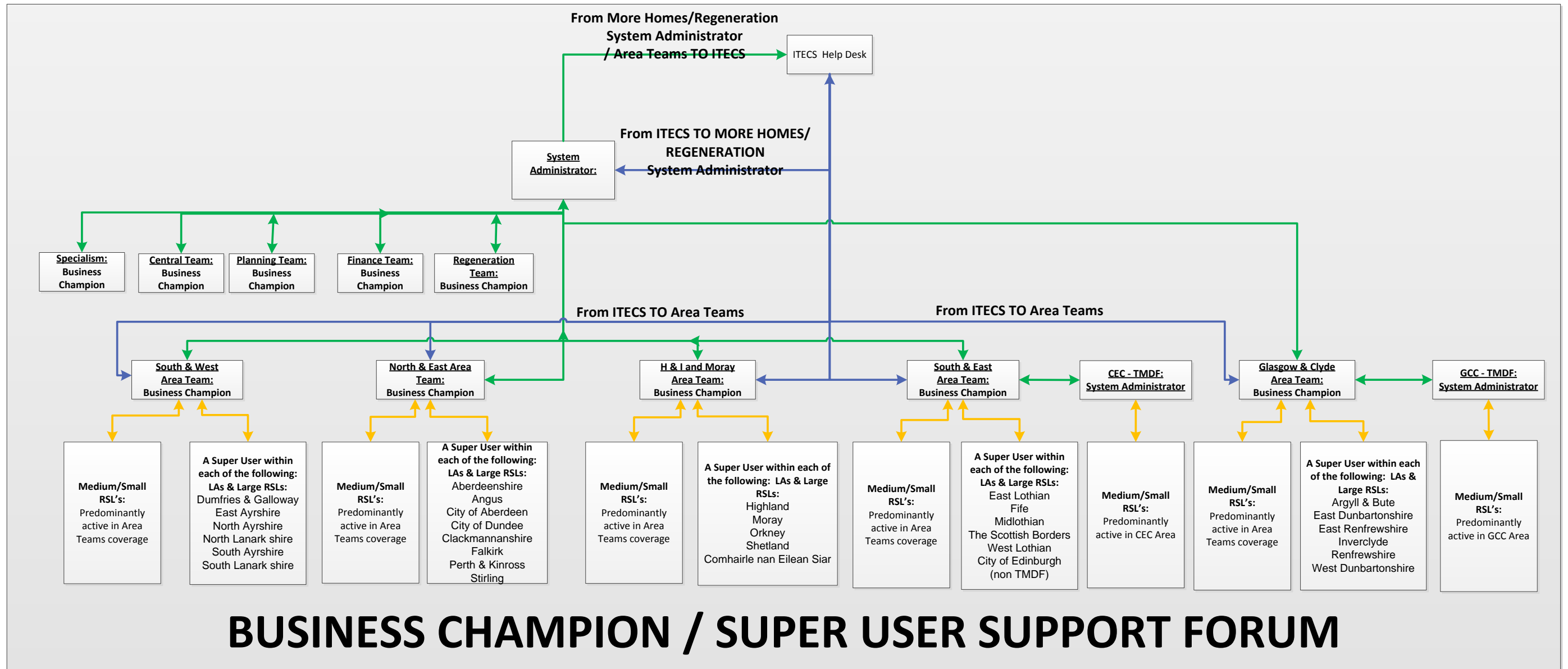


APPLICATION SUPPORT



Solicitors

Limited to certain 'funds' and supported through relevant team

QS

Only allowing Quantity Surveyors access if they are acting for RSL/ LA. In either case, they would be supported through appropriate Area Team

Working Assumptions:

- 1) Area Teams support LAs and RSLs in their Area.
- 2) Should they Not be able to resolve, Area Team forwards issue to More Homes System Administrator,
- 3) If More Homes System Administrator can't resolve, it raises call with ITECS
- 4) ITECS Logs call and responds to More Homes System Administrator, cc'ing in Area Team who raised initial call
- 5) ITECS own resolution of issue as per SLA with More Homes