Renovator PC

Means Testing for Disabled Facilities Grants

Operations Manual

Ferret Information Systems Ltd
4 Coopers Yard
Curran Road
Cardiff CF10 5NB
Tel: 029 2064 3333
E mail: info@ferret.co.uk
Website www.ferret.co.uk

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Technical Requirements

Renovator is suitable as a standalone installation for all supported Windows desktop operating systems

Network versions are also available, which function on the basis of allowing concurrent users in line with the number of licences purchased. The OS of the server is not relevant. Workstations and PCs accessing the network installation should also run a supported version of Windows.

Standalone installations and network workstations will require no more than 10Mb of space.

Report output is in HTML format, so a browser (such as Microsoft Edge) is required on the PC/workstation.

Renovator is written to the standard WIN32 API and our experience has been that no problems arise running within Citrix or other terminal-service environments, or with use of emulators.

Grants Calculated

The program is able to perform the following operations:

- Calculate contribution to cost of works for Disabled Facilities Grants by the Relevant Person.
- Calculate the contribution to the cost of works for renovation/replacement or small-works grants for one or more Relevant Persons based on the regulations for Renovation Grants as they existed prior to Local Authorities being allowed to determine their own policies.
- Calculating a Landlords Grant. As there is no standard formula for a Landlords Grants, the Renovator program must be activated to do this. If you require this facility please contact our Helpline on 029 2064 4444

England vs Wales

Please note that Ferret currently produce two versions of the Renovator software, one for England and one for Wales, to accommodate differences in grant limits and Help content. The installed program should be clearly identifiable as **Renovator (England)** or **Renovator (Wales)** on the opening screen of the software.

Supplying the Software

The Renovator installation will usually be provided as a download link within an email. It can also be provided on CD if requested. Please follow on-screen prompts. Detailed installation instructions may be found on page 6 of this manual.

For a **network installation**, instructions will be dispatched with the software. The latest version can be found in www.ferret.co.uk/support/downloads under Technical Documents.

If you require any assistance or advice concerning the installation of the software please telephone our Helpline on 029 2064 4444, or email to support@ferret.co.uk.

Updating the Software

Updates for the Renovator software are dispatched as and when they are required following changes in legislation. You will receive at least one updates each year. Updates are supplied by download link within an email, or on CD if requested. Update notification will be sent to the email address(es) Ferret has registered on the account, and any other address as requested. **It is therefore essential to inform us of any change to your email address**. Please email updates@ferret.co.uk or phone Ferret on 029 2064 3333 to check or update your contact information, or to add additional email addresses to your account.

Full instructions will be included in the update email. If you should have any queries concerning the updating of the software, please contact the Ferret Helpline on 029 2064 4444

Software Support Materials

In addition to this manual, a **Renovator Worked Example** is available free of charge. This is a step by step case study which may be helpful in familiarising users with the Renovator program and the way in which it functions. The example is up to date at the time of preparation, but may vary in the future following updating of the program.
This may be downloaded from www.ferret.co.uk/support/downloads/?c=casestudies .

Grants Training

If you would like a greater understanding of the DFG means test, or its legislative background, Ferret presents a wide range of DFG based training, for all levels of experience.

Please visit www.ferret.co.uk/training for more information about our range of training courses (including webinars), schedules and costs of upcoming events, and online booking.

For further details, or to enquire about in-house events, please contact the Ferret Office on 029 2064 3333, or email to training@ferret.co.uk

Installation

By Email

The Renovator software is typically supplied via a download link within an email. To download the installation files, click the link within the email.

The file will be saved where you usually save downloaded files. All files in the ZIP file should then be extracted to a folder, USB storage or other convenient media.

To install please follow the steps below:
- Uninstall Renovator where previously installed, e.g. an evaluation copy.
- To install the program to a single device, unzip the downloaded file and copy the contents to an unzipped folder.
- Run (double-click) SETUP.EXE from the unzipped folder, and follow the on-screen instructions to install, as prompted.

By CD

To install the software, just insert the CD in a drive and a menu should open: If the menu does not launch automatically, open the CD and run StartCD.EXE.
From this menu, click **Renovator (Country as appropriate)** to begin installation, and follow the on screen instructions.

When installing the Renovator software we advise accepting the default directory and program group as it is of considerable assistance if we have to provide support.

Please call our Helpline on 029 2064 4444 if you have any problems with this process.

Ferret Applications Program Group

The installation process will place a **Ferret Applications** program group within your Windows Start/App menu. It will also give the opportunity to place a program shortcut on the desktop. The program group will include a link to the Renovator program itself, a link to program configuration, and a link to the program Helpfiles. Please note that the program Help is also available from within the Renovator program.
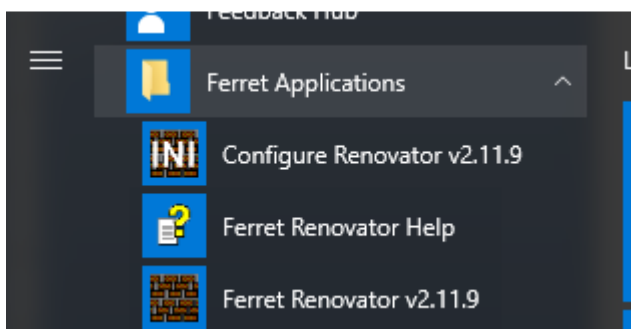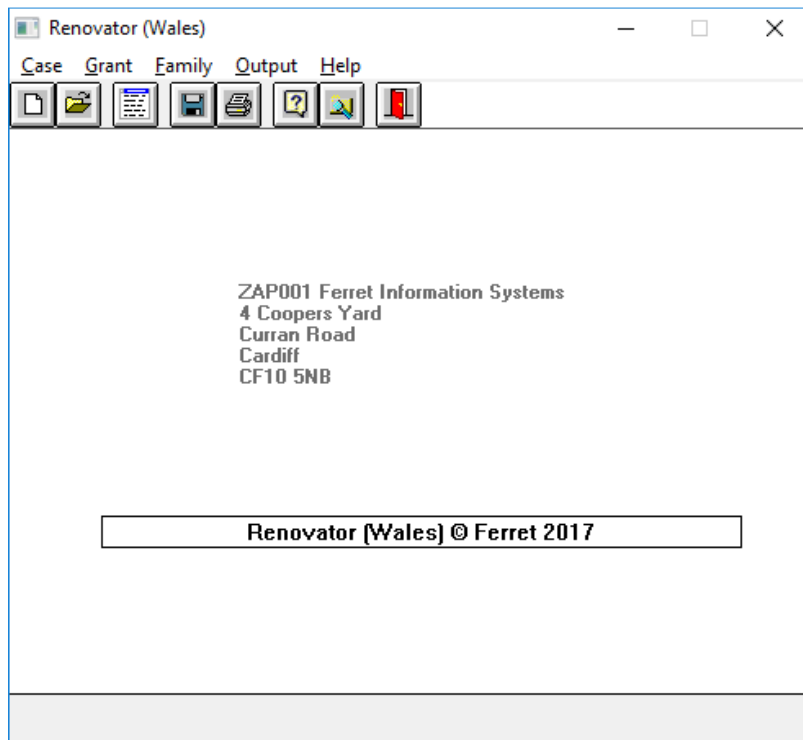
Operating Instructions

For detailed operating instructions, please refer to the Renovator Worked Example. This may be downloaded from www.ferret.co.uk/support/downloads/?c=casestudies

Main menu

After starting the program a screen similar to the following will appear.

The centre of the screen shows the account number and organisation to which the program is licensed.

The Menu Bar

The Menu bar at the top of the screen gives access to the various parts of Renovator via drop down menus.
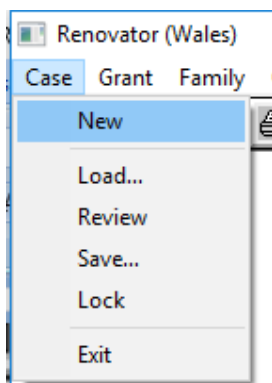
The Icon Toolbar

The icon toolbar gives direct access to certain frequently used program functions as shown:
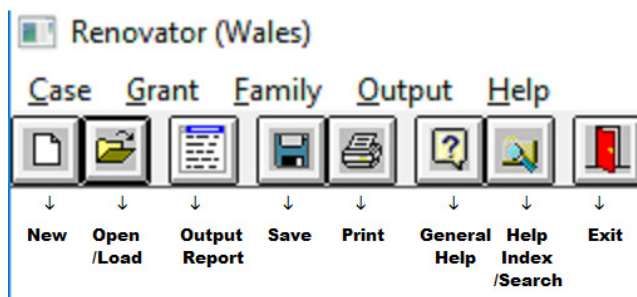
Case Menu

The **New, Load,** and **Save** options are self explanatory.

Review: Allows a case to be reviewed in its entirety. This is useful when considering all aspects of a case. To amend specific data it is faster to use the **Grant** or **Family** menus**.**

Lock: Once a saved assessment has been finalised, it can **locked**. This converts the saved file into read only and prevents input data from being modified. If you later need to unlock a locked file, call the Helpline on 029 2064 4444.

Exit: Exits the program. **Please note any unsaved data will be lost.**

Amending Input
If only minimal amendment is required then use either **Grant** or **Family** and the appropriate section within that drop down menu.

Please note, when carrying out amendments it is important that you complete the whole section, as some changes will result in additional questions being asked.

Output
Produces screen reports with or without a summary of input data. Reports open in a separate browser window, and can be printed on paper or made into PDFs using print options within your browser.

Help

Context sensitive Help is available for all questions. When processing a case, Help is accessed by the **F1** key at any question, displaying Help appropriate to that question in a browser window.

The Help menu gives access to the full range of helpscreens within the program.

General gives access to General Program Help. This includes a link to the current **grant** and **benefit** rates.

Index gives direct access to the fully expandable *Contents* screen, and to the *Search* facility.

Searchable lets you search Help for a particular term. Note that this facility has been retain from legacy versions of Renovator, and may not function properly in some installations, particularly over networks.

*About* gives access to the program version in use.

If you would like to check that you are using the most up to date version of the program, the Current Product Versions may be found on the Ferret website at www.ferret.co.uk/support/Product%20Versions.aspx
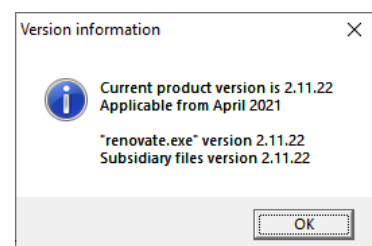
Alternatively please call our Helpline on 029 2064 4444.

Ferret Support

The Ferret website has an extensive FAQ section, including Housing Grant and Technical sections, which may be found at https://www.ferret.co.uk/support/faqs/
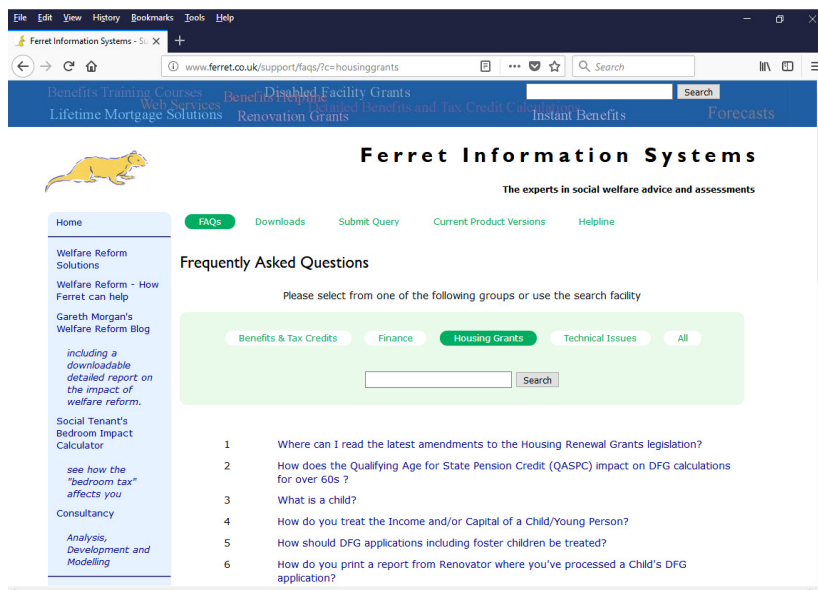
In addition to the extensive in-program Help, and our online support, a subscription to the Renovator software includes access to our telephone and email support services.

Telephone Helpline

Our consultants may be contacted directly on our telephone Helpline – 029 2064 4444 – between 9 to 5, Monday to Friday (excluding bank holidays), for both technical and legislative queries.

Email Support

Alternatively you can email directly to support@ferret.co.uk.

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