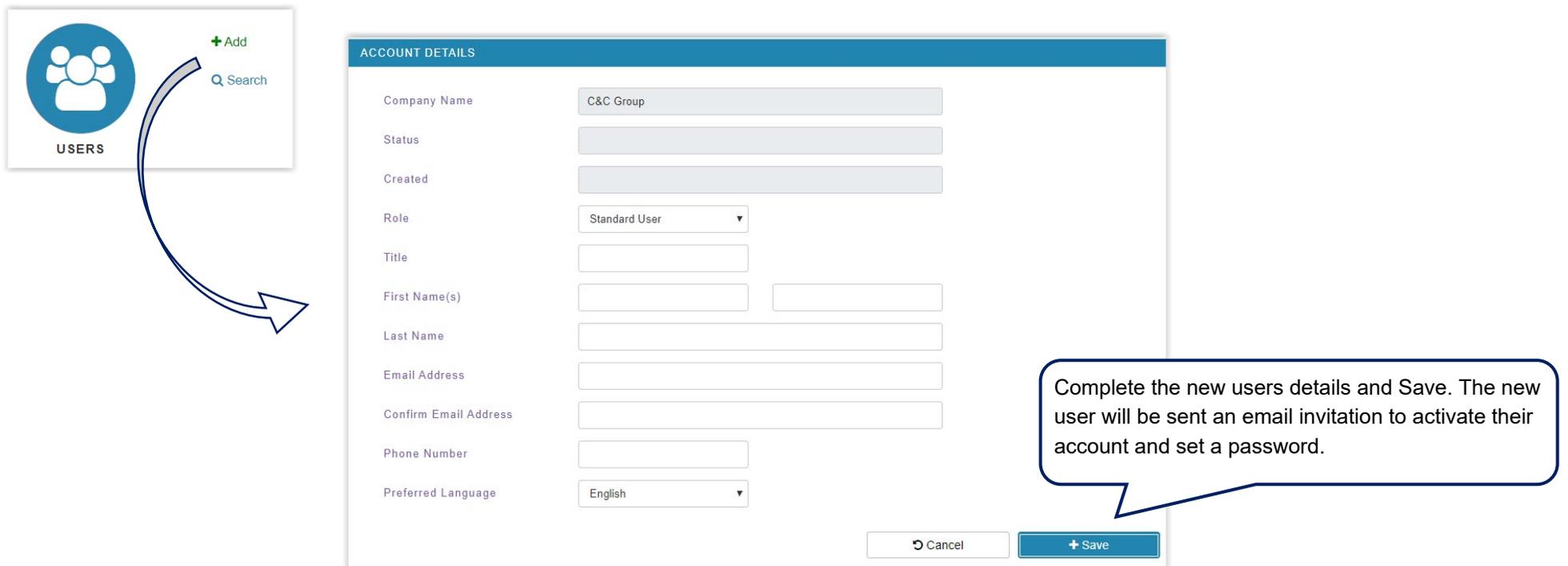
- View and update any queries you have raised;
- Obtain reports about your portfolio;
- Add and manage users for your organisation; and
- Update your account status.

## Registering Other Users in Your Organisation

You can invite other users in your organisation to use LTAP so that you can all have access to the system and can share the Property Portfolio details.

Users who are part of the organisation must be invited to join LTAP by the user who first registers the organisation.

To do this you should click the 'Add +' link to the right of the Users button (or the Add New User menu option):



**USERS** + Add Search

**ACCOUNT DETAILS**

Company Name: C&C Group

Status: [Empty]

Created: [Empty]

Role: Standard User

Title: [Empty]

First Name(s): [Empty]

Last Name: [Empty]

Email Address: [Empty]

Confirm Email Address: [Empty]

Phone Number: [Empty]

Preferred Language: English

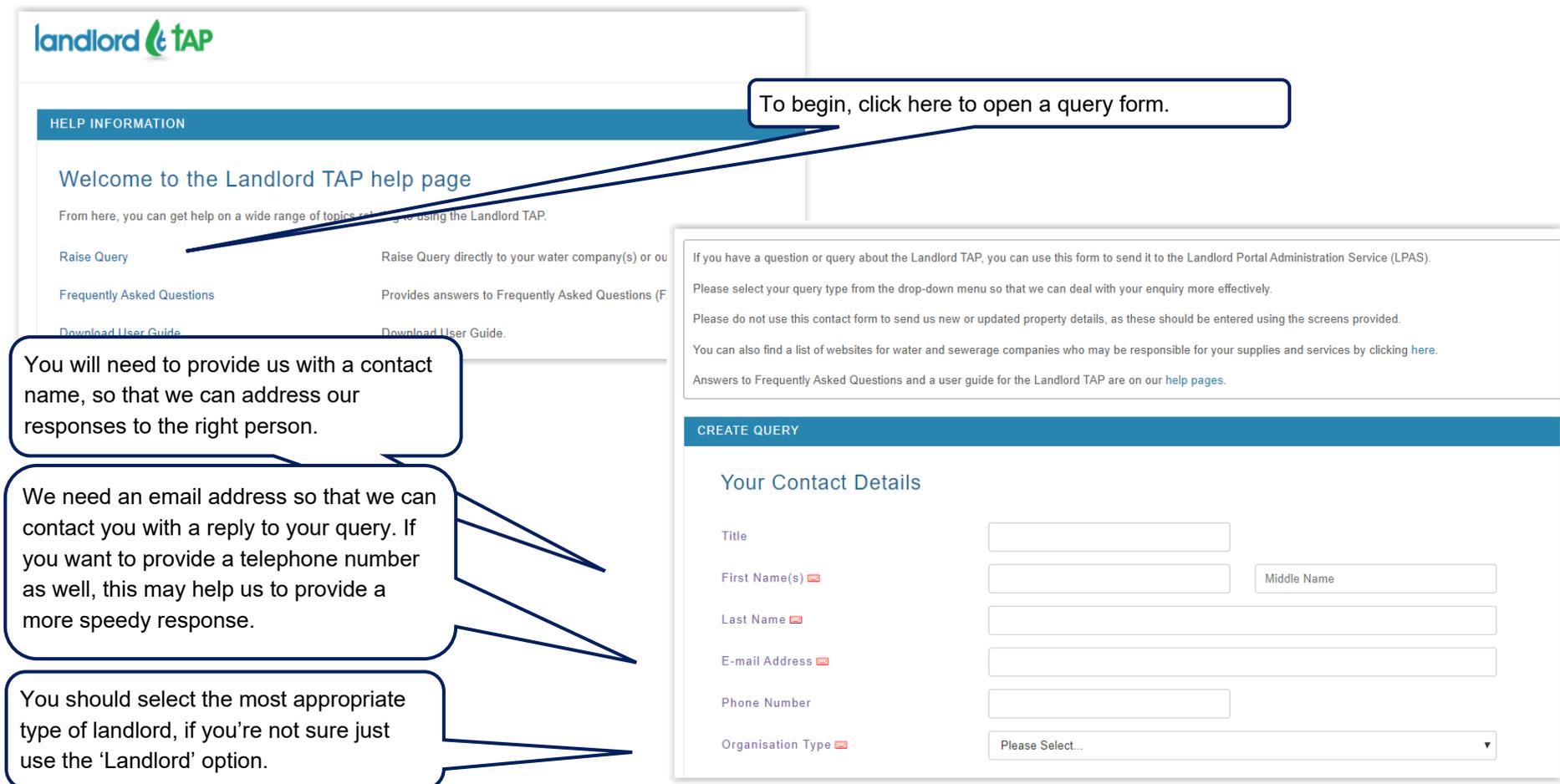
Cancel + Save

Complete the new users details and Save. The new user will be sent an email invitation to activate their account and set a password.

## Raising a Query

Whilst this New User Guide should provide you with most of the information that you need to create your user account and access the Landlord TAP, on occasion there might be specific questions that you would like to ask us before registering. You can raise queries via the 'Raise Query' link on the Help Information page, even before you are registered as a user.

We've shown you the query form in two parts to help make it easier to provide you with information about filling it in.



**HELP INFORMATION**

Welcome to the Landlord TAP help page

From here, you can get help on a wide range of topics relating to using the Landlord TAP.

- [Raise Query](#) - Raise Query directly to your water company(s) or our Customer Services Team.
- [Frequently Asked Questions](#) - Provides answers to Frequently Asked Questions (FAQs).
- [Download User Guide](#) - Download User Guide.

**CREATE QUERY**

If you have a question or query about the Landlord TAP, you can use this form to send it to the Landlord Portal Administration Service (LPAS). Please select your query type from the drop-down menu so that we can deal with your enquiry more effectively. Please do not use this contact form to send us new or updated property details, as these should be entered using the screens provided. You can also find a list of websites for water and sewerage companies who may be responsible for your supplies and services by clicking [here](#). Answers to Frequently Asked Questions and a user guide for the Landlord TAP are on our [help pages](#).

**Your Contact Details**

Title

First Name(s)  Middle Name

Last Name

E-mail Address

Phone Number

Organisation Type

**Callout Boxes:**

- To begin, click here to open a query form.
- You will need to provide us with a contact name, so that we can address our responses to the right person.
- We need an email address so that we can contact you with a reply to your query. If you want to provide a telephone number as well, this may help us to provide a more speedy response.
- You should select the most appropriate type of landlord, if you're not sure just use the 'Landlord' option.

Once you have entered your details on the form, please provide us with details of your query.

**Your Query Details**

When you raise a metering or billing query, the Landlord TAP will send the information to the relevant water company, who will respond directly to you. The query will be closed in the Landlord TAP.

Query Type User Access Query

Query Title

Query Enter details

500 Characters Remaining

I'm not a robot  
This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

If your query is urgent, or you would like to speak to our first response helpdesk, you may contact us on 0203 086 7205 between 9 am and 5 pm on Monday to Friday (except public holidays).  
 Alternatively, you can email us at [LTAPHelpdesk@candc-uk.com](mailto:LTAPHelpdesk@candc-uk.com).

This security box helps us prevent misuse of the Landlord TAP and must be clicked.

As you are not yet a registered user, you can only select the 'User Access Query' option here.

Please provide a short title that describes your query.

You will need to provide some further details of your query in up to 500 characters, in order to assist us in resolution.

Once you have entered your query details, click on this button to submit it to our Helpdesk team and generate your unique reference.

**QUERY SUBMITTED**

Your query has been submitted.

YOUR REFERENCE NUMBER IS:

Please use this reference in all future correspondence in relation to this query.

This will be your unique reference and will appear in any updates we send you about your query.

Once you have submitted your query, you will receive automatic emails from the Landlord TAP that will update you further as the query is progressed and resolved by our Helpdesk