RSAP System Guide

Terminology:

RSAP Client: A client housed under the Rough Sleepers Accommodation Programme. You will only be able to access records for clients housed in your properties.

Block: A property with one or more units.

Flat: A single unit housing a client or couple. Each Flat sits underneath a Block.

Tenancy: Details of the client and bedspace, start and end dates and reasons for leaving if the client has moved out.

Monthly data return: A once monthly confirmation that you have reviewed and updated your data. You submit a data approval once a month and this then notifies the Clearing House team.

Navigating around the system:

Please note the deadline for submission is the 5th of the month

Welcome to the Borough Bid Rough Sleepers Accommodation Programme

You will use this site to set up RSAP Borough Bid properties, tenants and to manage tenancies. You will need to approve your data on a monthly basis

Create RSAP clients and tenancies

If you'd like to move an existing RSAP client to a new flat, tick below, otherwise click 'Next' to create new client(s)

☐ I want to move an existing client to a new flat

You will need to have moved the client(s) out of their old flat first.

Next

Please use the tabs at the top of the page to create blocks, flats and to manage tenancies. Clients can be created using the box above..
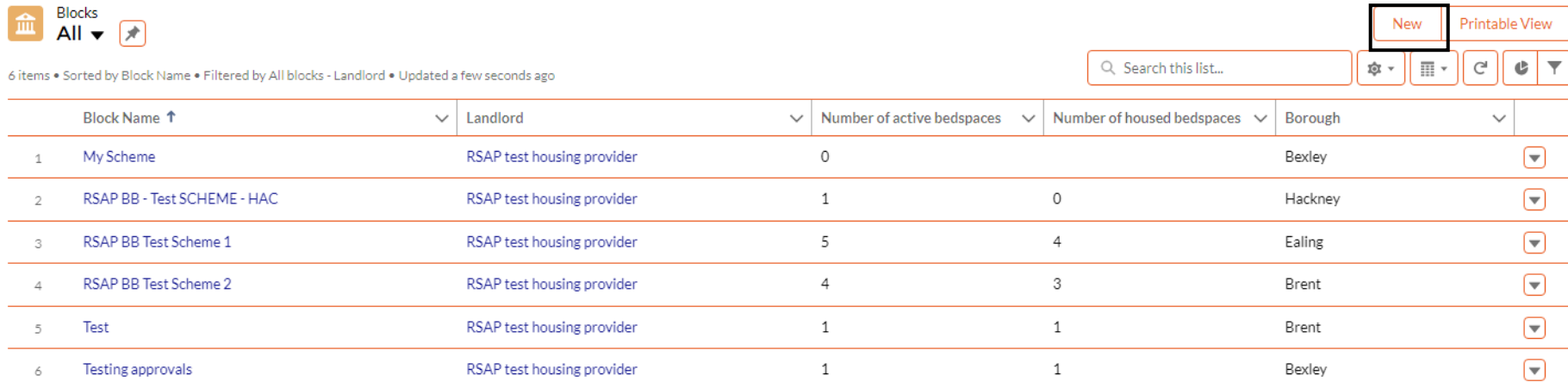
Your monthly return can be submitted by clicking the 'More' tab

1. Tabs to navigate to lists of your blocks and flats, tenancies, and to submit your monthly data updates (find this by clicking the 'More' tab)
2. Search bar to search for records (clients, schemes, bedspaces and tenancies)
3. Log out by clicking your username here and selecting Log Out
4. This screen guides you throw either moving an existing client into a new room, or creating new client(s) and moving them in.

Creating Blocks and Flats:

All your existing blocks and flats have been migrated into the system. But if you add new properties, you will need to create these records.

To create blocks and flats, go to the Your blocks and flats tab, which will show you a list of all your properties:

 As you can see, this list shows you the name, landlord, number of active bedspaces (all available flats) and number of housed bedspaces (number of flats with current tenancies), and the borough.

To create a new block, click the 'New' button on the top right.

Fill out the fields- for the Block Name please follow the format RSAP BB - ROAD NAME - FIRST THREE INITIALS OF BOROUGH OR HOUSING PROVIDER. A red star denotes a mandatory field. All the fields in the right hand column are populated automatically so you won't be able to complete these.

New Block

Information

* Block Name	Owner
	RSAP User
* Landlord	Approval status
Search Organisations... 🔍	
* Property Owner	Number of bedspaces (all time) ⓘ
Search Organisations... 🔍	
* Address 1	Number of active bedspaces ⓘ
Address 2	Number of housed bedspaces
Address 3	
* Borough	
--None-- ▾	
* Postcode	

Cancel   Save & New   **Save**

Once you've created a block it is automatically submitted to Clearing House for approval. At this point you will no longer be able to edit the block. You will be directed to the new block you've just created.

Block
RSAP BB - ADDRESS - TES

Printable View

Block Name
RSAP BB - ADDRESS - TES

Owner
👤 RSAP User

Landlord
RSAP test housing provider

Approval status
Pending Approval

Property Owner
RSAP test housing provider

Number of bedspaces (all time) ⓘ

Address 1
Line 1

Number of active bedspaces ⓘ

Address 2

Number of housed bedspaces

Address 3

Borough
Brent

Postcode
SE1 4PF

Created By
👤 RSAP User , 16/06/2022 09:30

Last Modified By
👤 RSAP User , 16/06/2022 09:30

🌙 Flats (0)   New

🗄 Tenancies (0)

To add flats at this block, click the 'New' button where you can see Flats (once you've added flats they will appear in this list under the block here).

Once again, fill out the fields in the left hand column. Click 'Save'.

New Flat

Information

Flat Name

Current/most recent tenancy

*RSAP scheme

🏛 RSAP BB - ADDRESS - TES   ✕

*OPS Project ID

Number of times let

*RSL bedspace ID

Withdrawn and due for substitution

*GLA bid code

Permanently withdrawn

☐

*RSAP Round

Replaced with

--None--   ▼

Borough for first let only

--None--   ▼

*Flat number

System Information

Approval status

Cancel   Save & New   **Save**

You'll see that the the flat you've just created is sitting in a list under its block. Its status will be Void, since there has been no occupant added onto the system yet:

Block
RSAP BB - ADDRESS - TES

Printable View

Block Name	Owner
RSAP BB - ADDRESS - TES	👤 RSAP User

Landlord	Approval status
RSAP test housing provider	Pending Approval

Property Owner	Number of bedspaces (all time) ⓘ
RSAP test housing provider	1

Address 1	Number of active bedspaces ⓘ
Line 1	1

Address 2	Number of housed bedspaces
	0

Address 3

Borough
Brent

Postcode
SE1 4PF

Created By	Last Modified By
👤 RSAP User , 16/06/2022 09:30	👤 RSAP User , 16/06/2022 09:33

🌙 Flats (1)

New

Flat Name	Flat number	Bedspace status	Current/last tenant	
F-0665	2	Void	No tenancies yet	▼

View All

Ending existing tenancies:

If a client moves out, you will need to end their tenancy record. Go to the Your tenancies tab, and you'll see a list of open tenancies in your properties:


If you need to end a tenancy, click the drop down arrow at the end of that tenancy's row, then click Edit:

Enter the Tenancy end date and Reason for leaving and click Save. If you put in just an end date, you will receive an error message when you try to save:

Review the errors on this page.

RSAP tenancy number
RSAPT-0010

Owner
RealSystems.Info

RSAP client
James Hacker

Tenancy start date
21/03/2022

Reason for placement if no CHAIN number

Tenancy end date
25/04/2022

Couple's tenancy- Second occupant

Reason for leaving
--None--

Please enter the Reason for leaving
View all dependencies

If the Reason for leaving is Planned Move, Abandoned by Tenant, Evicted or Other, then you will also be asked to complete the New accommodation type before you save the record.
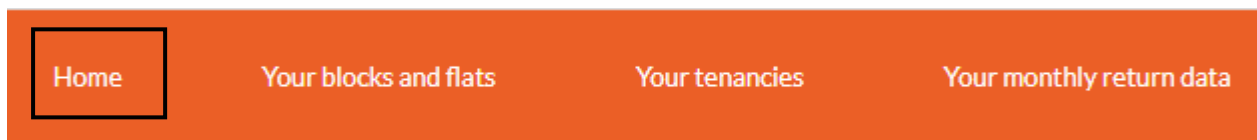
Once saved, you will be returned to the list of open tenancies, so can end any other tenancies that you need to.

If you'd like to view all tenancies throughout the whole programme, including ones that have ended, click the dropdown arrow next to All open tenancies and select All tenancies including historic:

Adding new clients and tenancies:

Once you have added new blocks and flats, and ended any existing tenancies, please add new tenancies onto the system. Navigate to the home page, by clicking on the Home tab:

On the home page you will see a screen called Create RSAP clients and tenancies:

If the client you are moving in is already on the system (i.e. they were previously staying in a different flat but have moved):

Please tick the box (1) above, then click Next.

You will then be asked to search for the client by name, and their partner if there is a couple living together:

Click Next.

If the client is not already on the system:

Leave the tickbox blank on the first screen, then click Next. You will then be asked to enter the client's details:

Red stars indicate a mandatory field.

If you answer No to 'Is the tenant a CHAIN verified rough sleeper, you'll see another mandatory question appear:

Is the tenant a CHAIN verified former rough sleeper?

No

Is the tenant otherwise known to have slept rough for one night or more?

--None--

If you answer No to 'Is the tenant otherwise known to have slept rough for one night or more?', you'll see a third mandatory question appear:

Is the tenant a CHAIN verified former rough sleeper?

No

Is the tenant otherwise known to have slept rough for one night or more?

No

Was the tenant assessed for this accommodation as being at immediate risk of rough sleeping?

--None--

You will need to enter the CHAIN number in the correct format, starting with either CH or PR, otherwise you will see an error message when you click Next:

CHAIN number

4

Please include the CH or PR prefix

If this is a couple, please toggle Couple's tenancy to Yes to enter details about the second person:

Couple's tenancy? [toggle: Yes]

Name

First Name

First Name

Last Name

Last Name

* Date of birth

* Is the tenant a CHAIN verified former rough sleeper?

--None--

CHAIN number

Click Next, and you will be presented with a drop down list of all your blocks. Select the one that the client has moved into and click Next:

Create RSAP clients and tenancies

* Which block has the client moved into?

--None--

Previous   Next

The next screen will show you a dropdown list of all flats at that block that are currently unoccupied. If you can't see a flat on the list, make sure you have ended the previous tenancy first.

Select the flat and enter the moved in date and click Next.

Create RSAP clients and tenancies

* These are the unoccupied flats at the block you selected. Which one has the client moved into?

| --None-- | |

If you can't see the flat you need to move the client into, please check that the former occupant has been moved out.

* Moved in date

| | 📅 |

You will not be able to create a tenancy with a start date in the future- you will receive this error message if you try to do so:

* Moved in date

| 03-May-2022 |

Please don't create a tenancy that hasn't yet started

After clicking Next you'll see a confirmation screen. You'll then be able to click Finish and be taken back to the first screen, where you can create more clients and tenancies if you need to.

Create RSAP clients and tenancies

That's all done! You can view tenancies under the 'Your tenancies' tab

Submitting monthly data:

Once you are happy with the data each month, you will need to confirm to Clearing House that you have done so by submitting a data approval record to them.

Go to the Your Monthly return data tab and you'll see a list:

There will a record for the relevant month, which will have no Submitted date. Click into this record by clicking on the name (in the case above 'RSAP test housing provider April data submission 2022').

On the record, click Submit to confirm that the data has been checked and is accurate.

You will be asked to confirm that the data is accurate and up to date- click Confirm, and then Finish on the next screen.

Submit

I confirm that our data is accurate and up to date for the current reporting period.

Confirm

You'll see that there is now a submitted date and an approval history, that shows it is Pending approval by the Clearing House RSAP team:

If you have updated and checked all your data for this month's reporting, please click 'Submit'!

Monthly return data
RSAP test housing provider April data submission 2022

Submit

Monthly return data name
RSAP test housing provider April data submission 2022

Owner
Real Systems

Landlord
RSAP test housing provider
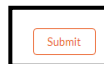
Submitted date
27/04/2022

Reviewed by Clearing House

Created By
Real Systems , 26/03/2022 08:45

Last Modified By
Alex Laybourn , 06/06/2022 15:37

Approval History (2)

Step Name	Date	Status	Assigned To	
Submit to C...	27/04/2022 ...	Pending	RSAP	▼
Approval R...	27/04/2022 ...	Submitted	Real Systems	▼

View All

The next month's data submission record is automatically created once Clearing House have approved it.