



Valuation Services Client Portal

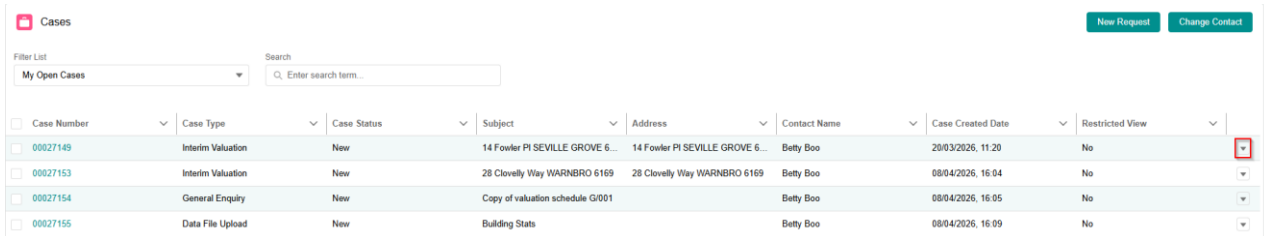
Communications on a Case

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Sending a Message to Landgate

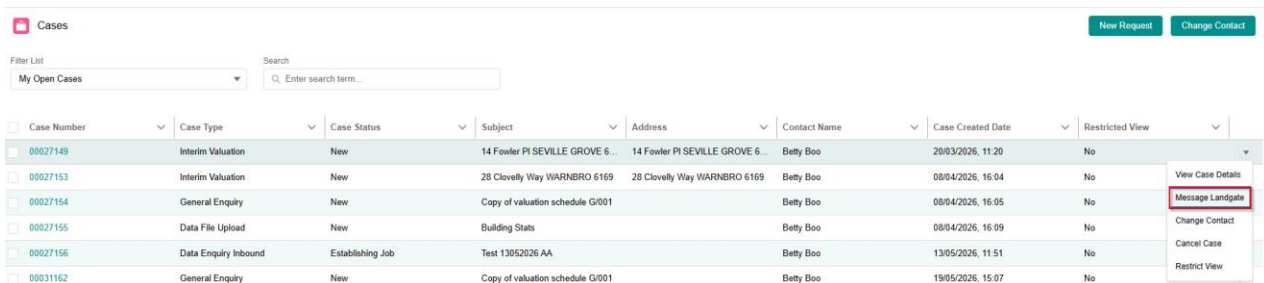
- Navigate to the **Cases** dashboard in the Client Portal.
- Locate the relevant case, then select **Message Landgate** from the action drop down list on the far right.



Cases New Request Change Contact

Filter List: My Open Cases Search: Q, Enter search term...

Case Number	Case Type	Case Status	Subject	Address	Contact Name	Case Created Date	Restricted View	
00027149	Interim Valuation	New	14 Fowler PI SEVILLE GROVE 6...	14 Fowler PI SEVILLE GROVE 6...	Betty Boo	20/03/2026, 11:20	No	⌵
00027153	Interim Valuation	New	28 Clovelly Way WARNBRO 6169	28 Clovelly Way WARNBRO 6169	Betty Boo	08/04/2026, 16:04	No	⌵
00027154	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	08/04/2026, 16:05	No	⌵
00027155	Data File Upload	New	Building Stats		Betty Boo	08/04/2026, 16:09	No	⌵



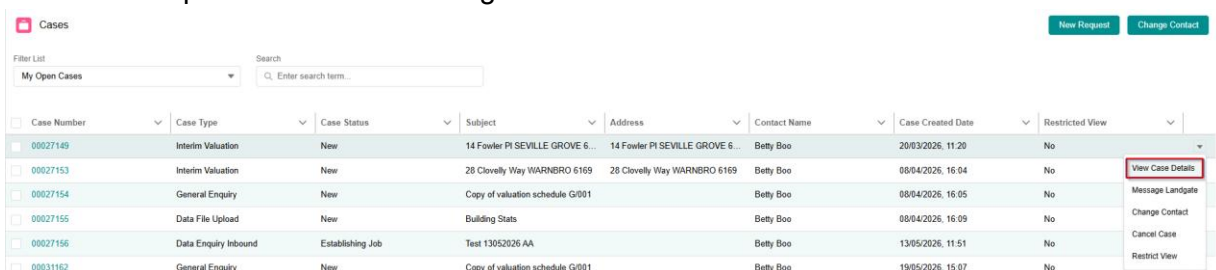
Cases New Request Change Contact

Filter List: My Open Cases Search: Q, Enter search term...

Case Number	Case Type	Case Status	Subject	Address	Contact Name	Case Created Date	Restricted View	
00027149	Interim Valuation	New	14 Fowler PI SEVILLE GROVE 6...	14 Fowler PI SEVILLE GROVE 6...	Betty Boo	20/03/2026, 11:20	No	⌵
00027153	Interim Valuation	New	28 Clovelly Way WARNBRO 6169	28 Clovelly Way WARNBRO 6169	Betty Boo	08/04/2026, 16:04	No	⌵
00027154	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	08/04/2026, 16:05	No	⌵
00027155	Data File Upload	New	Building Stats		Betty Boo	08/04/2026, 16:09	No	⌵
00027156	Data Enquiry Inbound	Establishing Job	Test 13052026 AA		Betty Boo	13/05/2026, 11:51	No	⌵
00031162	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	19/05/2026, 15:07	No	⌵

View Case Details
Message Landgate
Change Contact
Cancel Case
Restrict View

- Messages are saved directly to the case and can be viewed by selecting **View Case Details** from the action drop-down list on the far right.



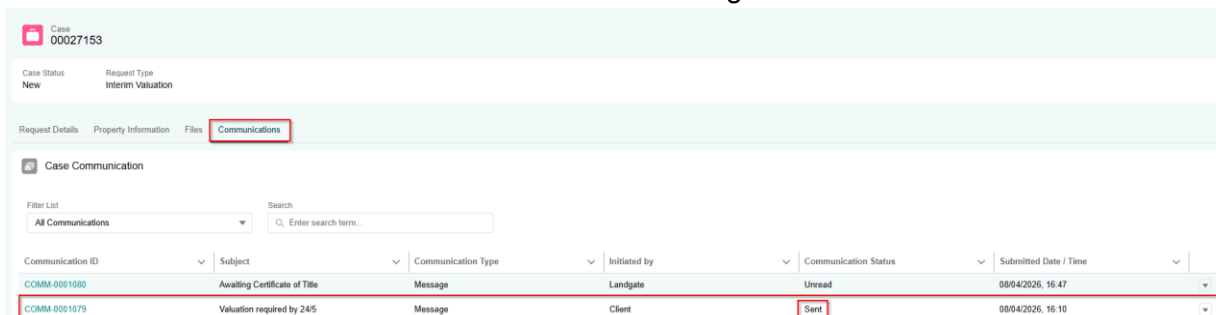
Cases New Request Change Contact

Filter List: My Open Cases Search: Q, Enter search term...

Case Number	Case Type	Case Status	Subject	Address	Contact Name	Case Created Date	Restricted View	
00027149	Interim Valuation	New	14 Fowler PI SEVILLE GROVE 6...	14 Fowler PI SEVILLE GROVE 6...	Betty Boo	20/03/2026, 11:20	No	⌵
00027153	Interim Valuation	New	28 Clovelly Way WARNBRO 6169	28 Clovelly Way WARNBRO 6169	Betty Boo	08/04/2026, 16:04	No	⌵
00027154	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	08/04/2026, 16:05	No	⌵
00027155	Data File Upload	New	Building Stats		Betty Boo	08/04/2026, 16:09	No	⌵
00027156	Data Enquiry Inbound	Establishing Job	Test 13052026 AA		Betty Boo	13/05/2026, 11:51	No	⌵
00031162	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	19/05/2026, 15:07	No	⌵

View Case Details
Message Landgate
Change Contact
Cancel Case
Restrict View

- Select the **Communications** tab to view all sent messages associated with the case.



Case 00027153

Case Status: New Request Type: Interim Valuation

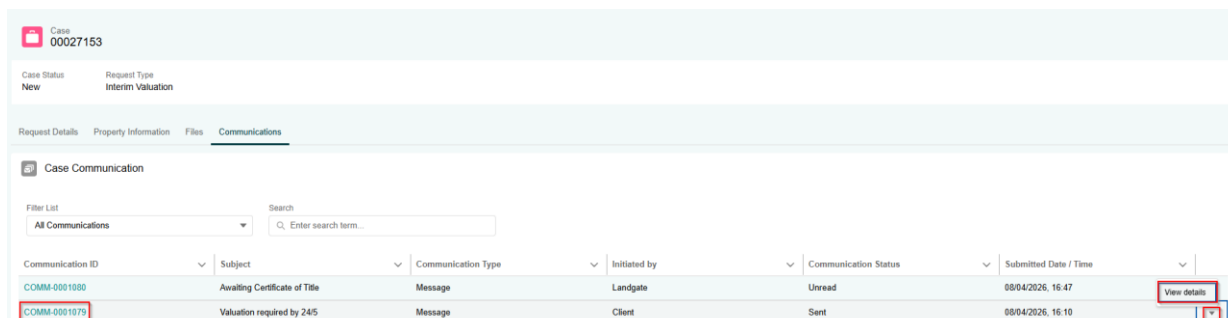
Request Details Property Information Files **Communications**

Case Communication

Filter List: All Communications Search: Q, Enter search term...

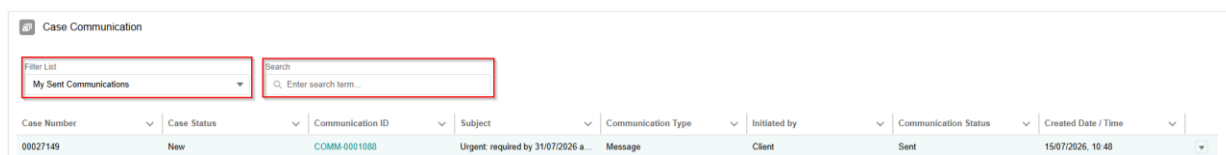
Communication ID	Subject	Communication Type	Initiated by	Communication Status	Submitted Date / Time	
COMM-0001080	Awaiting Certificate of Title	Message	Landgate	Unread	08/04/2026, 16:47	⌵
COMM-0001079	Valuation required by 24/5	Message	Client	Sent	08/04/2026, 16:10	⌵

- e) Message details can be viewed by clicking the **Communication ID** or by selecting **View Details** from the action drop-down list on the far right.



Communication ID	Subject	Communication Type	Initiated by	Communication Status	Submitted Date / Time	
COMM-0001080	Awaiting Certificate of Title	Message	Landgate	Unread	08/04/2026, 16:47	View details
COMM-0001075	Valuation required by 24/5	Message	Client	Sent	08/04/2026, 16:10	

- f) Messages are **received directly by the Landgate officer** assigned to action the case. Where a case has not yet been assigned, the message will be received by a Team Leader.
- g) All messages sent can be viewed in the **Case Communication** table by selecting the **My Sent Communications** filter. The search function allows you to search across all table columns.



Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time
00027149	New	COMM-0001088	Urgent: required by 31/07/2026 a...	Message	Client	Sent	15/07/2026, 10:48

Receiving a Message or Information Request

A communication received from Landgate will be either:

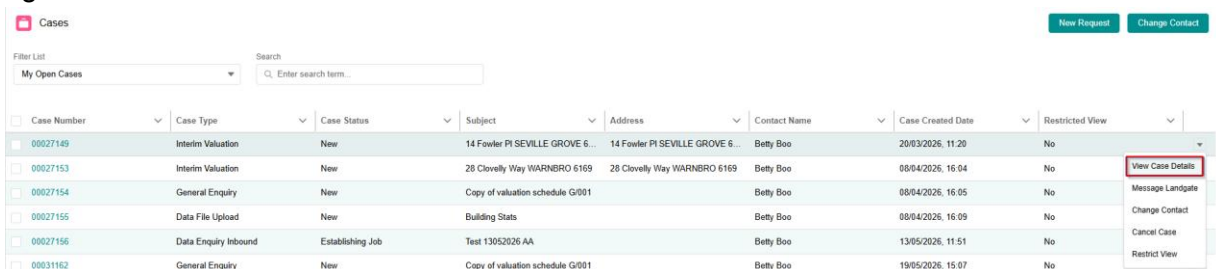
- **Message** – provides an update or information and may include attachment(s).
- **Information Request** – requests a response or additional information and may include attachment(s).

An email notification is received by the case contact and will include links to the associated case and the message or information request.

There are two locations within the Dashboard where you can view messages and information requests.

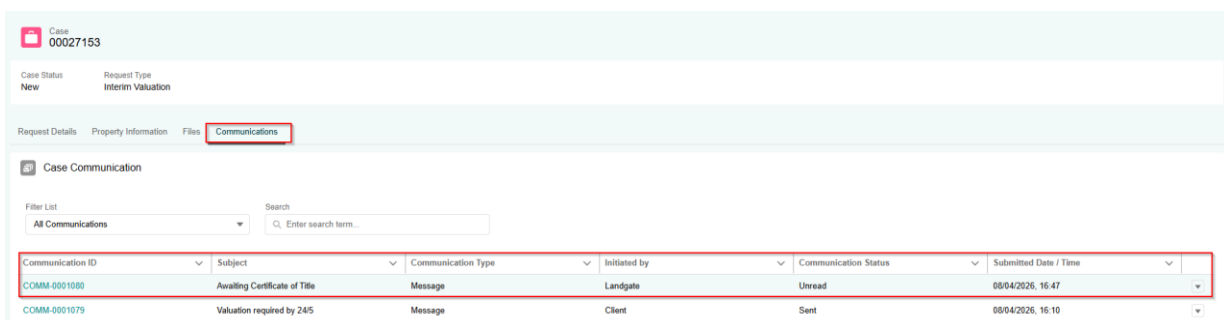
1. Cases Dashboard

- Navigate to the **Cases** dashboard in the Client Portal.
- Locate the relevant case and select **View Case Details** from the action drop down list on the far right.



Case Number	Case Type	Case Status	Subject	Address	Contact Name	Case Created Date	Restricted View
00027149	Interim Valuation	New	14 Fowler PI SEVILLE GROVE 6...	14 Fowler PI SEVILLE GROVE 6...	Betty Boo	20/03/2026, 11:20	No
00027153	Interim Valuation	New	28 Clovelly Way WARNBRO 6169	28 Clovelly Way WARNBRO 6169	Betty Boo	08/04/2026, 16:04	No
00027154	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	08/04/2026, 16:05	No
00027155	Data File Upload	New	Building Stats		Betty Boo	08/04/2026, 16:09	No
00027156	Data Enquiry Inbound	Establishing Job	Test 13052026 AA		Betty Boo	13/05/2026, 11:51	No
00031162	General Enquiry	New	Copy of valuation schedule G/001		Betty Boo	19/05/2026, 15:07	No

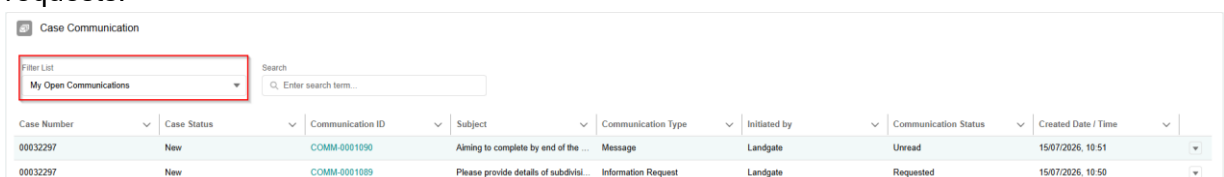
- Select the **Communications** tab to view all messages and information requests associated with the case.



Communication ID	Subject	Communication Type	Initiated by	Communication Status	Submitted Date / Time
COMM-0001080	Awaiting Certificate of Title	Message	Landgate	Unread	08/04/2026, 16:47
COMM-0001079	Valuation required by 24/5	Message	Client	Sent	08/04/2026, 16:10

2. Communications Dashboard

- Navigate to the **Communications** dashboard in the Client Portal. By default, **My Open Communications** will display which includes all unread messages and unactioned information requests.



Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51
00032297	New	COMM-0001089	Please provide details of subdivi...	Information Request	Landgate	Requested	15/07/2026, 10:50

- b) Locate the relevant communication, then either select the **Communication ID** hyperlink or choose **View Details** from the action drop down list on the far right.

Case Communication

Filter List: My Open Communications

Search: Enter search term...

Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time	
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51	View details
00032297	New	COMM-0001089	Please provide details of subdivisi...	Information Request	Landgate	Requested	15/07/2026, 10:50	View details
00032290	Establishing Job	COMM-0001085	Latest update on case	Message	Landgate	Unread	13/07/2026, 16:04	Mark as read

Replying to a Message received from Landgate

Messages are identified by the Communication Type “**Message**” in the Case Communication table.

Case Communication								
Filter List		Search						
My Open Communications		Q, Enter search term...						
Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time	
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51	
00032297	New	COMM-0001089	Please provide details of subdivisi...	Information Request	Landgate	Requested	15/07/2026, 10:50	

There are two actions available for **Messages**:

- ✓ **View details** – displays all information relating to the message, including any attachments.
- ✓ **Mark as read** – marks the message as **Read** and moves it to **My Closed Communications**, removing it from the default **My Open Communications** list.

Note: to reply to a message, create a new message as described in **Sending a message to Landgate** on page 2 of this document. Where relevant, include the original Communication ID as a reference.

Case Communication								
Filter List		Search						
My Open Communications		Q, Enter search term...						
Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time	
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51	
00032297	New	COMM-0001089	Please provide details of subdivisi...	Information Request	Landgate	Requested	15/07/2026, 10:50	
00032290	Establishing Job	COMM-0001085	Latest update on case	Message	Landgate	Unread	13/07/2026, 16:04	

Responding to an Information Request from Landgate

Information Requests are identified by the Communication Type “**Information Request**” in the Case Communication table.

Case Communication							
Filter List		Search					
My Open Communications		Q. Enter search term...					
Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51
00032297	New	COMM-0001089	Please provide details of subdivi...	Information Request	Landgate	Requested	15/07/2026, 10:50

There are three actions available for Information Requests:

- ✓ **View details** – displays all information relating to the information request, including any attachments.
- ✓ **Reply with information** – opens a response form where you can provide the requested information and attach supporting documents. Once submitted, the information request is moved to **My Closed Communications**, removing it from the default **My Open Communications** list.
- ✓ **Mark as No Reply Required** – use this option when a response is not required, such as when you have already provided the requested information. The information request will be moved to **My Closed Communications**, removing it from the default **My Open Communications** list.

Case Communication							
Filter List		Search					
My Open Communications		Q. Enter search term...					
Case Number	Case Status	Communication ID	Subject	Communication Type	Initiated by	Communication Status	Created Date / Time
00032297	New	COMM-0001090	Aiming to complete by end of the ...	Message	Landgate	Unread	15/07/2026, 10:51
00032297	New	COMM-0001089	Please provide details of subdivi...	Information Request	Landgate	Requested	15/07/2026, 10:50
00032290	Establishing Job	COMM-0001085	Latest update on case	Message	Landgate	Unread	13/07/2026, 1
00027149	New	COMM-0001081	Copy of Building Plan required	Information Request	Landgate	Requested	08/04/2026, 1
00027153	New	COMM-0001080	Awaiting Certificate of Title	Message	Landgate	Unread	08/04/2026, 1