Voluntary Right to Buy

Inputting applications into the Investment Management System (IMS)

IMS System Guidance v.1.2

<table>
<thead>
<tr>
<th>Version</th>
<th>Date Issued</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>August 2018</td>
<td>How to log the application to the Income and Saving Screens.</td>
</tr>
<tr>
<td>1.1</td>
<td>August 2018</td>
<td>Portability through to Submission</td>
</tr>
<tr>
<td>1.2</td>
<td>September 2018</td>
<td>Additional clarity of steps of the process.</td>
</tr>
</tbody>
</table>
Contents
Purpose of this guidance ................................................................. 3
Security Information ........................................................................ 3
Process flow .................................................................................... 4
Information needed for access to the Homes England’s IMS ............... 5
  Your organisation’s Citrix User ID and how to get your password .......... 5
  Using IMS for the first time ............................................................ 7
Navigation to the Log Application ...................................................... 10
Log Application ............................................................................... 12
Tenanted Property Details ................................................................. 14
Applicant Details ............................................................................. 15
Income and Savings ......................................................................... 16
Portability ........................................................................................ 18
  Authorisation of Transfer ............................................................... 20
  Rejected Ported Application ......................................................... 22
Property to be purchased .................................................................. 24
Forecast Information ........................................................................ 25
  Payment Calculation ...................................................................... 26
Authority to Proceed ........................................................................ 27
Offer to Tenant ................................................................................ 28
Funding of Purchase ......................................................................... 29
Receipts ........................................................................................... 31
Submission ....................................................................................... 32
Approval .......................................................................................... 33
  Funder Variation Approval ........................................................... 33
Termination of an application ............................................................. 35
  Adding a Termination Milestone ..................................................... 35
  Deleting the Termination Milestone ............................................... 38
Searching for an Application ............................................................. 39
Workflow – Landlord View ................................................................. 40
Trouble shooting ............................................................................. 44
Purpose of this guidance
The purpose of this document is to guide users through the system steps for logging an application for the Voluntary Right to Buy (VtB) under the regional pilot. Currently this guidance only covers the log application up to the Income and Saving Screens. As new system facilities are released the guidance will be updated.

Only landlords who have agreed to be involved in the Voluntary Right to Buy regional pilot will have access to this facility.

The Security Information covers the authorities required for all parts of the system process and will allow the user to proceed when further screen are made available.

This document should be used in conjunction with:
- The Joint guide issued by the National Housing Federation and Ministry of Housing Communities and Local Government: https://www.housing.org.uk/resource-library/browse/midlands-voluntary-right-to-buy-pilot-guidance-published

Security Information
In order to process an application through all stages of the system process to apply for funds under the Voluntary Right to Buy regional pilot, each of the following authorities needs to be assigned to a user.

Provider:

<table>
<thead>
<tr>
<th>Provider</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP – Input Schemes</td>
<td>Allows the user to go into the schemes module search and create the scheme</td>
</tr>
<tr>
<td>RP – Submit Schemes</td>
<td>Allows the user to submit the data provided to Homes England for Approval</td>
</tr>
<tr>
<td>RP – Input Payment Claims</td>
<td>Allows the user to input a payment claim</td>
</tr>
<tr>
<td>RP – Submit Payment Claims</td>
<td>Allows the user to submit the payment to Homes England for approval</td>
</tr>
<tr>
<td>RP – Terminate Un-submitted Schemes</td>
<td>Allows the user to terminate the scheme before it has been approved by Homes England</td>
</tr>
<tr>
<td>RP – VRtB Application Processing</td>
<td>Allows the user to process the application for Voluntary Right to Buy</td>
</tr>
</tbody>
</table>
To log onto the IMS you will need to have the following information:

- Citrix User ID
- Citrix Password
- IMS User ID
- Set up your password

**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 the IMS.

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

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

https://secure.homesengland.org.uk
Your security administrator should have given this information on the Citrix ID and password. If not please speak with them.

Please note that the citrix ID is for the whole organisation, so speak with your security administrator on your organisation’s rules on who can and should update the password.

Upon successful log on to the Citrix secure page, you will be able to access the IMS Logon.
Using IMS for the first time

All new users will receive an email (see below) containing a link to set their password for IMS.
Please note that either the Security Administrator or the Homes England will have sent you your own User ID.

The link can only be used once and within 24 hours of receipt.
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 (not " or space)
Once you have set your password you will be able to log into IMS. An email will be sent to the user confirming that their password has been changed.

Once the password change has been confirmed users need to re-enter IMS via Citrix.

There is a link from the password creation facility to take the user back to the Citrix connection facility or they can enter the following URL:

https://secure.homesengland.org.uk

The user will then need to complete the Citrix user name and password and then go through to the IMS log in screen.
Navigation to the Log Application

- Only a landlord who has been participant in the Voluntary Right to Buy regional pilot can log an application for funding.
- The user must have the correct authorities assigned to their IMS account by their security administrator.

1. Log into the Investment Management System (IMS)

2. From the top menu bar select Schemes
3. A dropdown menu will be displayed

4. Select New Scheme
5. A new screen will be displayed
6. Select No and a new screen will appear
7. Choose ‘Voluntary Right to Buy – Regional Pilot’

8. The system will open up the correct scheme type in order for the application to be logged.
Log Application

1. A new screen will be displayed

![Log Application Interface]

2. The fields that need to be completed are:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Application to Landlord</td>
<td>This is a calendar functionality, by pressing the calendar button a calendar will be displayed and the date selected.</td>
</tr>
<tr>
<td>RTB Digital Gateway URN</td>
<td>The first part of the URN (Unique Reference Number) has been prepopulated. Please enter the numbers you have been provided.</td>
</tr>
<tr>
<td>Provider Contact</td>
<td>This can be selected from a list of all users in your organisation who have an IMS Account.</td>
</tr>
<tr>
<td>Local Authority</td>
<td>This must be within the defined area for the pilot. Any LA outside this area will not be accepted.</td>
</tr>
<tr>
<td>Flat Number and/or Building Name</td>
<td>This is address of the tenanted property. Note that the Post code will be validated against the local authority entered above.</td>
</tr>
<tr>
<td>Property or Building Number</td>
<td></td>
</tr>
<tr>
<td>Street</td>
<td></td>
</tr>
<tr>
<td>Post Town</td>
<td></td>
</tr>
<tr>
<td>Post Code</td>
<td></td>
</tr>
</tbody>
</table>
3. Press Save.
   The system will validate the data and if there are any discrepancies the system will display where they are. By pressing Save the screen will change the name of the screen to **Update Application** and the scheme ID will be shown at the top of the screen.

4. To go to the next screen on the Left hand margin of the screen will display the next task.
Tenanted Property Details

1. The data that needs to be input are:

<table>
<thead>
<tr>
<th>Property Type</th>
<th>The property type that the tenant is currently residing in to be selected from a predefined list DN [list of options to be provided here]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenure</td>
<td>Leasehold or Freehold</td>
</tr>
<tr>
<td>Number of Bedrooms</td>
<td>The number of bedrooms in the property where the tenant resides</td>
</tr>
</tbody>
</table>

2. Press save and go to the next screen/task.
Applicant Details

This screen relates to the number of year and months the applicant has been a tenant.

1. Input the following data.

<table>
<thead>
<tr>
<th>Years</th>
<th>The number of whole years of being a public sector tenant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Months</td>
<td>Months in addition to whole years of being a public sector tenant. If there are no additional months place a zero (0)</td>
</tr>
<tr>
<td>Does the Applicant have a legal interest in any other property?</td>
<td>This is a drop down option of either Yes or No. Please note that if the answer is Yes the applicant cannot proceed further.</td>
</tr>
</tbody>
</table>

2. Press save and go to the next screen/task.
1. Please supply details of the Applicant’s gross annual income and savings. The system will allow for details of up to four applicants to be entered on this screen.

By clicking into the relevant fields the data can be entered.

If an additional applicant’s data needs to be added, press the Add Applicant button and a new line will be displayed as shown below.
1. To delete an applicant press the Red X in the Action Column.
2. The system will total the Applicant’s annual income and savings and display them in the fields on the screen.
Portability

There are three possible scenarios as a result of which the following screens will act slightly differently.

1. **Not a portable discount;**
2. **Portable discount with same landlord;**
3. **Portable discount with a different landlord.**

This guidance will go through each one in turn:

1. **Not a portable discount.**

   This means that the tenant is purchasing the property they reside in.

   **Steps**

   Leave the “Portable discount” box un-ticked and press the Save button on the screen and then continue to the next task.

2. **Portable discount with the same landlord.**

   This means that the tenant is buying to a property other than the one they were residing in when they applied but from the same landlord.

   **Steps**

   The landlord will put a tick in the “Portable discount” box and press the save button and continue to the next task.
3. Portable discount with a different landlord

This means the tenant is buying a property other than the one they were residing in when they applied but from a different landlord.

Steps

- The original landlord will put a tick in the “Portable discount” box and enter the details of the landlord the tenant will be transferring to and then press the save button.

- From the drop down arrow you can select from the list the provider where the property is being transfer to

- Or Type the first few letters of the provider name in the box and the provider name will be made available.
- A pop up window will be displayed
Confirm whether you wish to transfer this application to another landlord by selecting yes or no.

Yes – The application will now be the responsibility of the landlord you have named to complete and the original landlord will not have access to the record.

No – The application will remain the responsibility of the original landlord to complete.

Note the screen will change and a new task is applied to the application for the new landlord selected to accept the application for processing.

**Authorisation of Transfer**

This task/screen is only displayed if the application has been transferred to another Landlord as described above.

The new landlord will be able to see the ported application in their workflow list in IMS and access the scheme record as normal through the workflow or the scheme search facility.

Please refer to the workflow section on how to use Workflow.

**Steps**

1. Select the task Authorisation of Transfer
2. ‘Do you authorise the transfer of this scheme’ is a drop down of Yes or No.

Yes The new landlord is accepting the application and will take ownership of the application and process the remaining steps on the IMS.

A comment can be added but is not mandatory

No The landlord is NOT accepting the application and is returning to the original landlord. In this case it is mandatory to make a comment confirming why the transfer is not being accepted.

In either case press the save button to continue processing the application details.

The screen below shows what a rejected application looks like.
Rejected Ported Application

This is only applicable when the application had been transferred to another landlord and this transfer was rejected.

The application will now be back with the original landlord and the original landlord will have a workflow item.

The scheme tasks will now show as below.
There is no end date related to the Portability task.

Select this task by either double clicking on the task name or the arrow.

Portability 20/06/2016 at 18:09  Invalid

Here the landlord can read the reason why the application was not accepted by the other landlord.

The original landlord has the following options:

1. Enter the details of another landlord who will be taking forward the application, and to whom the processing responsibility will be transferred.
2. Save the screen without entering another landlord, in which case the original landlord will retain responsibility for processing.
Property to be purchased

This step is only available where portable discount has been selected.

Property To Be Purchased

1. Enter the details of the property to which the discount is going to be applied.
2. Press Save.
Forecast Information

1. Input the Estimated value of the property.
2. Input any Estimated Discount
3. Forecast Sales Completion Date – this uses the Calendar functionality as outlined in the Log application section.
4. Press Save button and continue onto the next task.
1. Complete the RICS valuation of the Property in whole pounds
2. The date the RICS valuation took place.
3. The system will then calculate all other field from the information you have already provided.
1. Read and accept the certification by clicking onto each one. All the certifications must be agreed to in order to save the task.
Offer to Tenant

1. Using the calendar functionality, state the date the formal offer was made to the tenant.
2. Using the calendar functionality, state the date the offer was accepted by the tenant.
3. Press Save.
**Funding of Purchase**

1. The first two fields are carried forward from the Payment Calculation task
2. The Deposit, Mortgage and Net discount must add up to the valuation
3. Once Completed Press Save.

*Example of a completed screen*
<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>RICS QUALIFIED SURVEYOR VALUATION</td>
<td>150,000</td>
</tr>
<tr>
<td>NET DISCOUNT (£)</td>
<td>54,000</td>
</tr>
<tr>
<td>DEPOSIT (£)</td>
<td>20,000</td>
</tr>
<tr>
<td>MORTGAGE (£)</td>
<td>76,000</td>
</tr>
</tbody>
</table>
1. The RICS Qualified Survey Valuation has been pre populated from the Payment Calculation Screen

2. Enter the following fields:

   Grant invested the property – this must be a whole number of £

   Allowable Expenses – this must be a whole number of £
1. Read and accept the certification by clicking onto each one by accepting each one. All the certifications must be agreed to in order to submit.

2. Press the Submit button to send it to Homes England to review and approve.
Approval

This is a Homes England (Funder) activity.

There may be more than one type of approval that needs to be reviewed and approved:

1. A funder variation approval
2. Approval

Funder Variation Approval

This is where the postcode has been used before in an application. The provider has already stated a reason why the postcode has been used more than once. It is usually because there is more than one property with that postcode that is being purchased under the Voluntary Right to Buy.

The landlord may have put a general comment regarding the variation or put a comment in the address part itself.
Press the 🎨 to see what has been written.
Termination of an application

A provider can terminate an application at any stage of the application. Please note that once an application is terminated it cannot be brought back.

Steps
Using either the Workflow facility or Schemes

Adding a Termination Milestone
Once the application has been located the screen will look like this

1. Select the Add Milestone option

2. On the right hand side the screen will display the Milestones which can be added to this scheme/Application type.

3. Highlight the milestone

4. Press Add

The Milestone will be added to the application
5. From the Action column press the arrow.

7. Press the arrow again.
8. A new screen will be displayed.

Select a reason for the termination from the drop down list:

<table>
<thead>
<tr>
<th>Reason for termination</th>
<th>Explanation of reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant(s) did not pass eligibility checks</td>
<td>Where an application has been terminated, due to the</td>
</tr>
<tr>
<td></td>
<td>applicant or applicants failing to pass the</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicant(s)’ property was excluded from sale, and declined the offer of an alternative property to which to port their discount</td>
<td>Where an application has been terminated, where a property has been excluded from sale by the landlord, and the tenant has declined either the initial offer of portable discount, or of an alternative property to which to port their discount.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Applicant(s) unable to secure funding for purchase</td>
<td>Where an applicant has failed to secure a mortgage or alternative funding to proceed with a purchase, and has either withdrawn or the application has been terminated by the landlord because the applicant cannot realistically meet the required timescales for completion.</td>
</tr>
<tr>
<td>Other occupying tenants did not consent to the sale of the property</td>
<td>Where other occupants who do not form part of the application have failed to sign a declaration consenting to its sale, and the application has been ceased as a result.</td>
</tr>
<tr>
<td>Application suspended due to fraud</td>
<td>Where the landlord has identified fraud, and has terminated the application as a result.</td>
</tr>
<tr>
<td>Applicant withdrew application/Application suspended due to tenant being unable or unwilling to comply with terms</td>
<td>Where the application has been terminated because a) the tenant is unable to comply with the terms of as set out in the main guidance, for instance the tenant has failed to meet the timescales for progression to the next stage, and the tenant/landlord has ceased the application as a result.</td>
</tr>
<tr>
<td>Application entered in error</td>
<td>Where the landlord has entered an application in error.</td>
</tr>
<tr>
<td>Other</td>
<td>Please specify.</td>
</tr>
</tbody>
</table>

9. An overall comment must also be entered.
10. Press Save
Deleting the Termination Milestone

If after having added a termination milestone, but before completing it, you wish to cancel the termination you can continue with the scheme by deleting the milestone.

Steps

1. Press Delete Milestone

2. Highlight the Voluntary Right to Buy Termination and press the Delete button.
3. A pop up window will be displayed asking you to confirm.

By pressing OK the milestone will be removed.
Searching for an Application

There are several ways of finding your application.

Through Schemes

1. IMS top tool bar select the Scheme menu

2. From the drop down box select Scheme list

3. A search screen is then displayed

   ![Select parameters - Updated](image)

The scheme can be found by using any of the filters on this screen but will be directly identified by the Scheme ID, which is automatically generated by IMS when the scheme is first logged and shown in the top bar of the screens for the scheme thereafter:

![Homes England](image)

And or

Digital Gateway URN

Scheme number

![Select parameters - Updated](image)

By leaving “Active Schemes Only” ticked you will exclude any terminated schemes from your search.

Digital Gateway URN (Unique Reference Number)

![Select parameters - Updated](image)

Please enter the URN code should be the four alpha-numerical code.
Workflow – Landlord View

Using Workflow

When the user logs into IMS workflow will be displayed.

<table>
<thead>
<tr>
<th>Event Description</th>
<th>Lapsed Event</th>
<th>Actions</th>
<th>Operating Area Responible</th>
<th>Partnership ID</th>
<th>Agreement ID</th>
<th>Sub Project ID</th>
<th>Allocation ID</th>
<th>Schedule ID</th>
<th>Scheme ID</th>
<th>Journal ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incentive Scheme Grant confirmation and Payment</td>
<td>No</td>
<td>Fund (GC) assess scheme</td>
<td>Midlands</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>643116</td>
</tr>
<tr>
<td>Incentive Scheme Grant confirmation and Payment</td>
<td>No</td>
<td>Fund (GC) assess resolution</td>
<td>Midlands</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>645200</td>
</tr>
<tr>
<td>Incentive Scheme Grant confirmation and Payment</td>
<td>No</td>
<td>Provider complete scheme to GC submission</td>
<td>Midlands</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>645201</td>
</tr>
</tbody>
</table>

Useful icons

<table>
<thead>
<tr>
<th>Icon</th>
<th>What they do</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Refresh List" /></td>
<td>It will allow the IMS User to refresh the list after different actions have been completed, so only work that needs to be completed is shown.</td>
</tr>
<tr>
<td><img src="image2.png" alt="Workflow Enter Filter" /></td>
<td>This allows the user to modify the view within their Workflow list.</td>
</tr>
</tbody>
</table>
By making the following filter selections a user can only see the Voluntary Right to Buy actions that need to be completed.
Press Ok and the only relevant tasks will be displayed.

Highlight the relevant scheme line
Right click new options appear

Select Action
This will take you to the scheme and relevant task to be completed.

There are three Workflow actions which are shown.
<table>
<thead>
<tr>
<th>Action type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funder GC assess scheme</td>
<td>The application is with Homes England to assess and approve the scheme. It is there for information</td>
</tr>
<tr>
<td>Funder GC assess variations</td>
<td>The application is also with Homes England to approve but there is a postcode variation, which need to be checked. It is there for information</td>
</tr>
</tbody>
</table>
| Provider Complete scheme to GC submission | This could be for several options.  
1. The scheme still needs to be completed and this can be shown at any stage.  
2. The scheme has just been transferred to you from another landlord. |
## Trouble shooting

<table>
<thead>
<tr>
<th>What is this? Why can’t I?</th>
<th>Answer</th>
<th>Section of Guide to refer to</th>
</tr>
</thead>
<tbody>
<tr>
<td>I cannot find the option to select the VRtB pilot to input my application</td>
<td>Have the correct authorities assigned to your IMS Account- speak with your security administrator</td>
<td>Security Information</td>
</tr>
<tr>
<td>I cannot find the option to select the VRtB pilot to input my application</td>
<td>When going to the top menu bar &gt; Select Schemes &gt; New Scheme &gt; You stated Yes. Press Close and start again.</td>
<td>Navigation to the Log Application Page 5</td>
</tr>
<tr>
<td>Duplicate Postcode</td>
<td>There may be a number of properties associated with that postcode. We are asking for you to confirm that not the same property compensation is being claimed for.</td>
<td></td>
</tr>
</tbody>
</table>
The application cannot proceed as there is not enough money in this year’s allocation. Please contact MHCLG.

I have accidentally added a termination milestone – I did not mean to.

Refer to Deleting the Termination Milestone see the steps.

I have terminated the scheme can I re-instate it

No a new application will need to be added to the system with a new URN