

# FAQ Document

## Temporary Accommodation **London Borough of Southwark**

June 2024



Question No.	Question	Answer
<b>1</b>	Do provider's need to register all existing agreements or only new ongoing properties.	<b>If you are currently working or have a current booking with Southwark, Access adam will be loading these properties and bookings on to the system. These will need to be checked and confirmed by yourselves once the loads have been completed to ensure your property/booking details are correct.</b>
<b>2</b>	What is the guarantee that the landlord can get their property when they need it back? How long realistically will this take?	<b>We are currently reviewing processes to ensure this is as smooth as possible. When Access Adam goes live, LBS will comply with lease agreement terms and conditions.</b>
<b>3</b>	Southwark are not showing up on the Client section on ADAM?	<b>Southwark will not be available yet we are hoping to go live with this soon (June).</b>
<b>4</b>	How soon will someone call me back when emailed for assistance?	<b>We endeavour to respond as soon as possible. Depending on the query and who you have contacted (Access adam team/ Southwark team) may differ in response time. The Council will provide a named Authorised Officer for the management of the contract and formal communication. This will include addressing issues where an adequate response to a property management issue has not been addresses.</b>

5	With accommodation outside of London, what are you looking for in terms of location's / types?	<p><b>Mainly Family units although there is no restriction on submitting 1 bed units .</b></p> <p><b>Irrespective of the location, all properties must meet quality specification. For location we are able to place anywhere in England subject to reasonable conditions such as good transport links, health and education facilities and employment opportunities.</b></p>
6	Is there an appeal process for when the council cancels a booking retroactively by a few months?	<p><b>The DPS will provide a clear audit trail of bookings and cancellations and this applies to all parties including the Council.</b></p> <p><b>There is no basis for retrospective cancellations. All be on record.</b></p>
7	Do you provide booking letter for providers?	<p><b>Yes, through the DPS.</b></p>
8	If a property will become available in couple of weeks but do not have photos available now, can we still add it to Adam?	<p><b>Yes. Booking will not commence until all satisfactory compliance documents are provided.</b></p>
9	Is the initial booking done online or by phone as some have different needs than others?	<p><b>Regarding booking the property this will all be done through adam housing once live.</b></p>
10	What is the minimum notice a provider will have for a cancellation or renegotiation?	<p><b>For NPA the notice to the occupier will dependent on the length of stay in the unit and the provider will be notified at the same time on the DPS system, for PSL as per lease agreement and management agreement. Other factors may be considered.</b></p>

11	Does the system have the ability to list a block of flats as 1 booking or does it have to be individual bookings	<b>No. Each individual property (flat) will have to be uploaded on adam Housing. Provider can contact Housing Supply Manager.</b>
12	On the system does it include all details of the service user in the property including the agreement they may have with the council?	<b>No, it will not have service user details within the system.</b>
13	Will you be holding in person training sessions and if so when will these be scheduled	<b>No, they will be virtual and the dates will be confirmed then you will be notified via email for the sign up links.</b>
14	What can a provider do if a booking is cancelled retrospectively?	<b>The DPS will provide a clear audit trail of bookings and cancellations and this applies to all parties including the Council. There is no basis for retrospective cancellations. All be on record.</b>
15	Who sets the price of the accommodation?	<b>When properties are made available to the Council, an Officer will reserve and negotiate the "price". The agreed price, if agreed", will become the contractual cost.</b>
16	Can we advertise one property to various boroughs?	<b>Yes, you would need to complete the accreditation relevant to that local authority and ensure the property is available.</b>
17	Is there a way to block-book a property?	<b>We would look at entering a start and end date for the properties.  For block booking, LBS would need to enter the agreement first.</b>

<b>18</b>	Will there be an opportunity for provider engagement in this process as we can see some potential concerns/teething issues as a TA provider.	<b>The Access adam team will be contacting you throughout the process via email/call for feedback.</b>  <b>Contact manager will held review meetings with all providers.</b>
<b>19</b>	Can we see the other properties available that other providers list or only the properties we list?	<b>No</b>
<b>20</b>	Do we have any way of knowing how many people have viewed the advertised properties?	<b>No.</b>
<b>21</b>	What is the best contact emails for Southwark TA?	<b>HousingSupply@southwark.gov.uk</b> <b>PSL@southwark.gov.uk</b> <b>Duty.placementsinbox@southwark.gov.uk</b>
<b>22</b>	Do you provide a minimum contract time date for nightly?	<b>No, there will be a contract for this use but it will be on a nightly basis and for the period of occupation only.</b>
<b>23</b>	How do we load the properties if we care a large provider of PSL units 250 plus?	<b>If it is not loaded prior to go live you would need to upload the property onto the system which we will cover in training.</b>
<b>24</b>	If we want to negotiate a large development 30-100 units, how do we have certainty for the year or term of contract?	<b>Email Housing Supply Manager for consideration</b>
<b>25</b>	Will the cancellations and booking extensions process remain the same? I mean in regard to letting our clients know that their booking needs a further extension will it still be through the duty placements team or will it be automated?	<b>All bookings/ cancellations will go through Adam.</b>

<b>26</b>	Is there a process being introduced for nightly rates, if Southwark Council feel that the rate is too high? We as providers are fearful of the Council cancelling the booking based on the rate rather than communicate concerns and try to renegotiate the rate or convert on to PSL.	<b>We are looking for value for money and will negotiate with providers to reduce cost where possible. All bookings will be subject to a contract.</b>
<b>27</b>	Does the local authority book the accommodation, or they book for the family?	<b>The Council will refer a prospective tenant to the agent for viewing etc. Once in contract, it is for the Council to refer and manage this.</b>
<b>28</b>	In relation to accreditation for Southwark will an invite be sent to providers already using Adam Housing?	<b>Yes, anyone who has received information regarding the market engagement events for Southwark will be receiving the updates/invites.</b>
<b>29</b>	When is the system going live.	<b>Estimated Sept 2024.</b>
<b>30</b>	What length are the leases?	<b>At the moment 3, 5 years. Anything further subject to negotiations.</b>
<b>31</b>	What are the property standards and health and safety requirements for accommodation from supplier?	<b>This will be detailed within the Service Level Agreement.</b>
<b>32</b>	Is having a lease compulsory?	<b>For Private Sector Leasing, YES.  For Nightly Paid, this will be on the basis of a contract as there will be no "interest in the property" held by the Council.</b>
<b>33</b>	Does Adam integrate with any other software? - We would like to avoid duplication of work - If we could integrate	<b>We will be uploading your existing properties and bookings with Southwark</b>

	with our own systems that would be great.	<b>however you would need to upload the relevant documents and complete registration process. We hope this will minimise duplication of work as adam will be the central system for Southwark to use to book temporary accommodation.</b>
<b>34</b>	Will invoices also work via Adam Housing once the system goes live rather than manual payment invoices being sent?	<b>The invoices will be created and sent to Southwark via adam housing. Payments will be done outside of the system.</b>
<b>35</b>	Will old properties on temporary accommodation need to be uploaded or is it only new properties.	<b>New properties will need to be added to the system yourselves if they are not currently active with Southwark.</b>
<b>36</b>	How about service of notice/hand back of properties?	<b>New lease and new management contracts, being more efficient in response to providers.</b>
<b>37</b>	Will we be notified by email as we are now when cancellations come through?	<b>Yes, you would get an adam Housing notification when changes are made to bookings.</b>
<b>38</b>	Can we have more of an insight on the process of making properties available via the system	<b>This will be covered in the system training sessions that will be available closer to go-live.</b>
<b>39</b>	Is there any reason a provider may not be accepted?	<b>This is formal public procurement appointment. All bidders will be required to complete and provide the information as set out in the invitation. This will form part of the evaluation process.</b>
<b>40</b>	What health and safety standards do you accept from your supplier? smoke alarm,	<b>Details of this will be included in the paperwork sent out further in the process.</b>

	heat alarm, carbon monoxide detector, hardwired or interlinked, fire-door etc.	
<b>41</b>	Are payments still paid in arrears?	<b>Lease arrangements will be paid in advance. Nightly paid will have the same current arrangements.</b>
<b>42</b>	I'm aware the Adam Housing has a self-invoicing system, will our current payment term be maintained as it is, or it will be changed once Adam is in place?	<b>The invoices will be created and sent through to Southwark from adam housing. Payments will be done outside the system.</b>
<b>43</b>	Although Southwark are looking at new/lease contract terms - how would existing property stock with Southwark work whereby no fix term contracts are in place?	<b>There will be a period of time where Southwark will have a handover period for contracts.  For PSL, new lease will be put in place (subject to negotiation).</b>
<b>44</b>	Can we also complain about difficult tenants through the platform?	<b>We will be looking at the functionality of how Southwark want the system to be set up.</b>
<b>45</b>	Will you start adding VAT to the invoices as some providers add VAT and some do not?	<b>The invoice will have VAT added automatically at the 20% rate.</b>
<b>46</b>	If setting standards have passed your property is that sufficient?	<b>As properties are being booked through adam Housing you would still need to complete the accreditation to be able to make properties available for Southwark.  STS only applies to shared accommodation and studios, therefore provider will still require to upload compliance documents as per management agreement.</b>



47	Is contact with Adam only by email or can we have access to speak to anyone?	<b>Before go live of the system, please contact the projects team via email and we can arrange a phone call if needed. Upon go live you will have access to the adam housing support team and they are contactable via phone, email and live chat.</b>
48	Will we be able to change rates on adam housing?	<b>Yes, we will go into how within the training sessions. This will only apply during the negotiation process not once the booking commences.</b>
49	Are we uploading all available properties on Adam or only if accepted via email?	<b>Access adam team will be uploading any existing bookings within the system. For any all new properties these would need to be added onto the system by the provider and be marked as available to book.</b>
50	When the system becomes live in September - I assume providers would need time to check over all listed properties are correct before the first run of payment - to ensure there is no initial delays in payment. Do we get early access to check through all booking details?	<b>You will receive updates on when you are able to check the details of properties uploaded.</b>
51	If you're away and we need to get through to adam, is there another point of contact?	<b>Yes, there will be my colleague who will be on hand to check the adam projects emails if I am away.</b>