

adam

## Q&A Document

Milton Keynes Council – Temporary Accommodation

Question no.	Question	Answer
1	What is the difference between the schemes?	<p>We are using <i>adam</i> Housing to manage our secured lets. If you have just signed a lease on a secured let basis, this will continue for the term of the lease. We will liaise with landlords at the end of their secured let tenancy to determine whether you would like to enter into an agreement to give customers an assured shorthold tenancy (AST), which is the scheme we will be using moving forwards.</p> <p>We will also be using the system to manage and book nightly let accommodation.</p>
2	What is Milton Keynes Council's role in the AST scheme in the event that the rent is not paid?	<p>There will be no rent guarantee payments under this scheme however the support that the officers will give you is around customers who are possibly claiming housing benefit. We're hoping to introduce a fast track system for this.</p> <p>We are also proposing to pay a deposit in advance plus an incentive. In terms of ongoing support, we will be able to reach out to benefit colleagues to ensure that payments are continuous.</p>
3	What do I need to provide for the financial information?	<p><b>Answer given at the event</b></p> <p>Everyone will be required to upload items from one of the bullet points below:</p> <ul style="list-style-type: none"> <li>• Year end accounts for the last three years</li> <li>• A profit and loss account to show turnover, gross and net profit, as well as the balance sheet statement for the most recent two or three years</li> <li>• Cash flow forecast, a recent bank statement and a bank letter outlining the current cash and credit position</li> </ul> <p>A credit check will be carried out on companies but not private individuals. The documentation and credit score (if applicable) will be combined into an overall finance score. If you are on the secured let scheme you will pass regardless of your score. The Council still need to see your documentation for compliance purposes.</p>

	<p>You will need to electronically sign a financial declaration which can be accessed via the accreditation.</p> <p>The financial criteria and how this will be scored will be detailed in the application guide which will be available when the DPS opens.</p>
	<p><b>Updated answer</b></p> <p><u>Registered companies will need to provide:</u></p> <ul style="list-style-type: none"> <li>• Audited accounts for the last three years/ or most recent if a new company</li> </ul> <p>If the above is not available -</p> <ul style="list-style-type: none"> <li>• Profit and loss account to show turnover, gross and net profit, as well as the balance sheet statement for the most recent two or three years</li> </ul> <p>If the above is not available -</p> <ul style="list-style-type: none"> <li>• Cash flow forecast, a recent bank statement and a bank letter outlining the current cash and credit position</li> </ul> <p>A credit check will also be carried out and this will be combined with the assessment of the documentation to give an overall risk score. How the financial assessment is scored will be available in the application guide which will be distributed when the portal opens.</p> <p>You will need to electronically sign a financial declaration which can be accessed via the accreditation.</p> <p><u>Individuals:</u></p> <p>A credit check will be carried out to assess the financial risk. How the financial assessment is scored will be available in the application guide which will be distributed when the portal opens.</p> <p>You will have to electronically sign a financial declaration which can be accessed via the accreditation.</p>

*adam*

4	What will <i>adam</i> Housing be used for?	<p>Initially it will be used to manage current and nightly lets. It will also be used for invoicing, so suppliers will no longer need to raise an invoice through LGSS. <i>adam</i> Housing will schedule invoices for you.</p> <p>In the future it will be used to book new accommodation with suppliers under the nightly let and AST scheme.</p>
5	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 and this will kick start the invoice schedule. We need to load your current bookings so that the invoice schedule is correct. All payments for your current bookings will be automatically invoiced through <i>adam</i> Housing so you will no longer need to send the Council an invoice.
6	Why is the accreditation asking for personal details?	The Council are using the standard selection questionnaire which is the standard entry criteria for suppliers wanting to onboard to a DPS. The Council are using <i>adam</i> Housing to host their DPS.

7	We have just signed a three year lease under the secured let scheme, what happens to this?	<p>This will continue for the duration of the lease, managed and invoiced through <i>adam</i> Housing. There will be no change to your current lease arrangements on this scheme. You provide the accommodation and we continue to manage the property for you.</p> <p>Once the lease comes to an end we will then negotiate with you to bring the property onto the AST scheme.</p>
8	When will the criteria be available for suppliers to start applications?	<p><b>Answer given at the event</b></p> <p>You can create your company account and do the initial registration from today. The Milton Keynes specific questions will open on the 5<sup>th</sup> March. This gives suppliers one month to complete the applications. The system will go live from the 5<sup>th</sup> April.</p> <p><b>Updated answer</b></p> <p>The Council need to finalise some documentation before they can open the portal. Therefore, the Milton Keynes specific questions won't be opening on the 5<sup>th</sup> March as planned. The go live date in April will also be pushed back to allow suppliers enough time to complete applications.</p> <p>Currently we do not have dates but as soon as we do we will email everyone with the update.</p>
9	<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>	<p><b>Answer given at the event</b></p> <p>This has not been discussed, it doesn't mean to say that it would be ruled out. We we need further discussion around that. We'll publish further information on this in the Q&amp;A document we'll send out.</p> <p>The public liability insurance is a requirement which the Council are asking for as part of this new DPS so we would suggest looking into this now. As mentioned in an earlier answer given, it may be included in your buildings insurance policy.</p>

		<p><b>Updated answer</b></p> <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 be shown on the accreditation and also in the application guide.</p>
10	Will you automatically enrol me to the <i>adam</i> system as I already have a three year agreement in place	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.
11	My primary concern is the terms of the new contract and what this means for private landlords	<p>There will be a new overarching contract for nightly let. This will be in the form of a supplier agreement which is downloadable from the accreditation and you will electronically sign this.</p> <p>Any contract/ terms relating to the secured let scheme will remain as they are. When you agree to the secured let terms on the system you will be able to download the current lease template and will electronically sign this.</p> <p>The Council will publish more information on the AST scheme once this is launched. There will be terms to sign up to for this scheme.</p>

12	How will the transition be handled with current suppliers. Will we still be invoiced by the council?	<p>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. When the system goes live we will make the booking 'active'. The system will schedule your invoices for these current bookings automatically. It will tell you when the invoice will be produced and when you can expect payment for this.</p> <p>If you want to add additional properties to your portfolio you can do this so they can be booked out via <i>adam</i> Housing via the nightly let or AST scheme in the future.</p>
13	How will damages be compensated? Is it still via invoicing?	<p>In terms of secured lets - we do all the maintenance/repairs etc as part of the lease arrangement.</p> <p>Nightly let - going forwards we expect these costs to be incurred by your insurance provision.</p>
14	<p>Most of the financial assessment seem irrelevant to individuals using the secured let scheme, please explain more about this.</p> <p>Would a P60 or 3 months worth of wage slips be sufficient for an individual?</p>	<p><b>Answer given at the event</b></p> <p>The reason the Council want to do the financial assessment is due to compliance. We will take the point about the P60/wage slips back to the Council's finance department to see if this would be something they'd accept. We will update the Q&amp;As with the answer.</p> <p><b>Updated answer</b></p> <p>The reason the Council want to do the financial assessment is due to compliance. Individuals are no longer required to upload financial documentation as part of their accreditation. Please see Q3 for the breakdown of what's required from private individuals for the financial assessment.</p>

15	Why didn't the Council join other other councils' DPS. The system seems like a DPS	<p><i>adam</i> Housing can host a DPS (dynamic purchasing system) which is what Milton Keynes Council are doing. Each Council can have an individual DPS. The benefit of Milton Keynes having their own means they can set their own criteria for suppliers to onboard to.</p> <p>The Council already use <i>adam</i> for other services, what we are doing is extending it to support the use of temporary accommodation and also properties in the private sector.</p>
16	I have a property rented out through the 'home in partnership scheme'. The tenant pays the rent directly to myself but the Council pay the deposit and should still manage the property.	We no longer run that scheme however we will continue under the same arrangement until your lease ends. It won't form part of this onboarding criteria.
17	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 DPS 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>
18	Will the AST scheme be between the tenant or the Council?	<p>That agreement would be between the tenant and the landlord.</p> <p>Milton Keynes Council cannot issue assured shorthold tenancies unless we have a private company running alongside us. The landlord would hold the tenancy in that regard. We will offer the landlord extensive support to manage the property with the tenant.</p>

19	I am a private landlord, is it a must to sign up with <i>adam</i> or do I have other options?	If you would like to continue to work with the Council under the nightly let scheme or under the secured let scheme to manage your current bookings, you must sign up to the system.  The payment process is being done through <i>adam</i> and will not be done off system.
20	If we are a company that provides temporary accommodation are we classed as a letting agent, and will we have to upload every property in our portfolio or just as and when they become available?	<b>Answer given at event</b>  You can add all of your properties to your portfolio or you can add your properties to the system as and when these become available. Other agents on the system currently have added everything and then they can mark the property as available so they can quickly offer the property to the Council. You can make a property unavailable at anytime (as long as it's not currently booked out). An example might be making it unavailable for a few weeks whilst some renovations are carried out.
		<b>Updated answer</b>  The above is correct. It's worth mentioning you can also archive properties e.g. if you no longer manage it on behalf of the landlord / if you have sold the property. You have the ability to unarchive properties as well so you won't need to add all the details again if circumstances change.
21	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.
22	What is the website address for <i>adam</i> ?	<b>Answer given at event</b> The demo site address was given

adam

		<p><b>Updated answer</b></p> <p><a href="http://www.adamhousing.co.uk">www.adamhousing.co.uk</a></p> <p>This is where you create your account and once logged in, can complete the registration. Once the Milton Keynes specific accreditation questions are published we will email everyone and you will be able to complete these.</p>
23	How do we/ you determine what is charged for the rent for a tenant on an AST scheme. Will there be guidance published in the same way this is for the secured let scheme?	<p>Yes it will be published when the scheme is launched. It's too early for us to determine this at the moment.</p> <p>At the moment the secured let scheme is using the LHA rate. You may want to give consideration to this.</p>
24	How will we know about terminations for nightly lets via the <i>adam</i> Housing?	<p>The system will give you an email notification. You can end an agreement from your end e.g. if the tenant has left the property without notifying you.</p> <p>The Council can end an agreement e.g. if they booked it for two weeks but the tenant left after 10 days. The system will send you an email notification.</p>
25	Once the secured let scheme ends, will we be migrated to an AST contract and paid directly by the tenant?	<p>You won't automatically be migrated to an AST scheme. We will ask you if you would like to continue or if you are planning to put your property on the private rental market.</p> <p>If you would like to continue with the current tenant you would need to arrange the AST directly with the tenant. The arrangement and any negotiations would be between the tenant and the landlord/agent - the Council will support you in this process. The Council values the relationship we have with our landlords and we value the properties you offer us. We would like our landlords to keep supplying properties to us however we cannot force you down the AST route.</p>

26	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.
27	What advantages can I get as a private landlord and what rent rates are being offered?	<p>AST – we won't guarantee rents. You can decide what rate you want to charge as the agreement is between yourself and tenant. We will publish more information on the incentives/support available when the scheme launches.</p> <p>Nightly let – we are going to produce a table in terms of prices which we would accept. There will also be the option on <i>adam</i> Housing to negotiate the price.</p> <p>Regardless of what scheme you are on, some the advantages of the <i>adam</i> Housing system are:</p> <ul style="list-style-type: none"> <li>• Automatic invoicing process – no need for suppliers to submit invoices</li> <li>• Full audit trail of repairs, complaints etc</li> <li>• Nightly let – you will be able to see when the property is being booked from and to</li> <li>• Admin burden is reduced as properties are booked through one central hub</li> </ul>
28	Do we have a timescale of when the AST scheme will launch?	There is no confirmed date at the moment, it is still going through the Council approval process.
29	<p>I have £2m public liability insurance – will this be sufficient?</p> <p>If there is a cost for us to increase this, will the Council reimburse us?</p>	<p>The amount will be specified on the accreditation questions. We are awaiting internal sign off on the required amount.</p> <p>The Council will not reimburse you for any additional charge to increase your insurance premium.</p>

30	Based on the date the system goes live this gives us just over one month however, if we want to give notice on our properties we need two months.	<p><b>Answer given at the event</b></p> <p>The reason there is a month between the portal opening and the go live date is because it's a DPS, there needs to be a minimum of 30 days for suppliers to onboard.</p> <p>In terms of what you need to do if you want to give notice, we will update the Q&amp;As when we send these out</p>
		<p><b>Updated answer</b></p> <p>You will need to give two months notice if you want Milton Keynes Council to hand your property back. If you give notice before 19<sup>th</sup> April we will not migrate your properties onto <i>adam</i> Housing.</p>
31	Will we still get paid during void periods between occupants of the property?	<p>If you are on a secured let scheme – yes because you're running under the terms of that lease.</p> <p>If you are under the nightly let scheme then the answer is no.</p>
32	What is the process of booking properties through <i>adam</i> Housing?	<p>Your property will be shown under 'listings' and it will show the details of that property i.e. how many bedrooms, location, and what the rate is you would like to charge. If the Council want to book the property they'll select it and you'll get an email notification to show they would like to book it. There is then the opportunity for back and forth negotiation on the price. Once booked, the invoices will automatically schedule based on the price agreed and how long that property is due to be booked for.</p>

33	Will we get notice on a nightly let if the tenant is leaving the property and we are getting a more permanent tenant?	Yes, we will give prior notice if the tenant is leaving the property.
34	If my secured let comes to an end before the AST scheme is launched, will you be able to renew the lease under secured let for another three years?	No – the Council won't be issuing anymore secured lets.
35	Will the DPS no longer run after the existing contracts expire? If so will it be replaced by an APS?	The DPS will be in place for four years. It will then be up to the Council to decide whether they want to renew the DPS. If you create a booking on the day before the DPS ends, this will be honoured.
36	Currently on nightly let we get paid twice per month. Is this now changing to once per month?	Yes this is the case.
37	I have a secured let property. When will any repairs be finished so I can advertise my property on the private market?	Any repairs will be finished prior to the end date of your lease. The Council monitor which leases are coming to an end and plan for the move on date.
38	What is a DPS?	It is a Dynamic Purchasing System. It's a platform to commission services, so in this case it's being used for temporary accommodation.

adam

39	On the nightly let scheme now that the Council won't be reimbursing damages made by tenants, will the Council accept that rent rates will rise due to our insurance premiums increasing?	The Council will continue to negotiate the rates on <i>adam</i> Housing.
40	Can we sell our house to the Council?	Yes, we have a purchasing programme. If you'd like to sell please contact me via <a href="mailto:supplyandacquisitionteam@milton-keynes.gov.uk">supplyandacquisitionteam@milton-keynes.gov.uk</a> and we will guide you to the correct department.
41	Are there legal costs attached to the change and who pays them?	There is no cost to join the DPS on <i>adam</i> Housing.
42	What happens if we do not want to sign up to the new agreement?	Everyone signing up to the DPS will need to agree to the terms set out. These terms will vary per scheme. If you have any concerns about this please contact <a href="mailto:supplyandacquisitionteam@milton-keynes.gov.uk">supplyandacquisitionteam@milton-keynes.gov.uk</a> .
43	I do not have employers liability or professional indemnity insurance.	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.  Everyone will need the public liability insurance.