

Registration Guide

London Borough of Lambeth **Temporary Accommodation**

July 2026



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London Borough of Lambeth

London Borough of Lambeth 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
- 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). 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 Lambeth.

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 Lambeth, the Provider will receive feedback so amendments can be made (where possible). Typically, the cycle of these steps will take a maximum of 10 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 link to 'PROPERTIES'. Below the logo is a red navigation bar with the word 'DASHBOARD' in white. The main content area starts with a welcome message: 'Welcome to adam Housing!'. Below this is a message: 'You still need to complete you provider registration process and submit for approval. Click the button below to continue from where you left off.' followed by a blue button labeled 'COMPLETE REGISTRATION'. Below the button is a section titled 'ALERTS'. There are two alerts: the first says '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 says 'Before you can begin listing live properties you will need to update your bank details.' with an 'UPDATE' button.

adam Housing

PROPERTIES

DASHBOARD

Welcome to adam Housing!

You still need to complete you provider registration process and submit for approval.
Click the button below to continue from where you left off.

COMPLETE REGISTRATION

ALERTS

adam suggests having more than one Admin User linked to your company account.
Would you like to add a new Admin User?

ADD

Before you can begin listing live properties you will need to update your bank details.

UPDATE

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) • Voluntary Community Social Enterprise (VCSE) • Sheltered Workshop • Public service mutual • N/A	
7	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figuresanalysis/smedefinition/	
8	Details of Persons of Significant Control (PSC), where appropriate: - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. (Please enter N/A if not applicable)	

	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. 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	Details of immediate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) Head office VAT number (if applicable) (please enter N/A if not applicable)	
10	Details of ultimate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) Head office VAT number (if applicable) (Please enter N/A if not applicable)	
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	Click on the document to open it and read. Return to the Registration and tick the corresponding boxes 'I agree to the terms of the document' 'I am authorised to agree'
Sub-Contractor Information (if applicable)	If you have selected 'Yes' to Q14, you will need to download the Sub-Contractor document, complete, and then reupload in the documents field.

Accreditation

At the Accreditation stage, your business must show that you meet London Borough of Lambeth's Entry Criteria before you can be admitted onto the adam Housing platform as one of the Councils 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: Supplier Information, Business Activities, Insurance, and Policies.

At the Accreditation stage, you will also be required to download and read London Borough of Lambeth's Supplier Agreement and agree it can be sent to you for signing via Docusign.

Once you have signed the Service Level Agreement and have received the full signed copy from Docusign, your company will be signed up to the terms and conditions of transacting business with London Borough of Lambeth through the property transaction process, and to deliver any Services required in accordance with the Council'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 Lambeth from the drop down list.

Q	Company Information	Help	Trigger
1	Do you currently have secured nightly let bookings with Lambeth Council?		
2	Are you looking to offer the council a property under a nightly rate temporary accommodation scheme?		1 (No)
3	Contact name and details for enquiries about this bid (include contact name, job title, address, phone number, e-mail address, website address)	If there is more than one director, include at least 2 director details as this is required for the Service Level Agreement.	
4	Confirm that your organisation has been trading for a minimum of 12 months.		1 (No)
5	Date of Incorporation		1 (No)
6	Do you currently supply Lambeth with Nightly Paid Temp Accom under a different registered company name or sister company?		

7	State ALL Trading name(s) and address(es) and company registration number(s)		6 (Yes)
8	What is the legal entity type of your organisation?		1 (No)
9	If Other, specify the legal entity type of your organisation		8 (Other)
10	Company Registration number		8 (Public limited Company, Private limited Company, Limited Company)
11	Are you a registered charity?		1 (No)
12	Charity Registration number (if applicable)		11 (Yes)
13	Registered Companies: confirm you will upload one of the following: a) audited accounts for the last two years/ most recent set if a new company (trading for a minimum of 12 months) 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		1 (No)
14	In no more than 500 words provide an explanation describing the nature of your business and any contracts held with other organisations e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.		1 (No)
15	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 = £5m		
16	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 = £5m		
17	Confirm that your organisation complies with Housing Health and Safety Rating guidance (HHSRS).	Refer to Housing Health and Safety Rating System (HHSRS): Landlord and agent guide - GOV.UK for support	
18	Describe how all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements.		
19	Upload your business policy to support your answer to question 18 if applicable.		
20	Are you a relevant commercial organisation as defined by section 54 (Transparency in supply chain etc.) of the Modern Slavery Act 2015	http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted	1 (No)
21	If you have answered yes, are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?		20 (Yes)

	If yes, provide the relevant url to view the statement. If no, provide an explanation		
22	If you will be offering Studios or HMOs it is a requirement that are you registered with Setting the Standard and your properties are uploaded. Confirm if you are registered with Setting the Standard	if you provide studios or HMO's in the future you are required to register each property with Setting the Standard Setting the Standard (StS) - Commissioning Alliance	
23	Download and read the Service Level Agreement		22 (No)

Accreditation Documents

Documents	Instructional text	Required/Optional
Financial documentation	Please upload copies of the required financial documentation, as requested in question 13	Required if you do not currently have bookings with London Borough of Lambeth
Evidence of Employers Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.	Required
Evidence of Public Liability Insurance	Your company name, level of cover and the insurance expiry date must be visible within the uploaded document.	Required
Business Policy	Please upload your business policy to support your answer to question 18 if necessary	Optional

Next Steps

Once your accreditation submission has been reviewed by London Borough of Lambeth 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 Lambeth. You will receive a system notification email to inform you of the outcome of each review stage.

You will then have the opportunity to create your property portfolio and start offering those to the London Borough of Lambeth. A further guide on how this can be done will be shared with you after the accreditation stage.

To register and begin your application and for more details on how to create and submit your Accreditation, please see the information available at <https://www.theaccessgroup.com/en-gb/health-social-care/software/commissioning-software/access-adam-providers-site/housing/#customers> on London Borough of Lambeth's page.