

London Borough of Haringey

Operational Guide

Temporary Accommodation

April 2021

adam

## Contents

PTP Operational Guide.....	2
How will the Council use <i>adam</i> Housing?.....	2
Creating your property portfolio and Making your property available.....	2
Making a booking and negotiating.....	4
Messaging Tools.....	5
Emergency Bookings .....	5
The Bookings.....	6
Changes to bookings .....	6
Ending a Booking.....	6
Payment Freezes.....	7
Receipting and Self-Billing.....	7
Communication.....	Error! Bookmark not defined.
Complaints .....	9
Next steps: how to join the PTP.....	9

## Property Transaction Process (PTP) Operational Guide

London Borough of Haringey Council (the "Council") is working with *adam* to introduce a web-based system, *adamHousing*. The Council will use this system for the procurement of Temporary Accommodation, as and when required, over the lifespan of the PTP contract which will be in place for a maximum of 6 years. As a potential Supplier, this document will take you through how the Council will manage their commissioning and invoicing process using *adamHousing*.

### How will the Council use *adamHousing*?

#### Creating your property portfolio

After you have completed your onboarding 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
- Photograph's of the property
- If it is suitable for Wheelchair Access
- Key safe location photograph
- Bedroom information
- White Goods available

The Council 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 Purchased Accommodation (NPA)
- Supplier Managed Private Sector Lease (SMPSL)
- Blocked Booked Accommodation (BBA)

You will be asked to submit a price for the property depending on the scheme this will either be a price per night or price per month.

### Making your property available

Once you have completed all the information regarding the property specification you will be able to make the property available to the Council. It is important that you manage your properties within the system and that if a property contract has ended it will automatically be added to your unavailable properties. This will allow you the options to leave it unavailable to make any repairs if the property is ready to do again it will be your responsibility to make the property available to the Council again.

### Properties being unavailable

If the property is available and has not been booked by the Council within 14 days of it being made available it will automatically become unavailable for the Council to view and you will be required to make the property available again. This is to keep a real time view of the supply/demand for properties for the Council at all times.

You also have the option from a property listing to make a available property unavailable from the Council at any time. The listing available is for you to manage and can be made unavailable from the property listing page within the system.

If you have a new property that will be active over the coming months you can create this listing at anytime within the system and leave it within the unavailable section of your portfolio and when it is ready for use by the Council this can be made available to same as any other properties.

### Property being rejected

The Council will be able to reject any property that you have on your portfolio that doesn't meet the minimum needs that they have outline the property must have to book a Property. This could be that you have failed to upload the correct documentation or the photos that have been uploaded are not clear enough.

When rejecting any property the Council is required to provide you through the technology a reason as to why they are rejecting the property. You will receive an email notification when this has happened and be given the opportunity to update the information on the listing and make this available to the Council again.

However, if you fail to make the updates that they have requested in their reason for rejecting the property on multiple occasions they may look to suspend you from the PTP until the updates have been made correctly.

### Making a booking

For any individual or family that the Council is trying to find Temporary Accommodation for they will be reviewed within the Councils internal approval process. For those individual or families that meet the criteria for the Council to support and find accommodation for they will use the *adam*Housing system to review all the available properties. The Council will start with the properties that are within their price range.

If there is no property that is within the price bracket of the Council that meets the needs of the individual or families then they will look for the next cheapest property that does meet the needs of the individual or family. However the Council will enter into negotiations with you.

The Council can reserve a property and they have 1 week to discuss/ negotiate a price with you as the Supplier. If the booking is not confirmed within that 7 days then the booking is cancelled and the property is then re-available for booking again. The Council can reserve and book the property straight away if they are happy with the cost of the property. You will receive a notification from the system when a booking has been reserved and confirmed.

Any property listing that has missing or expired documents will automatically disappear from the booking list.

### Negotiating on the price

If the Council tries to negotiate the price of the property with you. You will receive a notification from the system and a booking will be created as a pending booking. With this you will be able to review the new negotiated price. With the price you will be able to make a counter offer or accept the proposed price from the Council.

If you counter the offer from the Council they will have the option to accept your offer or will reject the offer and attempt to make a booking with another Supplier or with another one of your properties.

## Messaging Tools

On all your Properties you will have two sections to track and manage any complaints or repairs that are raised on the property.

Any complaints or repair requests that are raised round the property will be added to the property page. This information is added to the system so the Council has a record that the concern has been resolved in a timely manner. You will have a comment box to track the progress of the complaint/repairs and how they have been resolved. There is an option to mark the complaint/repair as resolved when it has been completed and upload any evidence for the Council to confirm that the issue has been resolved.

The following policy must be adhered to for its use. This policy is to ensure a full auditable trail and alleviate any risks to the Council or the Supplier through miscommunication or malicious practice:

- 1. Identification**

There must be nothing communicated through the messaging system which identifies either you as the Supplier or a member of the Council.

- 2. Prejudice**

Nothing which betrays a bias for or against you as the Supplier should be communicated through Requirement Messaging.

- 3. Data protection**

There must not be any sensitive information of a personal or commercial nature, pertaining to either you the Supplier, a member of the Council or Service User communicated through Requirement Messaging.

- 4. Off-contract risk**

There will be nothing which incites engagement outside of the system communicated through Requirement Messaging.

- 5. Clarification**

Further details to support the Requirement and aid Suppliers in constructing their Offers must always be communicated through Requirement Messaging.

## Emergency Bookings

The Council manage an out of hours homelessness service and will make arrangements to provide accommodation. The following day the Council will review the needs of this individual/family and if they meet the criteria for Temporary Accommodation from the Council they will follow the normal process as explained in this documentation.

## The Bookings

When everything has been confirmed with the price of the property. You will receive the tenant information and the length of time that the booking is for.

The Council will expect you to have a key safe box on all your properties and to provide the Council with the location of the key safe and the pin access code to the property. The Council expects this to be the case to help reduce the number of people touching and passing keys between each other and reduces the risk of the keys to being lost and confused with the different properties that a landlord may have.

On the booking you will also be able to update any out of date certificates and changes you have made to the property. You will also be able to look at the receipts and review when your next payment is due.

## Changes to bookings

Where an impromptu change in the service is required, it is permissible to request a change with the Supplier. This change will be recorded in the system but does not constitute a material change and so the Booking does not need to be redistributed to the supply base. For example, changes could include but are not limited to:

- Changing the dates of the booking
- Intermission placed to allow a repair to take place
- Price change

These changes can be requested by either the Council or you as a Supplier. Whichever party that requests the change the other party must review and approve the change before it is finalised on the booking.

If a booking not accepted by a supplier within 1 week this will be automatically approved by the Council.

## Ending a Booking

A change, when considered major, may result in the booking ending early. The Council reserve the right to end the active bookings and can re-house the individual into another property. Examples of a major change are, but are not limited to:

- Certain matters relating to safeguarding processes and procedures.
- Supplier circumstances change that would mean they no longer meet the minimum requirements e.g. loss of registration where applicable.
- Major repair issues.
- Major incident within the property i.e. flooding
- Supplier serves termination notice.

All decisions will be made in consultation with all parties involved, prior to the ending of the Booking.

### Payment Freezes

The Council reserve the right to add a payment freeze to a Supplier, for reasons such as, but not limited to;

- Non-compliance with Safeguarding requirements.
- Other matters related to safeguarding e.g. during certain investigative processes.
- Complaints unresolved
- Major Repair needed
- Non-compliance with monitoring requirements.
- Financial irregularities.

A payment freeze means that a Supplier will not receive any payment for that period of time for that property only. If a Supplier has multiple properties and only one property has a payment freeze on it. They will still receive a payment for all the other properties.

### Receipting and Self-Billing

Once a booking has been created and the service has commenced, as a Supplier, you will not need to do anything. The system will be configured to automatically generate receipts and schedule the payments due for the various schemes the Council is offering.

On the first Wednesday of every month the system will pull through all the scheduled receipts from active bookings that do not have a payment freeze on them and will pull these all together and the system will create you a Self-Bill document. This document will tell you what bookings you will be receiving payment for and when you can expect to receive this payment for.

The Nightly Paid scheme the payments will be received in arrears once the booking has been confirmed and the tenant has been in the property.

The BBA scheme, you will receive the payment in advance. If your lease starts mid-month the first payment you will receive the back dated payment and your first full month payment.



## Suspensions

The Council reserves the right to suspend a Supplier from the PTP supply chain to the extent that this is consistent with the terms of the Supplier Agreement, for reasons such as, but not limited to:

- Failure to meet the terms of the service specification or entry guides
- Liquidation
- Expired documentation or Policies
- If the property is in our possession, for fraud or insolvency and or if the mortgage company requests direct payments
- Failure to meet the financial criteria

## Annual Financial Reviews

At the anniversary of being on adamhousing a credit check will be undertaken with Experian to check your organisations financial stability. Any organisation that has a Delphi Score of Dissolved will fail evaluation in accordance with the criteria set out below.

<b>New</b>	<b>New Suppliers</b>	<b>Existing Suppliers</b>
Dissolved (0)	Fail	Fail
High Risk (0-30)	Further financial review	Further financial review
Above average Risk (31-49)	Further financial review	Further financial review
Below Average Risk (50 - 89)	Pass	Pass
Very Low Risk (90 - 100)	Pass	Pass

### Further financial review:

A financial score that results in a score of 49 or below (Above average risk and High risk) will be referred for further review at which your organisation may be required to submit supplementary information.

A decision as to whether your organisation Pass or Fail will be at the sole discretion of the council. A fail will result in your organisation being suspended and will not be offered any new bookings, but existing properties will continue to be kept on.

### Complaints

If you wish to lodge a complaint, please contact the Council via the web address below:

[FeedbackHFH@homesforharingey.org](mailto:FeedbackHFH@homesforharingey.org)

## Next steps: how to join the Property Transaction Process (PTP)

Suppliers who wish to supply services to the Council will need to meet the Council's minimum entry criteria by applying online at <https://www.adamhousing.co.uk/>. It is a simple three step process consisting of Registration and Accreditation. Please refer to the PTP Application Guide for details on the entry criteria and an explanation of the process.

## Glossary

**Accreditation** – The second part of the onboarding that a Supplier is required to complete in order to join the PTP. It involves responding to a series of questions and uploading documents.

**adam** – adam HTT Ltd trading as *adam*, the Supplier of **adamHousing**, who will also act as the Council's payment services Supplier.

**Entry Criteria** – The criteria that a Supplier must meet and maintain throughout the duration of the PTP in order to successfully complete and to retain their Registration and Accreditation on the PTP.

**Intermission** – A “hold” on the delivery of Services under a Booking while the Booking remains in force.

**Price** – Your proposed costs for the Council to rent the property.

**Property Transaction Process** – This is the system operated via Adam to procure Suppliers to provide the Services.

**Public Contract Regulations** – The Public Contract Regulations 2015, amended from time to time, that govern how public sector procurements must be carried out.

**Requirement** – A request issued by the Council from time to time on the PTP describing the specific Services for which the Council is seeking to award a Booking and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in the Supplier Agreement.

**Suspension** - means that a Supplier will not receive new bookings by the Council. A discussion between the Supplier and the Council (and other appropriate parties) will determine the impact on, and any necessary action in respect of, the Suppliers other active Service Agreements

**Self-Billing Procedure** – Arrangements you sign up to as part of the Supplier Agreement for *adam* to generate invoices billing the Council on your behalf and to process payments to you on behalf of the Council.

**Booking** – The contract to deliver a Requirement issued by the Council accepting your Offer and confirming agreement on what Services are going to be delivered and at what price.

**Receipt** – This is the electronic record submitted via the PTP to confirm the services you have delivered in the specified week. This is used instead of sending the Council a paper invoice.

**Services** – These are the Services that the Supplier will provide where required by the Council from time to time in accordance with the Supplier Agreement as more fully described in the Specification and further detailed by a booking.

**Specification** – The outline description of the Services the Council may require from time to time via the PTP.

**Supplier Agreement** – The overarching agreement between the Council and a Supplier setting out how the Council will award Bookings via the PTP and the terms and conditions applicable to such Bookings.