

Application Guide

London Borough of Croydon
Temporary Accommodation

Aug 2024



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London Borough of Croydon - Application Guide

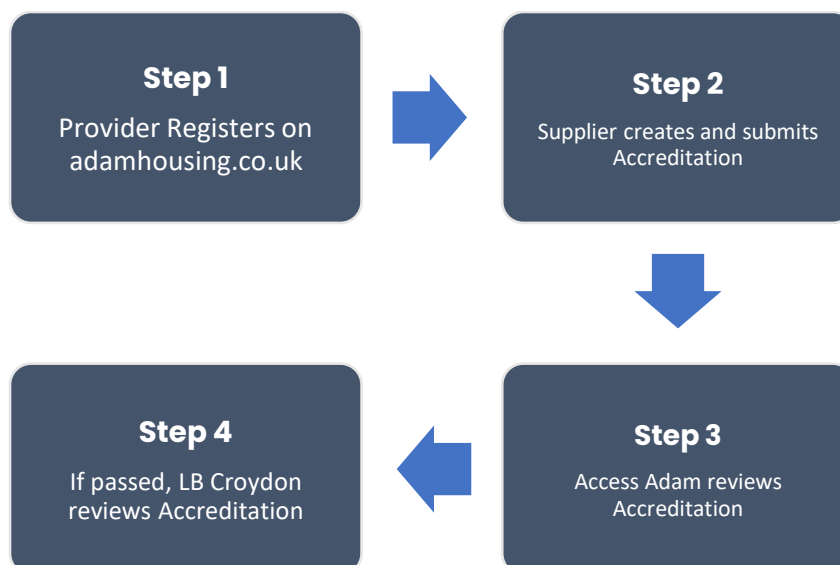
London Borough of Croydon has implemented a Property Transaction Process to secure Temporary Accommodation. The Borough have transferred the booking process to the new adam Housing platform that has been developed solely for the Temporary Accommodation Housing sector. Suppliers are able to be accredited onto the platform at any point. To ensure that all Suppliers are operating to the same quality level, a minimum quality criteria has been set that must be met in order to join and maintain a presence on the platform.

This document will cover the following:

- Registration Process and Questions
- Adding Users
- Accreditation – Information Required
- Property Profile Information
- Next steps

adamhousing.co.uk Main Application process

The main step-by-step process to be completed online is as follows:



Creating your account of adam Housing

If you have not already registered on to the adam Housing platform you will need to create an account and register your user details on the adam Housing website (www.adamhousing.co.uk). An email will then be sent to you with your username and password to access the system. This will allow you to log in to the system and complete the initial registration form. The next stage will be for you to complete the main entry criteria (called the 'Accreditation' stage) for London Borough of Croydon.

Please note: if the Accreditation fails Access Adam review, the Provider will receive feedback from Access Adam so that amendments can be made (where possible). Equally if the Accreditation is rejected by London Borough of Croydon, the Provider will receive feedback so amendments can be made (where possible). Typically, the cycle of these steps will take a maximum of 10 working days.

Adding a system user and bank details

You will be asked to add your company's bank details to your adam Housing account at your first log on. These details will be used to facilitate the automatic payments process offered by the system. You will also be encouraged to add another user onto your account. This could be a colleague in your team.

The screenshot shows the 'adam Housing' dashboard. At the top left is the 'adam Housing' logo, and at the top right is a 'PROPERTIES' link. A dark red navigation bar contains the word 'DASHBOARD'. Below this, a welcome message reads 'Welcome to adam Housing!' followed by instructions: 'You still need to complete you provider registration process and submit for approval. Click the button below to continue from where you left off.' A prominent blue button labeled 'COMPLETE REGISTRATION' is centered. Underneath, an 'ALERTS' section contains two notification boxes. The first alert states: 'adam suggests having more than one Admin User linked to your company account. Would you like to add a new Admin User?' with an 'ADD' button and a close 'x' icon. The second alert states: 'Before you can begin listing live properties you will need to update your bank details.' with an 'UPDATE' button.

Registration

To start your registration, click 'Apply Now'

adam Housing

DASHBOARD

Welcome to *adam* Housing!

To get going we need you to complete our provider registration process.
This is a series of questions to help determine your eligibility for the system.

APPLY NOW

Below is the list of questions that you will be asked during this registration process.

Registration - Questions

Q	Company Information	Trigger
1	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	
2	Please provide the relevant details, including the registration number(s)	
3	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	
4	Please provide additional details of what is required and confirmation that you have complied with this.	
5	Trading name(s) that will be used if successful in this procurement	4 (Other)
6	Relevant classifications (state whether you fall within one of these, and if so which one) <ul style="list-style-type: none">• Voluntary Community Social Enterprise (VCSE)• Sheltered Workshop• Public service mutual• N/A	
7	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figuresanalysis/smedefinition/	
8	Details of Persons of Significant Control (PSC), where appropriate: <ul style="list-style-type: none">- Name- Date of birth- Nationality- Country, state or part of the UK where the PSC usually lives- Service address- The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)- Which of the following conditions for being a PSC are met<ul style="list-style-type: none">- Over 25% up to (and including) 50%,- More than 50% and less than 75%,- 75% or more. <p>(Please enter N/A if not applicable)</p> <p>UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company.</p>	

	Companies, SEs and LLPs will need to keep a PSC register and must file the PSC information with the central public register at Companies House. See PSC guidance.	
9	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) <p>Head office VAT number (if applicable) (please enter N/A if not applicable)</p>	
10	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) <p>Head office VAT number (if applicable) (Please enter N/A if not applicable)</p>	
11	Are you bidding as the lead contact for a group of economic operators?	
12	What is the name of the group of economic operators? Please enter N/A if not applicable	
13	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
14	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
15	Please confirm you have uploaded additional details for each subcontractor in the downloadable template.	

Registration - Documentation

Documents	Instructional text
Declaration Statement	<p>Click on the document to open it and read. Return to the Registration and tick the corresponding boxes</p> <p>'I agree to the terms of the document'</p> <p>'I am authorised to agree'</p>
Sub-Contractor Information (if applicable)	<p>If you have selected 'Yes' to Q14, you will need to download the Sub-Contractor document, complete, and then reupload in the documents field.</p>

Accreditation

At the Accreditation stage, your business must show that you meet London Borough of Croydon's Entry Criteria before you can be admitted onto the adam Housing platform as one of the Borough's Temporary Accommodation Providers. You must do so by completing an 'Accreditation' consisting of a series of questions and mandatory document uploads.

The tables below set out a copy of the questions that Providers will have to respond to when completing the Accreditation process on adam Housing. They also show the documents that you will be asked to upload. Please note that some questions are triggered by previous questions being answered in a certain way. You need to submit responses to questions and documents under the following sections: General Information, Insurances, Grounds for Mandatory Exclusion, Grounds for Discretionary Exclusion, Economic and Financial Standing etc.

At the Accreditation stage, you will also be required to download and confirm your company's acceptance of a London Borough of Croydon's Accreditation of Landlords and Supply of Emergency Temporary Accommodation Agreement

By confirming that you accept these terms, your company will be signed up to the terms and conditions of transacting business with London Borough of Croydon through the property transaction process, and to deliver any Services required in accordance with the Borough's Specification in the event that you are successful in being awarded work through the property transaction process.

Click 'View Clients' and London Borough of Croydon from the drop down list.

Q	Company Information	Trigger
1	Can your organisation confirm that it has read and understood the specification & associated appendices & annex's. These are very important documents to read prior to applying to join as an approved landlord	
2	Please enter your Name (if, registered, please give the registered name).	
3	Please enter your Registered address (if applicable) or head office address	
4	Please enter your Registered website address (if applicable)	
5	Please specify what legal entity your organisation is.	
6	If other please specify trading status	5 (Other)
7	Please enter your Date of registration (if applicable) or date of formation	
8	Please enter your Registration number (company, partnership, charity, etc - if applicable)	
9	Please enter your Registered VAT number (if applicable)	
10	Are you a Small, Medium or Micro Enterprise (SME) http://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition/index_en.htm ?	

11	Are you Small, Medium or Micro Enterprise (SME)?	10 (Yes)
12	<p>Please enter Details of Persons with Significant Control (PSC)</p> <p>1 - Name</p> <p>2 - Date of Birth</p> <p>3 - Nationality</p> <p>4 - Country, state or part of the UK where the PSC usually lives</p> <p>5 - Service Address</p> <p>6 - the date he or she became a PSC in relation to the company</p> <p>7 - Which conditions for being a PSC are met -</p> <p>7a - Over 25% up to (and including) 50%</p> <p>7b - More that 50% and less than 75%</p> <p>7c - 75% or more</p>	
13	<p>Details of your immediate parent company:</p> <p>1 - Full name of immediate parent company</p> <p>2 - Registered or head office address</p> <p>3 - Registration number (if applicable)</p> <p>4 - VAT number (if applicable)</p> <p>(Please enter N/A if not applicable)</p>	
14	<p>Details of your ultimate parent company:</p> <p>1 - Full name of ultimate parent company</p> <p>2 - Registered or head office address</p> <p>3 - Registration number (if applicable)</p> <p>4 - VAT number (if applicable)</p> <p>(Please enter N/A if not applicable)</p>	
15	<p>Please confirm whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £5 million</p> <p>There is a legal requirement for certain employers to hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. See the Health and Safety Executive website for more information: http://www.hse.gov.uk/pubns/hse39.pdf.</p>	
16	<p>Please confirm whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Public Liability Insurance = £5 million</p>	
17	<p>Please confirm whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Professional Indemnity Insurance = at least £250,000</p>	
18	<p>Within the past five years, anywhere in the world, have you or any person who</p> <ul style="list-style-type: none"> - is a member of the supplier's administrative, management or supervisory body; or - has powers of representation, decision or control in the supplier <p>been convicted of any of the offences within the summary below and listed in full in Annex D?</p> <p>1 - Participation in a criminal organisation</p> <p>2 - Corruption</p> <p>3 - Terrorist offences or offences linked to terrorist activities</p> <p>4 - Money laundering or terrorist financing</p> <p>5 - Child labour and other form of trafficking in human beings</p> <p>6 - Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales or Northern Ireland.</p> <p>7 - Any other offence within the meaning of Article 57(1) of the Directive created after 26th February 2015 in England, Wales or Northern Ireland.</p>	

19	<p>If you have answered YES to question 18 please provide further details, including;</p> <ol style="list-style-type: none"> 1 - date of conviction and the jurisdiction 2 - which of the grounds listed the conviction was for 3 - the reasons for conviction 4 - the identity of who has been convicted <p>Please explain what measures have been taken to demonstrate your reliability despite the existence of relevant grounds for exclusion (Self cleaning)</p>	18 (Yes)
20	<p>Mandatory and discretionary exclusion grounds relating to the payment of taxes and social security contributions.</p> <p>Please confirm that you have met all your obligations relating to the payment of taxes and social security contributions, both in the country in which you are established and in the UK.</p>	
21	<p>If you have answered NO to this question please provide further details including the following-</p> <ol style="list-style-type: none"> 1 - Country concerned, 2 - the amount concerned, 3 - how the breach was established, i.e. through a judicial or administrative decision or by other means, 3 - if the breach has been established through a judicial or administrative decision please provide the date of the decision, 4 - if the breach has been established by other means please specify the means. <p>Please also confirm whether you have paid, or have entered into a binding arrangement with a view to paying the outstanding sum including, where applicable, any accrued interest and/or fines.</p>	20 (No)
22	<p>Within the past three years, anywhere in the world, have any of the situations summarised below and listed in full in Annex D</p> <ol style="list-style-type: none"> 1 - Breach of environmental law obligations? (To note that environmental law obligations include Health and Safety obligations) 2 - Breach of social law obligations? 3 - Breach of labour law obligations? 4 - Bankruptcy or subject of insolvency? 5 - Guilty of grave professional misconduct? 6 - Distortion of competition? 7 - Conflict of interest? 8 - Been involved in the preparation of the procurement procedure? 9 - Prior performance issues? 	
23	<p>Do any of the following statements apply to you?</p> <ol style="list-style-type: none"> 1 - You have been guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria? 2 - You have withheld such information. 3 - You are not able, without delay, to submit supporting documents if/when required. 4 - You have undertaken to unduly influence the decision-making process of the contracting authority to obtain confidential information that may confer upon you undue advantages in the procurement procedure, or to negligently provide misleading information that may have a material influence on decisions concerning exclusion, selection or award. 	
24	<p>You are a relevant commercial organisation subject to Section 54 of the Modern Slavery Act 2015 if you carry on your business, or part of your business in the UK, supplying goods or services and you have an annual turnover of at least £36 million.</p> <p>If you are a relevant commercial organisation, please confirm:</p>	

	<p>1 - you have published a statement as required by Section 54 of the Modern Slavery Act</p> <p>2 - that the statement complies with the requirements of Section 54</p>	
25	If you have answered YES to questions 22 or 23 (or NO to the Modern Slavery Act question 24), please explain what measures have been taken to demonstrate your reliability despite the existence of a relevant ground for exclusion? (Self cleaning).	
26	<p>If documentary evidence of economic and financial standing is available electronically (e.g. financial statements filed with Companies House), please provide:</p> <p>1 - the web address</p> <p>2 - issuing authority</p> <p>3 - precise reference of the documents.</p>	
27	If documentary evidence of economic and financial standing is not available electronically, please provide a copy of your detailed accounts for the last two years (audited if required by law).	
28	Please upload a copy of your detailed accounts for the last two years (audited if required by law).	27 (Yes)
29	<p>If you cannot provide an electronic link to your audited accounts, and cannot provide a copy, please provide any of the following alternatives:</p> <p>(a) A statement of your annual turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year(s) of trading and a bank letter outlining the current cash and credit facility position.</p> <p>(b) Alternative information to evidence economic and financial standing if any of the above are not available (e.g. forecast financial statements and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).</p>	27 (No)
30	<p>Please provide details of up to three contracts to meet the technical and professional ability criteria set out in the specification documents. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>For each contract please provide the following information</p> <p>1 - Name of customer organisation who signed the contract.</p> <p>2 - Point of contact of the customer.</p> <p>3 - Position in the customer's organisation.</p> <p>4 - E-mail address.</p> <p>5 - Description of contract.</p> <p>6 - Contract Start date.</p> <p>7 - Contract completion date.</p> <p>8 - Estimated contract value.</p> <p>If you cannot provide at least one example of previous contracts that are relevant to our requirement, in no more than 500 words please provide an explanation for this and how you meet the selection criteria relating to technical and professional ability e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>	
31	<p>Please confirm that you have in place, or that you will have in place by contract award, the human and technical resources to perform the contract to ensure compliance with the UK General Data Protection Regulations and to ensure the protection of the rights of data subjects.</p> <p>Please provide details of the technical facilities and measures (including systems and processes) you have in place, or will have in place by contract award, to ensure compliance with UK data protection law and to ensure the protection of</p>	

	<p>the rights of data subjects. Your response should include, but should not be limited to facilities and measures:</p> <p>1 - to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services;</p> <p>2 - to comply with the rights of data subjects in respect of receiving privacy information, and access, rectification, deletion and portability of personal data;</p> <p>3 - to ensure that any consent based processing meets standards of active, informed consent, and that such consents are recorded and auditable;</p> <p>4 - to ensure legal safeguards are in place to legitimise transfers of personal data outside the UK (if such transfers will take place);</p> <p>5 - to maintain records of personal data processing activities; and</p> <p>6 - to regularly test, assess and evaluate the effectiveness of the above measures.</p>	
32	Do you have a current Health and Safety Policy?	
33	Please upload your current Health and Safety Policy	32 (Yes)
34	If you do not have a current policy please describe the arrangements you have in place to manage health and safety effectively and control significant risks relevant to the requirement (including risks from the use of contractors, where relevant). [Please use no more than 500 words.]	32 (No)
35	<p>All organisations that work with or come into contact with children should have safeguarding policies and procedures in place to help them keep children safe.</p> <p>Do you have a current Safeguarding Policy?</p>	
36	Please upload your current Safeguarding Policy	35 (Yes)
37	If you do not have a current policy please describe the arrangements you have in place to manage safeguarding effectively and control significant risks relevant to the requirement (including risks from the use of contractors, where relevant). [Please use no more than 500 words.]	35 (No)
38	Are you LLAS accredited or another local landlords accreditation scheme or a member of ARLA or NLA - SLA or if a Lettings Agency one of the Government approved redress schemes? If not we would prefer that you are.	
39	What is your organisation's membership number / reference? (Please make it clear which number / reference the membership refers to.)	38 (Yes)
40	<p>The Premier Supplier Programme enables your invoices to be paid ahead of contractual payment terms in exchange for a pre-agreed rebate. The rebate is applied dynamically as the invoice is paid and is proportionate to how many days your payment is accelerated by. For further information please visit - https://www.oxygen-finance.com/client/croydon/#howItWorks</p> <p>Please read attached guidance in Appendix X on the Premier Supplier Programme (PSP) and confirm if you would like to participate by selecting yes or no in the dropdown</p>	
41	Do you agree to work in line with the relevant Temporary Accommodation Agreement and specification for the type of accommodation being offered?	
42	<p>I declare that to the best of my knowledge the answers submitted and information contained in this complete document are correct and accurate.</p> <p>I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document except where this documentation can be accessed by the contracting authority via a national database in any country free of charge or the contracting authority already possesses the documentation.</p> <p>I understand that the information will be used in the selection process to assess</p>	

	<p>my suitability to participate further in this procurement.</p> <p>I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.</p> <p>I am aware of the consequences of serious misrepresentation.</p>	
43	<p>Contact details of those making the declaration</p> <p>1 - Contact name</p> <p>2 - Name of organisation</p> <p>3 - Role in organisation</p> <p>4 - Phone number</p> <p>5 - E-mail address</p> <p>6 - Postal address</p>	

Required Accreditation Documents

Documents	Instructional text
Financial Documents	Please upload copies of the required financial documentation, as requested in questions 26-29 as applicable
Evidence of Employers Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.
Evidence of Public Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.
Evidence of Professional Indemnity Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.
Health and Safety policy	If answered Yes to question 32, please upload documentation
Safeguarding Policy	If answered Yes to question 35, please upload documentation

Property Profile

Property portfolio information

After you have completed your accreditation process you will have the opportunity to create your property portfolio. To do this you will be asked to provide details of the property, the list below is some of the information you should have to hand:

- Property Address
- Show location (walking distance)
- School location
- Gas Safety Certificates
- Electrical Safety Certificate
- Property Insurance information

- Photographs of the property
- If it is suitable for Wheelchair Access
- Key safe location photograph
- Bedroom information
- White Goods available

The Borough will expect that if you have advised that the property meets the following specification by uploading photographs:

- Level access shower (Wet Room)
- Wheelchair accessible rooms – space for a Wheelchair to move around the property
- Wheelchair accessible bedroom

You will be asked to select the scheme that you are entering the property into either one of the following schemes:

- Nightly
- Monthly

You will be asked to submit a price for the property, either price per night or price per month.

Property portfolio information

The below documents are required by the Borough before the commencement of a booking.

Document	Notes	Mandatory
Gas Safety Certificate	Property address, expiry date, Unique Reference Number, Gas Engineer Number	Yes
Electrical Safety Certificate	Property address, expiry date	Yes
Energy Performance Certificate	Property address, EPC rating, expiry date	Yes
Fire Risk Assessment	Property address, expiry date	Depending on property needs
HMO License	Property address, expiry date	Depending on property needs
Selective License	Unique Reference Number, Issuing Local Authority, Issue Date, expiry date	Depending on property needs

Property portfolio information

The below documents are optional documentation that can be uploaded.

Document	Required
Asbestos Report	Optional
Building Insurance	Optional
Building Regulation Evidence (Modifications)	Optional
Leasehold/Freehold Permission	Optional
Mortgage Evidence	Optional
Proof of Ownership	Optional
Property Photographs	Optional

Next Steps

Once your Accreditation submission has been reviewed by London Borough of Croydon against the evaluation criteria, you will receive an email notification confirming whether your application has been approved.

Following submission, the Accreditation will be reviewed by the Access Adam team, and then by London Borough of Croydon. You will receive a system notification email to inform you of the outcome of each review stage.

For more details on how to create and submit your Accreditation, please see the information available at <https://www.adamproviders.co.uk/london-borough-of-croydon-temporary-accommodation> on London Borough of Croydon's page. To register and begin your application, visit <https://www.adamhousing.co.uk/>.