

# Application Guide

London Borough of Southwark  
**Temporary Accommodation**

May 2024



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## London Borough of Southwark - Application Guide

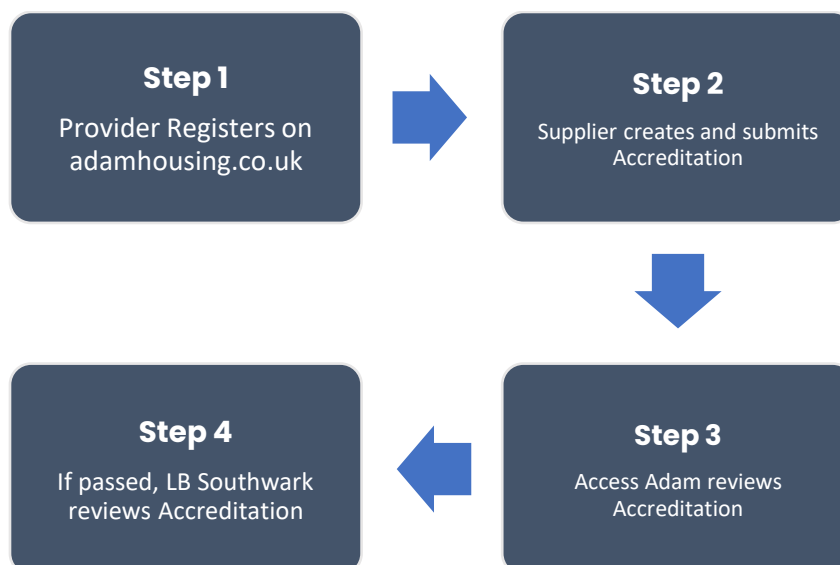
London Borough of Southwark has implemented a Property Transaction Process to secure Temporary Accommodation. The Borough have transferred the booking process to the new adam Housing platform that has been developed solely for the Temporary Accommodation Housing sector. Suppliers are able to be accredited 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](http://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 Southwark.

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 Southwark, the Provider will receive feedback so amendments can be made (where possible). Typically, the cycle of these steps will take a maximum of 15 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 a note: '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 below the text. 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"> <li>• Voluntary Community Social Enterprise (VCSE)</li> <li>• Sheltered Workshop</li> <li>• Public service mutual</li> <li>• N/A</li> </ul>	
7	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: <a href="http://ec.europa.eu/enterprise/policies/sme/facts-figuresanalysis/smedefinition/">http://ec.europa.eu/enterprise/policies/sme/facts-figuresanalysis/smedefinition/</a>	
8	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> <li>- Name</li> <li>- Date of birth</li> <li>- Nationality</li> <li>- Country, state or part of the UK where the PSC usually lives</li> <li>- Service address</li> <li>- The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used)</li> </ul> <p>- Which of the following conditions for being a PSC are met</p> <ul style="list-style-type: none"> <li>- Over 25% up to (and including) 50%,</li> <li>- More than 50% and less than 75%,</li> <li>- 75% or more.</li> </ul> <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"> <li>- Full name of the immediate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> </ul> <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"> <li>- Full name of the immediate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> </ul> <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 <b>(if applicable)</b>	<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 Southwark'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: Private Rented Schemes, Secured and Nightly Let Schemes, Economic and financial standing, Technical and professional ability etc.

At the Accreditation stage, you will also be required to download and confirm your company's acceptance of a London Borough of Southwark's Lease and Management 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 Southwark 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 Southwark from the drop down list.

Q	Company Information	Trigger
1	Are you a private individual/ company looking to offer the council a property under a private rented scheme?	
2	Please confirm you understand the council may carry out property inspections	
3	What is the legal entity type of your organisation?	
4	If Other, please specify the legal entity type of your organisation	3 (Other)
5	Charity registration number (if applicable)	
6	Registered Companies: Please confirm you will upload one of the following: a) audited accounts for the last three years/ most recent set if a new company b) 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 c) cash flow forecast, a recent bank statement and a bank letter outlining the current cash and credit position	

7	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years. The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member). Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract. Please confirm you will complete the template attached</p>	
8	<p>If you cannot provide at least one example for question 7, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>	7 (No)
9	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p>	
10	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Employers Liability Insurance at least/ min £5m</p>	
11	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below: Public Liability Insurance = £10m</p>	
12	<p>Please download the contract examples template, complete and reupload</p>	7 (Yes)
13	<p>Please download the Contract, sign and reupload.</p>	
14	<p>other related policies</p>	
15	<p>Self Bill Agreement Please upload your Self Bill Agreement, which can be downloaded below.</p>	
16	<p>The Council will place households according to Zones ; A SE London, B Greater London and areas of SE, C the rest of England</p> <p>Please outline your procurement approach and methodology; geographically and financially showing examples of where you are able to make properties available. This should be based on your current activities. Please also provide a price assessment based on a -/+ % of the local LHA rate (2024). * For clarity, the Council welcome example of any of the zones and welcomes any example.</p>	



17	<p>The Council's policies are set out in the Southwark's Good Home Standard, property specification and standards for repairs</p> <p>Repairs and Maintenance: Please outline your approach to the boroughs requirements with respect to the initial standard of the properties as detailed in the Good Home Standard and specification document, repairs and maintenance as detailed in the specification. In particular, the boroughs are interested in how tenderers propose to resource the repairs and maintenance function, how they would ensure all emergency repairs are carried out within the specified timetables, their approach to building safety, inspections and their approach to access difficulties. You should also address how you tackle and address instances of damp and mould</p>	
18	<p>Complaints management: Please outline your approach to dealing with complaints and licence management issues. In their responses, tenderers are expected to detail how their approach would treat the households in the properties, the wider community and any liaison with the placing and host boroughs</p>	
19	<p>Anti-Social Behaviour: Please outline your approach to dealing with anti social behaviour covering the possibility that a household referred by a borough could be a victim as well as a perpetrator. Boroughs are particularly interested in how tenderers would liaise with referring and host boroughs and the sensitivities which may be involved particularly with respect to child and adult safeguarding issues.</p>	
20	<p>Resettlement and sustainment: Please outline your approach to resettling and sustaining households referred by boroughs including detailed property and locality induction Boroughs are particularly interested in the information and advice tenderers may be able to give with respect to education, health and other practical welfare issues. Please include an example of your welcome pack (this will be excluded from the word count). Tenders should also set out their approach to sustainment, communication with the Southwark Council and the tenant in accordance with the management agreement.</p>	

## Required Accreditation Documents

Documents	Instructional text
Financial documentation	Please upload the required financial documentation, as requested in Q6
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.
Contract Examples template	Please upload a filled in copy of the Contract Examples template as requested in Q7. The template can be downloaded from the Accreditation form on adam Housing.
Contract	Please upload a signed in copy of the Contract as requested in Q13. The template can be downloaded from the Accreditation form on adam Housing.

Self-Bill	Please upload a signed in copy of the Self-Bill as requested in Q15. The template can be downloaded from the Accreditation form on adam Housing.
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## 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 Southwark 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 Southwark. 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-southwark-temporary-accommodation> on London Borough of Southwark's page. To register and begin your application, visit <https://www.adamhousing.co.uk/>.

