Social Sector ACM Cladding Remediation Fund
Submitting an Application
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## Submitting an Application

The purpose of this document is to explain:

1. Access ........................................................................................................... 3
2. Creating an Application .................................................................................. 14
3. Submitting for Payment .................................................................................. 21
4. Maintaining Users Accounts ......................................................................... 12
5. Using the IMS Security Module ..................................................................... 7
6. Resetting an IMS Users Password ................................................................. 13

### 1. Access

1.1. Types of Accounts ..................................................................................... 3
1.2. Information needed for access to the IMS .................................................. 4
1.3. Your organisation’s Citrix User ID and how to get your password ............ 4
1.4. Using IMS for the first time ......................................................................... 5
1.5. Using the IMS Security Module ................................................................. 7
1.6. Maintain Users Accounts .......................................................................... 12
1.7. Resetting a IMS Users Password ............................................................... 13

### 2. Creating an Application

2.1. Input Application Details ........................................................................... 15
2.2. Unit Details ................................................................................................. 16
2.3. Forecast Dates ......................................................................................... 18
2.4. Cost Data ................................................................................................... 19
2.5. Submitting the Application ........................................................................ 20

### 3. Submitting for Payment

3.1. Unit Details ................................................................................................ 21
3.2. Forecast Details ........................................................................................ 21
3.3. Cost Data ................................................................................................... 22
1. Access

The link below will take you to the guidance page on how to register to use IMS. Please download the relevant forms, ensure they are printed on headed paper before submitting them for processing.

([https://www.gov.uk/investment-management-system-how-to-register](https://www.gov.uk/investment-management-system-how-to-register)).

All completed forms should be submitted via email to: Investment.Systems@homesengland.gov.uk

It should take 24 - 48 hours to enable access if you are not already registered for IMS.

1.1. Types of Accounts

There are three types of accounts required to gain access to IMS. On approval for access to IMS, you will be set up with the following:

**Citrix ID & Password** – This is to allow you to login to the Citrix platform. Citrix credentials are specific to your organisation therefore you and your colleagues will all have the same Citrix ID & Password.

**Security Administrator** - Your role as a Security Administrator is to **Add, Maintain, Suspend, Re-activate, Terminate or Reset** user accounts for your organisation. Guidance on how to perform these tasks can be found in section 5.

You can look at data within IMS but you cannot update any information. If you wish to update information on IMS please create an IMS user account for yourself with the relevant authorities.

**User Account** - This type of account is used to input data into IMS.
1.2. Information needed for access to the IMS

To log onto IMS you will need to have the following information:
- Citrix User ID
- Citrix Password
- IMS User ID
- Email from no-reply@homesengland.gov.uk with the link to create your new password to gain access to IMS. The link is only valid for 24 hours from receipt.

1.3. Your organisation’s Citrix User ID and how to get your password

The Citrix User ID Password is for every user in your organisation while each user will have a unique IMS User ID and Password. Each IMS User ID will start with ‘HC’ and the Citrix User ID will be an eight digit number.

The link below will take you to the guidance page on how to register to use IMS. This includes the ‘IMS Connectivity Guide’ which has information on how to use Citrix and states what version of Citrix you must have on your computer in order to gain access to IMS.


Once the Citrix programme has been installed, please log into the following Web address which will take you to the Citrix login page.

Your organisation’s Citrix User ID, plus how to get your password and your IMS Security Administrator User ID will have been sent to you in the email that this guide is attached to.

Upon logging in to the Citrix secure page, you will be able to access the IMS Logon.

1.4. Using IMS for the first time

All new users will receive an email containing a link to set their password for IMS.

Please note that either the Security Administrator or Homes England will have sent you your own User ID.
Password Rules
The password should:

1) Be between 8-30 characters in length
2) Include at least 3 of the following:
   - An uppercase letter
   - A lowercase letter
   - A number
   - A symbol (but not " or space)
1.5. Using the IMS Security Module

The IMS Security Module is embedded into the IMS structure; select this option from the toolbar.

Once you have logged onto IMS and have got to the Security Module, there are five main tasks which you can perform.

As previously stated, as a Security Administrator you can **Add, Maintain, Suspend, Re-activate** and **Delete** or **Reset** an IMS user account for your organisation. IMS IDs must not be shared, nor should one account be made available for many people to use. This means that each user is accountable for the actions on their own account.

From the right hand menu of the Security Module, there are four main toolbar options.

1. View To see who the Security Administrators are for that provider
2. Maintain This is where you will **Add, Maintain, Suspend, Re-activate** or **Delete** user accounts.
3. Process Changes This is used to see the audit trail of any changes to an IMS account
4. Exit This will close the Module
Create/Add a New User

In order to use the IMS you need to have an IMS User Account:

1. Log into IMS
2. Choose the Security option from the toolbar
3. IMS Security will open (this may take a couple of seconds)
4. From the side toolbar choose Maintain > from the new selection that is visible in this menu choose Organisational Users

5. Click the ADD NEW button at the bottom right of the screen
6. Then complete First Name, Surname, Email address (twice), ignore the Incident number (unless your organisation uses helpdesk functionality). **Do not press SAVE.**
7. Press the **Authorities** tab and add the relevant authorities from the list on the left hand side to the right hand side.
 Authorities which will be needed are as follows:

- Input Cladding Application
- Cladding Termination
- Cladding Reclalm
- Input Scheme
- Submit Scheme
Note: If for any reason you would like to set up a read only account, do not apply any authorities to the account. The system will ask if this is correct. Press the relevant answer.

8. Check the information you have provided and then press SAVE. This will populate the IMS User ID. Please take note of this and give it to the person who needs access to the IMS.

9. Note that requests to set up new users will be authorised within 24 hours however, if there is a very urgent need to create an IMS User ID please contact the HCA Service Desk on 01908 353604 for approval and they will attempt to meet the request ASAP.
1.6. Maintain Users Accounts

If you need to amend authorities for a user or update the users details e.g. Email Address, Surname:

1. Log into IMS
2. Choose the Security option from the toolbar
3. IMS Security will open (it may take a couple of seconds)
4. From the side Toolbar choose Maintain > from the new selection that is visible in this menu choose Organisational Users
5. Input the specific users ID, First Name or Surname and press FIND. If you are unsure you can just press Find and all the IMS Users for your organisation will be displayed.

6. Highlight the relevant user and press the Edit button in the action column.
7. This will show the details of the user and authorities that have been applied to the account. Make the updates as required and press SAVE.
8. Note that requests to set up new users will be authorised within 24 hours however, if there is a very urgent need to create an IMS User ID please contact the HCA Service Desk on 01908 353604 for approval and they will attempt to meet the request ASAP.
1.7. Resetting a IMS Users Password

If a user needs their password reset for any reason, they can use the URL below to submit a request for a password reset.

https://ims.homesengland.org.uk/
2. Creating an Application

Prior to submitting an application, please ensure you have read the application guidance to confirm the eligibility criteria has been met.

The application guidance can be found here.

2.1. Route to Completion

The route your application can take is detailed below.
Please log into IMS using a user account. Once logged in please select “Cladding Application” from the tool bar.

2.2. Input Application Details

You will be presented with an initial screen. Please complete all details.

This will enable us to cross-check data from that you submitted previously to MHCLG through the Delta system. Data gathered here will speed up our assessment of your application.

To find the X & Y Co-ordinates please refer to https://gridreferencefinder.com/. Once completed please save the form.
2.3. Unit Details

The following screen will capture all details relating to the Unit/Block.
We understand some of details above may not be known at time of application however, please provide as much detail as possible. Any further information which may support your application can be added in the last comment box.
2.4. Forecast Dates

The following screen will capture all details relating to when the works will start & complete.

If the works have been completed at the time of application, please select “yes” to the first question. Once the application has been approved, you will be taken straight through to Practical Completion.

Please Note: ‘Start on Site Date’ relates to the replacement contract

Where works have not been completed but you have started on site, you will be able to enter a past Start on Site date.

Where Start on Site date is not in the past, both dates entered for Start on Site & Practical Completion will be treated as expected dates.
2.5. Cost Data

The following screen will capture all details relating to Cost.

If you are at the Application stage and you do not have all of this information, you will only need to provide the following costs:

Where this is the case, please include on-costs in the section labelled ‘Other’ and VAT if applicable in the specified box.
If you have not completed works or have started on site, you will be able to fill in the above details at a later stage.

2.6. Submitting the Application

Once all details have been captured, you will need to submit the application using the screen below.

In order for the submission to register, you must tick the certification box and then you will be able to submit the application.
3. Submitting for Payment (Start on Site)

Once your application has been approved, you will then need to review and submit details to request payment at both Start on Site & Practical Completion.

Please note providers who are not yet set up on our finance system to allow payments, should have been contacted to submit relevant information by Homes England already. If you have not done this, please note, payments will not be processed until you have been verified.

The screen below illustrates milestones which will be created after approval:

- Cladding Start on Site Data – All details entered at the Application stage will need to be reviewed and submitted.
- Cladding Start on Site Payment – Once the data submitted has been approved, you will then need to submit a request for payment.
- Cladding Practical Completion Entry – All details entered at Application/Start on Site stage will need to be reviewed and submitted.
- Practical Completion – Once the data submitted has been approved, you will then need to submit a request for payment.

Please note these milestones must be completed in the above order.

3.1. Unit Details
The screen will contain details entered at the Application stage. However, please check the details and ensure they still apply. Once checked, please save.

3.3. Forecast Details
The screen will contain details entered at the Application stage however, please check the details and ensure they still apply. Once checked, please save.

3.4. Cost Data

The screen will contain details entered at the Application stage however, please check the details and ensure they still apply. You will now also be required to split out detailed on-costs.

<table>
<thead>
<tr>
<th>COST DESCRIPTION</th>
<th>TOTAL PROJECT COST (£)</th>
<th>TOTAL ELIGIBLE FOR MINCLOG FUNDING (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main contractor's preliminaries</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Main contractor's overhead and profit</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Project/design team fees</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other development/project costs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Risks</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

At the stage of Practical Completion, should the Actual Costs be lower than estimates provided (Application stage & Start on Site), a reclaim milestone will be created.