

**A Standard Operating Procedure
Non-Clinical
Finance Procedures for Accommodation**

For Use in:	Residences
By:	Residences
For:	Staff guide of basic financial procedures
Division responsible for document:	Facilities and Estates
Key words:	Invoices Direct Payers Cash Book
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If Yes - does the strategy/policy deviate from the recommendations of NICE? If so why?	N/A

Version and Document Control:

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Version No.	Date of Update	Change Description	Author
1			Anne Collins

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1. Objective

To provide a framework/guide for staff to follow in relation to set financial procedures involving Res Manager (IT booking system) and how to take payments using PDQ card machine.

2. Rationale

This document is a step by step guide for all staff on how to take direct payments from residents.

- Direct Payers Procedures
- PDQ machine
- Cash Payments
- Cash Book/cash sheet

From the outcome of an external audit, it was a requirement to produce a guide for all staff on how to take direct payments from residents.

3. Scope

Finance Officer oversees the processes for direct payers and cash book in order to ensure all transactions are balanced ready for inputting to Residents accounts.

4. Processes to be followed

Direct Payers Procedures:

All rents are due on the first day of each month or the next working day.
To take payments follow this procedure.

First monthly take rent payments by PDQ (credit/debit card machine) from Tenants who have signed relevant authority.

- To find out how much rent is due go to Res Manager, Menu, Resident List, name, Residents Details, Account.
- Take relevant payment with the card machine.
- Write a receipt
- Write manually in cash book
- Go to Office Share, Cash Sheet and record relevant information - S:\Corporate Departments\Facilities\Accommodation Office\Office Share\CASH SHEETS
- Tenants who telephone or come in to the office to pay same procedure

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Finance Officer to process payments to Tenant accounts from information in the cash book on a regular basis i.e. at least twice weekly.

On 7th monthly proceed to the Arrears procedures for those that still have not paid.

PDQ User Instructions

- Key in amount to be taken – press enter
- Key in Tenant 16 digit card number – press enter
- Key in expiry date of card – press enter
- Key in 3 digit Security number found on back of card – press enter

The PDQ machine gives prompts throughout the whole process to follow.
Tear off Receipts – Tenants and Office copy and attach to written receipts

Cash Payments

- If a Tenant pays with cash this must be checked and kept in the safe
- This must be Banked at least weekly at the NNUH Cash Office
- This must be entered onto the Cash Sheet and the Cash Book

Cash Book

Daily or at least weekly payments must be processed to Residents Accounts.

- Resident List – Resident – Account – Rent Receipt – Date rent received – Transaction Amount – method of payment.
- Take care with this process as wrong entries make the monthly balancing procedure complicated.

5. Monitoring compliance

To ensure that this document is compliant with the above standards, the following monitoring processes will be undertaken:

The Finance Procedures for Accommodation will be updated 16/12/2023. Changes may be required if there are any additional updates to our IT booking system Res Manager.

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6. Equality Impact Assessment (EIA)

Name of the Policy or Function/Service: Finance Procedures for Accommodation	
Type of function or policy	Existing <input type="checkbox"/> Proposed <input type="checkbox"/>

Division	Facilities and Estates	Department	Accommodation Department
Name of person completing form	Anne Collins	Date	16/12/2020

Equality Area	Potential Negative Impact	Impact Positive Impact	Which groups are affected	Full Impact Assessment Required YES/NO
Race			No	No
Pregnancy & Maternity			No	No
Disability			No	No
Religion and beliefs			No	No
Sex			No	No
Gender reassignment			No	No
Sexual Orientation			No	No
Age			No	No
Marriage & Civil Partnership			No	No