

FAQ Document

Temporary Accommodation **London Borough of Southwark**

June 2024



Question No.	Question	Answer
1	Do provider's need to register all existing agreements or only new ongoing properties.	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.
2	What is the guarantee that the landlord can get their property when they need it back? How long realistically will this take?	We are currently reviewing processes to ensure this is as smooth as possible.
3	Southwark are not showing up on the Client section on ADAM?	Southwark will not be available yet we are hoping to go live with this soon (June).
4	How soon will someone call me back when emailed for assistance?	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.
5	With accommodation outside of London, what are you looking for in terms of location's / types?	Mainly Family units. Meeting quality specification. Location we are able to place as far as possible but we want to make sure there are good transport links and as close

		as possible but open to exploring markets further afield.
6	Is there an appeal process for when the council cancels a booking retroactively by a few months?	We are hopeful that this process would no longer happen however there will be more of an open channel for providers and provider engagement.
7	Do you provide booking letter for providers?	Yes.
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?	Yes.
9	Is the initial booking done online or by phone as some have different needs than others?	Regarding booking the property this will all be done through adam housing once live.
10	What is the minimum notice a provider will have for a cancellation or renegotiation?	For NPA the notice to the occupier will be 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.
11	Does the system have the ability to list a block of flats as 1 booking or does it have to be individual bookings	Within adam Housing as a flat is one self-contained property these would be individually listed.
12	On the system does it include all details of the service user in the property including the agreement the may have with the council?	No, it will not have service user details within the system.

13	Will you be holding in person training sessions and if so when will these be scheduled	No, they will be virtual and the dates will be confirmed then you will be notified via email for the sign up links.
14	What can a provider do if a booking is cancelled retrospectively?	There should be no need for this moving forward providing the information given about the property is correct on adam housing.
15	Who sets the price of the accommodation?	Providers will add a price/ rate to properties before making them available within adam Housing.
16	Can we advertise one property to various boroughs?	Yes, you would need to complete the accreditation relevant to that local authority and ensure the property is available.
17	Is there a way to block-book a property?	We would look at entering a start and end date for the properties.
18	Will there be an opportunity for provider engagement in this process as we can see some potential concerns/teething issues as a TA provider.	The Access adam team will be contacting you throughout the process via email/call for feedback.
19	Can we see the other properties available that other providers list or only the properties we list?	No
20	Do we have any way of knowing how many people have viewed the advertised properties?	No.
21	What is the best contact emails for Southwark TA?	HousingSupply@southwark.gov.uk

22	Do you provide a minimum contract time date for nightly?	No, there will be a contract for this use but it will be on a nightly basis and for the period of occupation only.
23	How do we load the properties if we care a large provider of PSL units 250 plus?	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.
24	If we want to negotiate a large development 30-100 units, how do we have certainty for the year or term of contract?	Email Housing Supply Manager for consideration
25	Will the cancellations and booking extensions process remain the same? I mean in regard to letting our clients know that there booking needs a further extension will it still be through the duty placements team or will it be automated?	All bookings/ cancellations will go through adam Housing.
26	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.	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.
27	Does the local authority book the accommodation, or they book for the family if that makes sense	The booking of the property will depend on the needs of the person(s) needing the temporary accommodation.
28	In relation to accreditation for Southwark will an invite be sent to providers already using Adam Housing?	Yes, anyone who has received information regarding the market engagement events for Southwark will be receiving the updates/invites.
29	When is the system going live.	Estimated Sept 2024.

30	What length are the leases?	At the moment 3, 5 and 10 year leases to implement. Potentially bespoke arrangements as well.
31	What are property standard and health and safety requirements for accommodation from supplier?	This will be detailed within the Service Level Agreement.
32	Is having a lease compulsory	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.
33	Does Adam integrate with any other software? - We would like to avoid duplication of work - If we could integrate with our own systems that would be great.	We will be uploading your existing properties and bookings with Southwark 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.
34	Will invoices also work via Adam Housing once the system goes live rather than manual payment invoices being sent?	The invoices will be created and sent to Southwark via adam housing. Payments are still being discussed.
35	Will old properties on temporary accommodation need to be uploaded or is it only new properties.	New properties will need to be added to the system yourselves if they are not currently active with Southwark.
36	How about service of notice/hand back of properties?	New lease and new management contracts, being more efficient in response to providers is hoping to be helped by this new system.

37	Will we be notified by email as we are now when cancellations come through?	Yes, you would get an Adam Housing notification when changes are made to bookings.
38	Can we have more of an insight on the process of making properties available via the system?	This will be covered in the system training sessions that will be available closer to go-live.
39	Is there any reason a provider may not be accepted?	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.
40	What health and safety standards do you accept from your supplier? smoke alarm, heat alarm, carbon monoxide detector, hardwired or interlinked, fire-door etc.	Details of this will be included in the paperwork sent out further in the process.
41	Are payments still paid in arrears?	Lease arrangements will be paid in advance. Nightly paid will have the same current arrangements.
42	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?	The invoices will be created and sent through to Southwark from Adam Housing. Payments will be done outside the system.
43	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?	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).
44	Can we also complain about difficult tenants through the platform?	We will be looking at the functionality of how Southwark want the system to be set up.

45	Will you start adding VAT to the invoices as some providers add VAT and some do not?	The invoice will have VAT added automatically at the 20% rate
46	If setting standards have passed your property is that sufficient?	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.
47	Is contact with Adam only by email or can we have access to speak to anyone?	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.
48	Will we be able to change rates on adam housing?	Yes, we will go into how within the training sessions. This will only apply during the negotiation process not once the booking commences.
49	Are we uploading all available properties on Adam or only if accepted via email?	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 yourselves and be marked as available to book.
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	You will receive updates on when you are able to check

	initial delays in payment. Do we get early access to check through all booking details?	the details of properties uploaded.
51	If you're away and we need to get through is there another point of contact?	Yes, there will be my colleague who will be on hand to check the adam projects emails if I am away.
52	When uploading the contract document does the full document need to be uploaded?	No, as long as you have uploaded pages that require signatures.
53	Do we need to show evidence of £10m Public Liability insurance?	Yes if you can not upload evidence of £10m public liability insurance for your company this document will not pass review. This applied to post launch DPS.
54	Can you set preferences on which local authority sees the properties.	Yes, when in the property listing page on the left hand side you will see a clients tab, from here you can tick/untick the relevant local authorities.
55	How long will it take for properties to be reviewed? a) Would Southwark go in and review the compliance docs for all providers for example or is this only usually done when clients are looking to make a booking with a specific property? b) For providers within the provider load will this be a different timeline?	For Nightly Paid Accommodation as when required. Providers should not upload properties without all compliance documents. For PSL – properties to be verified within 3 working days.
56	If we upload a document stating we will commit to obtain the £10m Public Liability insurance will this be accepted?	Document can be uploaded stating committed to obtain the correct level of cover however this will be needed before any contracts can start. This will apply to pre tender.
57	What is the nightly rate?	The cost of booking a property for one night.
58	Will there be an extension on the application process?	Currently Southwark have stated their initial deadline for applications to be the 15th of August. This will be the first opportunity Southwark will be able to do reviews.

		The further opportunity to submit interest will be after the 1st of November initial launch.
59	What happens if I do not sign the self-bill agreement? Will be application be accepted?	No
60	We have a property in HMO that also has self contained units what do select as property type?	This depends on the properties and what makes them self contained. If they are all self-inclusive this is a block of flats. If there are shared spaces you would need the correct property title to which selective licensing the property requires.
61	If I don't sign the 89 page Dynamic Purchasing Agreement would Southwark Council remove the occupiers so I can have my properties back?	No, this is for the council to decide, until the DPS is live it is business as usual.
62	If our application gets rejected and we already work with Southwark does that mean my properties will go?	No, this is for the council to decide, until the DPS is live it is business as usual.
63	If I am unable to complete my accreditation by the 15 th and I work with Southwark what does that mean for me?	Business as usual until the DPS is live. There will be another opportunity to apply for accreditation after 1st of November.
64	Please let me know what Southwark Council propose for my existing 5 let/occupied properties if I don't sign the agreement with its present wording?	Until the DPS is live it is business as usual.