

## 4. Application form fields and levels

The data model is divided in several sections as per below table. Each section captures a relevant part of the application process.

000 – Application details  
 100 – Property details  
 200 – Party details  
 300 – Criterion 1  
 400 – Criterion 2  
 500 – Criterion 3  
 600 – Criterion 4  
 700 – Criterion 5  
 800 – Final statements  
 900 – Valuation  
 1000 - Conveyancing

### Document storage

A new folder will be created for each application on a secure area. The internal structure of the folder will have a folder for each group of documents, as per above sections. The database will capture whether a document was submitted (Y/N) the link to the subfolder and a validation field (Y/N) to flag if documents are valid / have been validated.

CODE	QUESTION	TYPE	DOCUMENTS
A000 – Application details			
A001	Application ID	System ID	
A002	Status (open / closed)	Multi-option	
A002A	Sub-status (the other sub-statuses on the comment)		
A002B	Status comments	Text	
A003	Case manager	User	
A004	First application	Y/N	
A005	Re-application (within 6 months)	Y/N	
A006	Re-application comments	Text	
A007	Number of applicants	Integer	
A008	Date received	Date	
A009	Date agreed to share personal information	Date	
A010	Date acknowledged	Date	
A011	Date documents returned	Date	
A012	Date applicant contacted after application	Date	
A013	Date more documents requested	Date	
A014	Date documents received	Date	
A015	Estate agent email sent	Date	
A016	Estate agent response received	Date	
A017	Date of application deemed as completed	Date	

A018	Date applicant contacted to confirm panel submission	Date	
A019	Date applicant confirms / withdraws application	Date	
A020	Application withdrawn	Y/N	
A021	Expected panel date	Date	
A022	Actual panel date	Date	
A023	Date sent to SoS	Date	
A024	Date of SoS response	Date	
A025	Final response (Accepted / Rejected)	Multi-option	
A026	Date applicant informed	Date	
A027	Expiry date	Date	
A028	Expired	Y/N	
100 – Property details			
101	Address of the property you are applying for	Text	
101A	Postcode	Text	
101B	Project location	Text	
101C	Local authority	Text	
101D	Constituency	Text	
101E	Property type (residential / commercial)	Multi-option	
101F	Distance from centreline	Integer	
10100	LARMS Property ID / UPRN	Text	
102 - Your details			
Person 1			
102P1A	Title	Text	
102P1B	First names	Text	
102P1C	Surname	Text	
102P1D	Phone 1	Integer	
102P1E	Phone 2	Integer	
102P1F	Email	Text	
102P100	LARMS Party ID	Text	
Person 2			
102P2A	Title	Text	
102P2B	First names	Text	
102P2C	Surname	Text	
102P2D	Phone 1	Integer	
102P2E	Phone 2	Integer	
102P2F	Email	Text	
102P200	LARMS Party ID	Text	
Person 3			
102P3A	Title	Text	
102P3B	First names	Text	
102P3C	Surname	Text	
102P3D	Phone 1	Integer	
102P3E	Phone 2	Integer	
102P3F	Email	Text	
102P300	LARMS Party ID	Text	
Person 4			

102P4A	Title	Text	
102P4B	First names	Text	
102P4C	Surname	Text	
102P4D	Phone 1	Integer	
102P4E	Phone 2	Integer	
102P4F	Email	Text	
102P400	LARMS Party ID	Text	
Contact options			
103	Contact address if different from 101	Text	
103A	Postcode	Text	
104	Do not contact by email	Y/N	
105	Other contact requirements	Text	
200 - Your declaration			
201	Proof of identity of each applicant (received)	Y/N	ID proof
201ULR	Link to folder	Text	
201VAL	Documents valid	Y/N	
201P1	Date of signature person 1	Date	
201P2	Date of signature person 2	Date	
201P3	Date of signature person 3	Date	
201P4	Date of signature person 4	Date	
202	Date of decision letter (within 6 months) for reapplication	Date	
202C1	Criterion 1	Y/N	
202C2	Criterion 2	Y/N	
202C3	Criterion 3	Y/N	
202C4	Criterion 4	Y/N	
202C5	Criterion 5	Y/N	
202P1	Date of signature person 1	Date	
202P2	Date of signature person 2	Date	
202P3	Date of signature person 3	Date	
202P4	Date of signature person 4	Date	
203 - Representative			
203A	Name and surname	Text	
203B	Organisation	Text	
203C	Phone	Integer	
203D	Email	Text	
203E	Relationship	Text	
203F	Is paid?	Y/N	
20300	LARMS Party ID	Text	
203P1	Date of signature person 1	Date	
203P2	Date of signature person 2	Date	
203P3	Date of signature person 3	Date	
203P4	Date of signature person 4	Date	
203R1	Representative's confirmation	Y/N	
203R2	If paid, confirmation	Y/N	
203R3	Signature date	Date	
300 – Criterion 1. Type of property and ownership			

301 - Interest			
301A	Owner-occupier	Y/N	
301B	Business	Y/N	
301C	Agricultural unit	Y/N	
301D	Mortgage lender	Y/N	
301E	Representative of deceased party	Y/N	
301F	Reluctant landlord	Y/N	
301G	Freehold	Y/N	
301H	Leasehold	Y/N	
301H1	Number of years	Integer	
301H2	Number of months	Integer	
302	Land Registry titles	Text (long)	
303 - Evidence			
3031	Proof of ownership	Y/N	One of three docs
3032	Proof of owner occupancy	Y/N	Two documents (one from each List A and List B)
3033	Empty property	Y/N	One or more docs
3034 - Not owner occupier. Further evidence			
3034A	Mortgage lenders	Y/N	One or more docs
3034B	Representative of deceased	Y/N	One or more docs
3034C	Reluctant landlords	Y/N	One or more docs
303ULR	Link to folder	Text	
303VAL	Documents valid	Y/N	
400 – Criterion 2. Location of the property			
401	Description of the property	Text (long)	
401A	Plan of the parcel / property	Y/N	One plan or more
401B	Other evidence	Y/N	One plan or more
401ULR	Link to folder	Text	
401VAL	Documents valid	Y/N	
500 – Criterion 3. Effort to sell			
500A1A	Agent 1. Name	Text	
500A1B	Agent 1. Address	Text	
500A1C	Agent 1. Website	Text	
500A1D	Agent 1. Date	Date	
500A1E	Agent 1. Price	Integer	
500A1F	Agent 1. Refusal	Y/N	
500A2A	Agent 2. Name	Text	
500A2B	Agent 2. Address	Text	
500A2C	Agent 2. Website	Text	
500A2D	Agent 2. Date	Date	
500A2E	Agent 2. Price	Integer	
500A2F	Agent 2. Refusal	Y/N	
500A3A	Agent 3. Name	Text	
500A3B	Agent 3. Address	Text	
500A3C	Agent 3. Website	Text	
500A3D	Agent 3. Date	Date	

500A3E	Agent 3. Price	Integer	
500A3F	Agent 3. Refusal	Y/N	
500A4A	Agent 4. Name	Text	
500A4B	Agent 4. Address	Text	
500A4C	Agent 4. Website	Text	
500A4D	Agent 4. Date	Date	
500A4E	Agent 4. Price	Integer	
500A4F	Agent 4. Refusal	Y/N	
500B	Property put on the market	Date	
500C	Initial asking price	Integer	
500D	Current asking price	Integer	
500E	Reductions	Text	
500F	Marketing actions taken	Text	
500G	Number of viewings	Integer	
501 - Offers			
5011A	Offer 1. Date of offer	Date	
5011B	Offer 1. Estate agent	Text	
5011C	Offer 1. Amount	Integer	
5011D	Offer 1. Outcome details	Text	
5012A	Offer 2. Date of offer	Date	
5012B	Offer 2. Estate agent	Text	
5012C	Offer 2. Amount	Integer	
5012D	Offer 2. Outcome details	Text	
5013A	Offer 3. Date of offer	Date	
5013B	Offer 3. Estate agent	Text	
5013C	Offer 3. Amount	Integer	
5013D	Offer 3. Outcome details	Text	
5014A	Offer 4. Date of offer	Date	
5014B	Offer 4. Estate agent	Text	
5014C	Offer 4. Amount	Integer	
5014D	Offer 4. Outcome details	Text	
5015	Current estate agent's name	Text	
5016	Contact's name	Text	
5017	Branch address	Text	
5018	Phone number	Integer	
5019	Email	Text	
502 - Checks			
502A	At least three agents	Y/N	
502B	At least three months on the market and price reduced (yes/no)	Y/N	
502C	Feedback from estate agents	Y/N	
502D	Offer under 15% of unblighted price	Y/N	
502E	Confirm is not currently on sale	Y/N	
502F	Valuation and marketing proposal letters	Y/N	One or more docs
502G	Instruction letter from estate agent	Y/N	One or more docs
502H	Sole or joint agency / sales agreement	Y/N	One or more docs
502I	Proof of date of marketing	Y/N	One or more docs

502J	Sales details documents by agents	Y/N	One or more docs
502K	Evidence of marketing (adverts, internet, pictures of sale board)	Y/N	One or more docs
502L	Feedback from viewings	Y/N	One or more docs
502M	Other relevant letters	Y/N	One or more docs
502N	Evidence of offers and outcomes of these	Y/N	One or more docs
502ULR	Link to folder	Text	
502VAL	Documents valid	Y/N	
600 – Criterion 4. No prior knowledge			
600A	Date of acquisition of the property		
600B	Evidence	Y/N	One or more docs
600ULR	Link to folder	Text	
600VAL	Documents valid	Y/N	
700 – Criterion 5. Compelling needs to sell			
7001	Applicant's account (A4 large free text)	Y/N	
700A	Divorce documents	Y/N	One or more docs
700B	Court orders	Y/N	One or more docs
700C	Payslips	Y/N	One or more docs
700D	HMRC documents (P60 and such)	Y/N	One or more docs
700E	Tax documents	Y/N	One or more docs
700F	Mortgage	Y/N	One or more docs
700G	Health authorities	Y/N	One or more docs
700H	Company accounts	Y/N	One or more docs
700I	Employment letters (contracts, redundancy, etc)	Y/N	One or more docs
700J	Death certificates, wills	Y/N	One or more docs
700K	Correspondence from government (benefits)	Y/N	One or more docs
700L	Other documents from surveyors, solicitors and professionals	Y/N	One or more docs
700M	Other evidence	Y/N	One or more docs
700ULR	Link to folder	Text	
700VAL	Documents valid	Y/N	
800 – Final statements			
Confirm criterion, evidence and number of sheets in the application			
800C1	Criterion 1	Y/N	
800C2	Criterion 2	Y/N	
800C3	Criterion 3	Y/N	
800C4	Criterion 4	Y/N	
800C5	Criterion 5	Y/N	
800C6	Criterion 6	Y/N	
800C7	List evidence	Text	
801	How many sheets without evidence	Integer	
Where did you hear about NTS?			
802A	DfT (yes/no)	Y/N	
802B	Local media (yes/no)	Y/N	
802C	Word of mouth (yes/no)	Y/N	
802D	Internet (yes/no)	Y/N	
802E	Public consultation (yes/no)	Y/N	

802F	Other (free text)	Text	
V900 - VALUATION			
V901	Date of valuation instructed by landowner	Date	
V902A	Date of Building Survey Report instructed	Date	
V902B	Date of Building Report Received	Date	
V903A	Choice of valuer 1 (EWR)	Text	
V903B	Choice of valuer 2 (Applicant's)	Text	
V904	Date valuation instructed by EWR / NTS team	Date	
V904A	Date valuer contacts applicant	Date	
V904B	Survey reviewed	Date	
V905A1	Valuation 1	Integer	
V905A2	Date valuation 1 received	Date	
V905B1	Valuation 2	Integer	
V905B2	Date valuation 2 received	Date	
V906	Average valuations	Integer	
V907	Valuations between 10%	Y/N	
V908	Date notification applicant	Date	
V909	Date choice third valuer by applicant	Date	
V910C	Choice of valuer 3	Text	
V911	Third valuation instructed	Date	
V912C1	Valuation 3	Integer	
V912C2	Date valuation 3 received	Date	
V913	Average of two closest valuations	Integer	
V913B	Date of last valuation	Date	
V913C	Two closest valuations		
V914	RV1 prepared date	Date	
V915	Expenditure approval date	Date	
V916	Letter of offer sent	Date	
V917	Date of response	Date	
V918	Offer accepted or declined (Accepted / Declined)	Multi-option	
V919	Date of acceptance	Date	
V920	Solicitor details	Text	
C1000 - CONVEYANCING			
C1001	Date EWR legal and L&P informed	Date	
C1002	Date legal supplier instructed	Date	
C1003	Date property supplier instructed	Date	
C1004	Date applicant contacted	Date	
C1005	Date applicant's solicitor contacted	Date	
C1006	Date Property Management supplier contacted	Date	
C1007	Notification of acquisition	Date	
C1008	Pre-completion report date	Date	
C1009	Title and Contract forwarded to acquisitions team	Date	
C1010	RV2, Completion Statement, final approval docs	Date	
C1011	Final review and documents uploaded	Date	
C1012	Sign off date	Date	
C1013	Date of P.O authorisation	Date	
C1014	Send fund to conveyancer	Date	

C1014A	Funding received	Date	
C1015	Date contract exchanged	Date	
C1016	With property management	Date	
C1017	Complete on sale	Date	
C1018	Transfer deeds	Date	
C1019	Final inspection	Date	
C1020	Key handover	Date	
C1021	Case closed	Date	

## 4.1. KPIs

Number of applications by date (time series in a bar chart by month, ~~could be stacked with status~~)

Number of applications by status (open/ closed)

Number of applications by sub-status (could be a pie chart)

Number of applications by outcome (approved, rejected)

### 4.1.1. Performance KPIs (handling times)

#### Part 1. Application

Average number of days from application to resolution and notification ( A026 – A008)

Average number of days to acknowledge application (A010 - A008)

Average number of days to return documents (A014 - A008)

Average number of days to complete application phase (A017 - A008)

Average number of days to get to panel (A022 - A008)

Average number of days between expected and actual panel date (A022 - A021)

Average number of days for SoS to respond (A024 - A023) – Up to 4 weeks

Average number of days to inform applicant of SoS decision (A026 - A024)

#### Part 2. Valuation

Average number of days between instruction and offer letter sent (V916 - V901)

Average number of days between notification and instruction (V901 - A026) – 2.5 years (30 months)

Average number of days to instruct building surveyor (V902A - V901) - 1 day

Average number of days to instruct valuers 1 & 2 (V904 - V901) - 1 day

Average number of days for valuer to contact applicant (V904A - V904) - 2 days

Average number of days to review survey from day instructed (V904B - V902A) - 15 days

Average number of days to receive valuations 1 & 2 from instruction (((V905A2 - V904) +(V905B2 - V902))/2) - 20 days

Average number of days to receive 3rd valuation from instructed (V912C2 - V911) - 10 days

Average number of days to complete RV1 from last valuation (V914 - V913B) - 1 day

Average number of days to approve expenditure from final valuation (V915 - V913B) - 5 days

Average number of days to send offer letter from last valuation (V916 - V913B)

Average number of days to accept offer (V919 - V916) – Until expiry of application (3 years from start)