

adam

FAQs Document

Haringey Council – Temporary Accommodation

Question no.	Question	Answer
1	What will <i>adam</i> Housing be used for?	Initially it will be used to manage current Temporary Accommodation properties. It will also be used for invoicing - <i>adam</i> Housing will schedule invoices for you.
2	Do current suppliers need to complete an accreditation?	Yes, all current suppliers will need to complete an accreditation so that they can be approved on the system by the Council. Once approved, your current booking details will be migrated onto <i>adam</i> Housing. Once you contracts have been migrated, all payments for your bookings will be automatically invoiced through <i>adam</i> Housing.
3	Why is the accreditation asking for so many details?	The Council are using the standard selection questionnaire which is the standard entry criteria for suppliers wanting to onboard to the portal, ensuring everyone who registers in a compliant Provider.
4	When will the criteria be available for suppliers to start applications?	You can create your company account and do the initial registration from today. The Haringey Council specific questions will open in early May – you will receive an email notification and a phone call to let you know when this is available. This gives suppliers one month to complete the applications before the contract migration in June.
5	<p>Would public liability be covered in my buildings insurance policy?</p> <p>As a private landlord I haven't had to provide liability insurance before – will I need to?</p>	You will need to provide public liability insurance. This may be included within your buildings insurance however we will need to see the words public liability, with an expiry date. The amount required will also be shown in the application guide.

6	Will you automatically enrol me to the <i>adam</i> Housing system as I already use the portal?	We will migrate your current property/booking details across for you however we can't complete the registration and accreditation for you. You will need to do this yourself so there is an audit trail and also, from a legal perspective, we can't answer the questions on your behalf.
7	How will the transition be handled with current suppliers? Will we still receive payments for our existing contracts?	We are working with the Council to understand how their data is formatted. If you have a current booking, we will migrate this information onto <i>adam</i> Housing for you. This means your current properties will be set up in your property portfolio for when the system goes live. The system will schedule your invoices for any current bookings automatically. It will tell you when the invoice will be produced and when you can expect payment for this.
8	The Council already has our insurance and bank details – why do we need to do this again?	<p>This is a new system and a new instance of storing these details - so everyone has to fill out the same information. The registration and accreditation criteria needs to be completed by suppliers.</p> <p>We can migrate property and booking details for you, but we cannot fill out the initial application.</p>
9	I am a private landlord, is it a must to sign up with <i>adam</i> or do I have other options?	<p>If you would like to continue to work with the Council for Temporary Accommodation bookings or to manage your current bookings, you must sign up to the system.</p> <p>The payment process is being done through <i>adam</i> and will not be done off system.</p>

10	What legal entity type should I put if I am an individual?	There are five legal entity types including sole trader or 'other'. If 'other' you can specify you are an individual.
11	What is the website address for <i>adam</i> ?	www.adamhousing.co.uk This is where you create your account and once logged in, can complete the registration. Once the Haringey Council specific accreditation questions are published we will email everyone and you will be able to complete these.
12	Will old remittances be uploaded the system?	No old invoices will be uploaded to the system. It will just start from the date the system goes live.
13	I already have liabilities insurance in place - will I need to get more? If there is a cost for us to increase this, will the Council reimburse us?	The amount required will be specified on the accreditation questions. The Council will not reimburse you for any additional charge to increase your insurance premium.
14	What is a PTP?	It is a Property Transaction Process. It's a platform to manage Temporary Accommodation bookings and their associated properties.
15	Are there legals costs attached to the change from SProc.net to <i>adam</i> Housing and who pays them?	There is no cost to join the PTP on <i>adam</i> Housing.

16	What happens if we do not want to sign up to the new agreement?	Everyone signing up to the PTP will need to agree to the terms set out. If you have any concerns about this please contact DPS-Enquiries@haringey.gov.uk .
17	I do not have employers liability insurance as I do not have employees.	If this is the case, you can upload a document stating that this insurance type is not applicable to your business e.g. you are a private individual and you do not employ anyone therefore you do not need to have employers liability insurance.
18	Will you migrate across my Gas/Electricity/Energy Certificates?	<p>The following will be brought across from the SProc.net system:</p> <ul style="list-style-type: none"> Fire Risk Assessment (FRA) where applicable Energy Performance Certificate (EPC) Gas Safety Certificate Electricity Safety Certificate Property Insurance Proof of Ownership Photos of the Property

		<p>However, these will be brought across regardless of whether they are expired or not, so we would encourage you to make sure these are all up to date to save yourselves the effort of having to re-upload them after the migration.</p>
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