

Renovator 2/2 Plus

Means Testing for Disabled Facilities Grants

Operations Manual



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Technical Requirements

Renovator 2 is suitable as a standalone installation for all supported Windows desktop operating systems.

A Network version is also available, which is installed on a shared drive on a server, and functions by allowing concurrent users in line with the number of licences purchased.

The OS of the server is not relevant.

Workstations and PCs running **Renovator 2** will need to 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 2 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.

Calculations

The program is able to perform the following operations:

- Calculate contribution to cost of works for Disabled Facilities Grants by the Relevant Person.
- **(Renovator 2 Plus Only)**. Calculates entitlement to any means-tested welfare benefit or Council Tax Reduction available to the Relevant Person, and shows the DFG contribution to cost of work when benefits are awarded.

Supplying the Software

The **Renovator 2** installation will usually be provided via a download link within an email, with installation instructions. It can also be provided on CD if requested. Detailed installation instructions may be found on page 7 of this manual.

For a **network installation**, a PDF of detailed instructions called **Renovator - Network Installations** will be dispatched with the software. The latest version can also be found here:

www.ferret.co.uk/support/downloads .

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

Updating the Software

Updates for the **Renovator 2** software are made available as and when they are required following changes in legislation. You will receive at least one update each year. Updates are downloaded from our servers, and can be applied from within the application.

Update notifications will be sent by email to the address(es) Ferret has registered on the account, and any other address as requested. Notification emails will briefly explain the nature of any changes made, and may also include download links for the update in several incarnations. **It is therefore essential to inform us of any change to your email address.** Please email updates@ferret.co.uk to check or update your contact information, or to add additional email addresses to your account. Updates can be sent on CD if requested.

If you 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 **Worked Example** for **Renovator 2** 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 changes to rates and legislation.

This may be downloaded from within **Renovator 2** – see Worked Example under Help.

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 <http://www.ferret.co.uk/training/webinars> for more information about our range of online training courses, 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

Network Installations

For a **network installation**, see www.ferret.co.uk/support/downloads for detailed instructions in the Renovator Network Notes.

Stand-alone Installation

The **Renovator 2** 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.

For a **stand-alone installation**, please follow the steps below:

- Uninstall Renovator where previously installed, e.g. an evaluation copy.
- Run (double-click) SETUP.EXE from the unzipped folder, and follow the on-screen instructions to install, as prompted.

Renovator 2 installation files can be supplied on CD if requested. To install the software from a CD, just insert the CD in a drive and a menu should open: If the menu does not launch automatically, run StartCD.EXE from the CD's root directory.

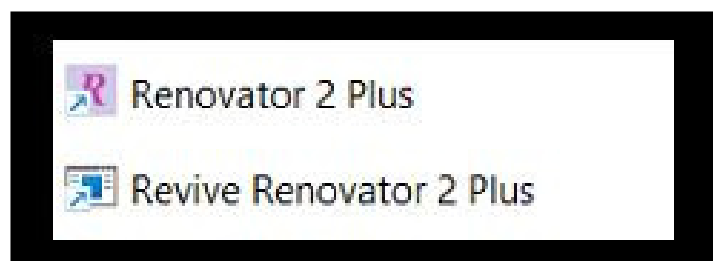
From this menu, click **Renovator 2** to begin installation, and follow the on screen instructions.

When installing the **Renovator 2** software locally 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 2** program itself, and for network installations, a link to Revive Renovator 2's Network licence



Using Renovator 2

For detailed operating instructions, please refer to the **Renovator 2** Worked Example, which takes users through a sample case. This may be accessed from **Help->Worked Example**, or downloaded from www.ferret.co.uk/support/downloads/?c=casestudies

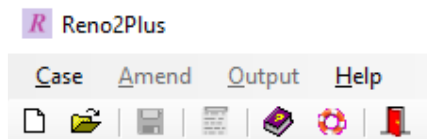
Main menu

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



The Menu Bar

The Menu bar at the top of the screen gives access to the various parts of **Renovator 2** via drop down menus.



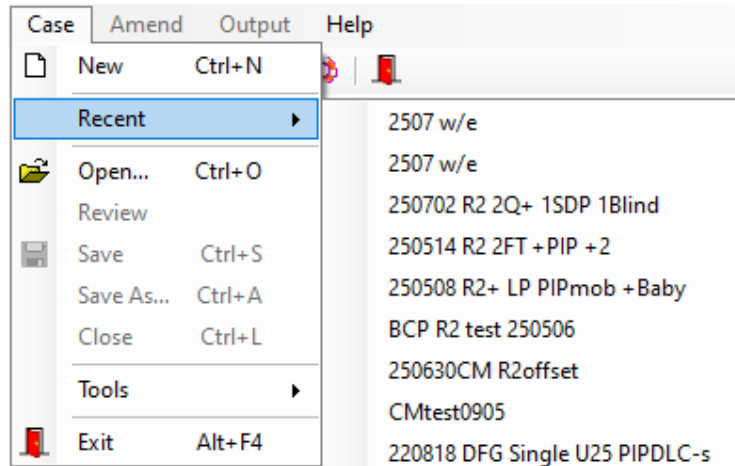
The Icon Toolbar

The icon toolbar gives direct access to certain frequently used program functions, namely **New**, **Open**, **Save**, **Output**, **Help Index**, **General Help**, **Exit**:

Case Menu

The **New**, **Open**, **Save**, **Save As**, and **Exit** options are as standard in many Windows applications.

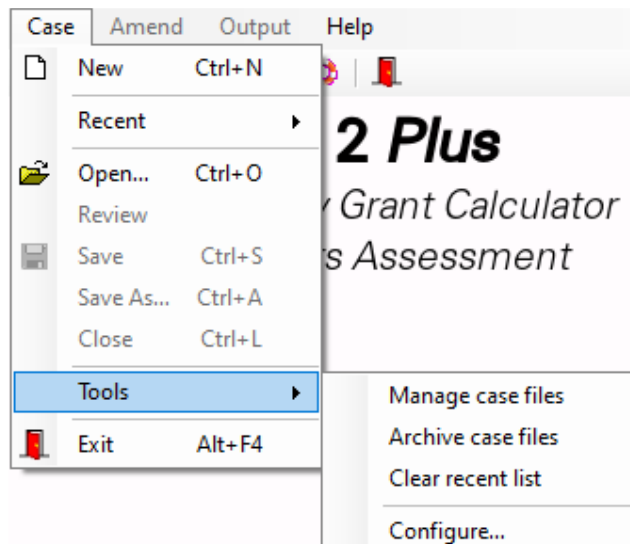
Recent: Hovering over Recent shows a list of recently saved cases, for quick and simple access.



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 options under **Amend**.

Close: Closes a case without saving, but leaves **Renovator 2** open.

Tools: Allows management and archiving of cases, and configuration of **Renovator 2**.



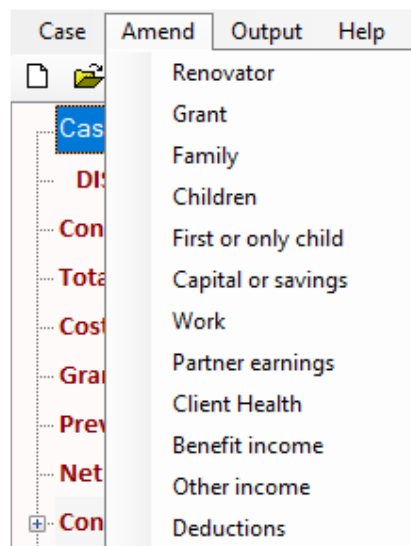
Configure: Allows you to adjust certain settings within **Renovator 2** to ones used regularly, including:

- Default UK country
- If in England, the default Council Tax billing authority used
- The browser used by **Renovator 2**
- Options for using Screen-reader software.

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

Amending Input

When a case is loaded, if you only need to make a small change to the data input, then use **Amend** and choose the required section from within that drop down menu. Note that some changes may bring up questions from other sections.



Output

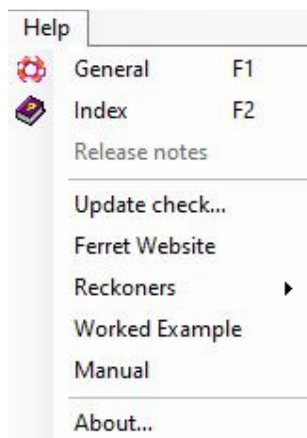
Produces screen reports with or without a summary of input data. Reports open in a browser (e.g. Edge, or Chrome), and can be printed on paper or made into PDFs using print options within your browser.

'Save last report' will save the output as a html file.

Output	Help
Standard using National default rates	Ctrl+1
Standard using Current benefit rates	Ctrl+2
Include input summary	Ctrl+I

Help

Context sensitive Help is available for all questions. When processing a case, Help is accessed by the **F1** key or Help Button by every question, and a Help screen appropriate to that question will be displayed in a browser window.



The Help menu gives access to the full range of help-screens within the program, as well as updates checks, reckoners and assorted utilities.



Ferret Help

General Program Help

There is an [index](#) of help topics. See also [Reckoners](#) that are useful in conjunction with [Renovator2](#).

Using the program

Renovator2 software calculates contribution to cost of works for Disabled Facilities Grants in England and Wales by asking a series of questions grouped into sections. In addition, **Renovator2Plus** calculates potential entitlement to Universal Credit and legacy benefits (see [coverage](#)) .

General gives access to General Program Help, including guidance on saving/loading cases.

Help index – click or type an initial letter

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [L](#) [M](#) [N](#) [O](#) [P](#) [R](#) [S](#) [T](#) [U](#) [W](#)

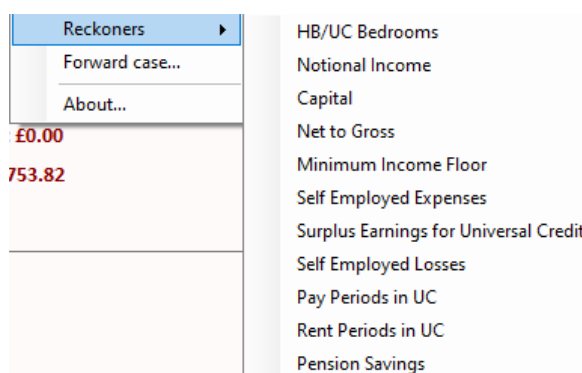
- [Rates of Renovation Grant \(from 2nd October 2008\)](#) -
- [Rates of current benefits](#) -

Index gives direct access to a list of Help topics in alphabetical order, and includes links to the current **grant** and **benefit** rates.

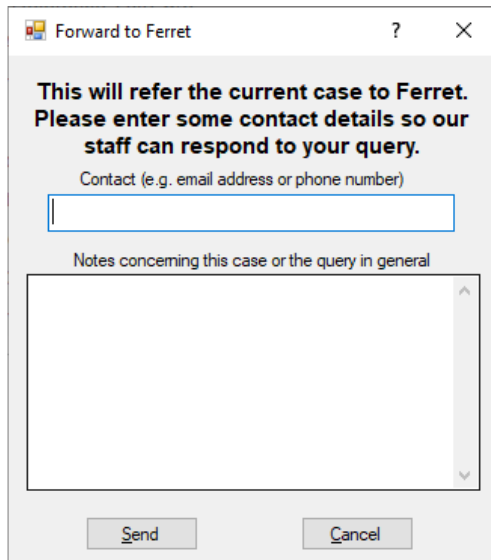
Release Notes shows changes that have been made to **Renovator 2** with dates when the change occurred.

Update check prompts **Renovator 2** to check if there are any updates available (this check is done daily by the application, when opened) and offer to install/apply the update.

Ferret Website will open Ferret Website www.ferret.co.uk in your default browser.



Reckoners opens a list of calculators or ready-reckoners that might be useful in arriving at the right figure to enter into **Renovator 2**, such as *Capital*, which converts Gross capital to the net figure required for DFG calculations.



Forward case opens a utility that allows you to send your currently open case to Ferret's Support team by email, where you think **Renovator 2** is not doing what you would expect it to. Be sure to 'Save' the case before sending it.

About shows the program version in use, and the date from which it is valid.

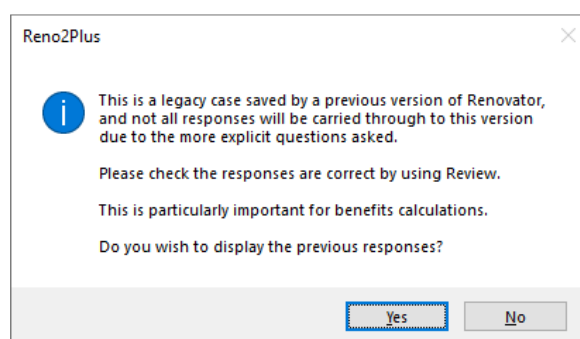
Appendix 1 - Importing Legacy Cases saved in RenovatorPC

If you load a case into Renovator 2 that was previously saved in Renovator PC, Renovator 2 will attempt to convert the input data to give the same result.

For single people data will transfer as entered, and there shouldn't be any complications.

However, Renovator 2 now asks separate questions for each individual in a household, so additional care is needed where more than one person is involved. Below is some guidance on how to manage old cases involving couples or families when importing the case to Renovator 2/2 Plus, v1.0.1 Spring 2026.

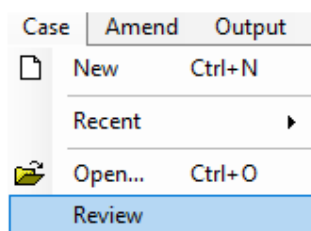
When a case file is loaded to **Renovator 2** that was saved in Renovator PC, you will first see a pop-up alert:



Click **Yes** if you wish to see an **Input Summary** for the legacy case, and an Input Summary screen will be displayed for the legacy case's input. After this pop-up (above) is cleared, **Renovator 2** will open and you will be taken through a series of questions where the input data needs checking or clarifying.

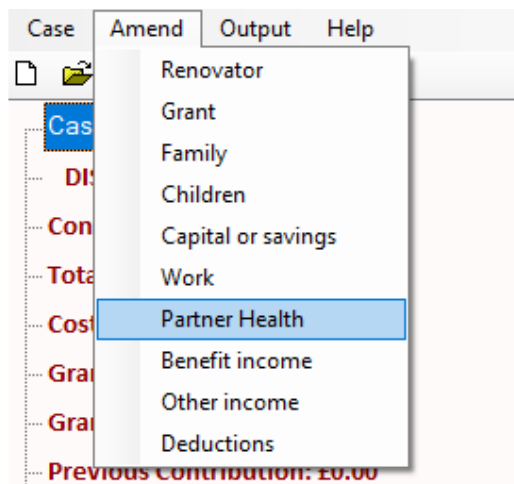
Case-> Review

Once data entry is complete, the summary screen will show a calculated contribution, which should match the original output from **Renovator PC**. Data input for the whole case can be checked from the main screen using **Case->Review**, or by section under **Amend**.



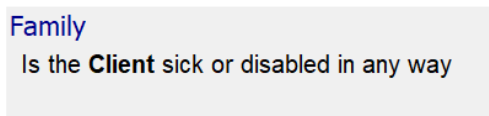
Couples where one is sick or disabled

Previously, Renovator only asked how many members of the couple received certain groups of disability benefits. **Renovator 2** now asks for the specific level of benefit in receipt for each person. The answers can be checked via **Amend->Client Health** or **Amend->Partner Health**, as appropriate (see screenshot below).



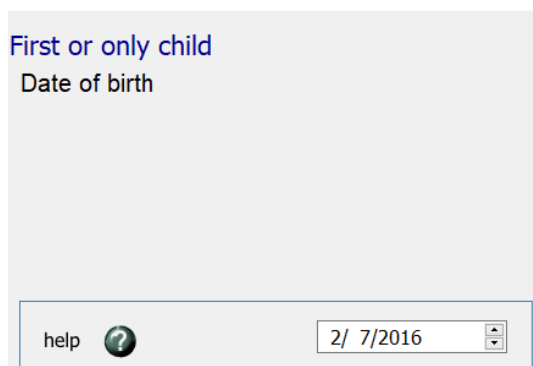
Couples where both are disabled

Where both members of a couple are in receipt of a disability benefit, you may see the following question. Answer Yes and continue. This will populate most fields regarding disability correctly, and more questions will be asked where any further detail is required.



Multiple children

Previously, Renovator PC only needed to know how many children there were in the relevant person's household, and how many have any disability benefits paid for them. **Renovator 2** will now ask separately for the birthdate and awarded disability benefits of each child.

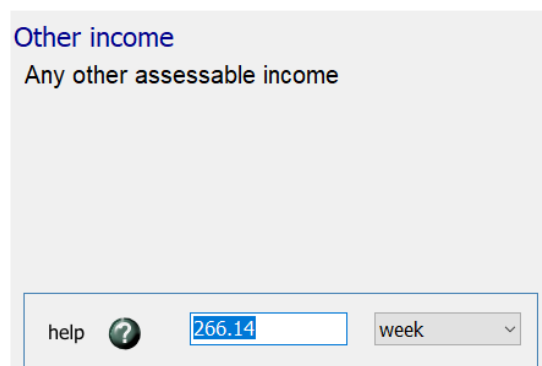


Multiple Non-dependants

For DFGs, Renovator PC only needed to know if any non-dependants are present, and **Renovator 2** accepts this without further questions. For a benefits assessment, **Renovator 2 Plus** will need more data about each non-dependant, such as income/benefits/work status. This can be entered under the Amend drop-down menu.

Other Income

Previously, Pensions and several other incomes were entered as **Any Other Assessable Income** as a joint income figure. **Renovator 2** will keep these figures as a joint income figure for the couple under the **Other Income** heading. When loading a legacy case you will be asked about incomes such as Client's State Pension, Partner's Occupational Pension etc. You may like to enter the figures in response to the new questions so they are clearly identified and assigned to the correct individual. If you do this, you must remove figures for the same income source from the **Any Other Assessable Income** question (see screenshot below), to avoid double entry of the incomes. This can be done by reviewing the Other Income section via **Amend->Other Income**, or reviewing the whole case via **Case->Review**.



Other income

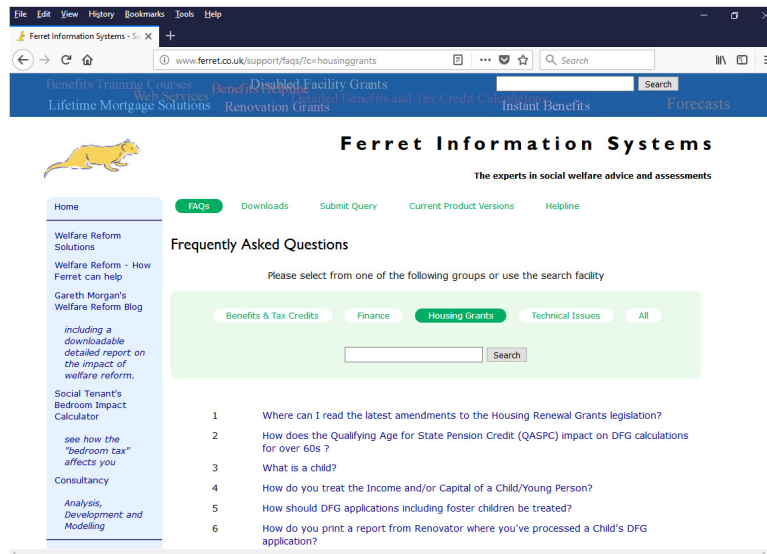
Any other assessable income

help ? 266.14 week

If you intend to do a benefits assessment with **Renovator 2 Plus**, any joint incomes must be broken up separately for the client and partner, as this affects each individual's tax liability, and consequently their benefit entitlement.

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 2** software includes access to our telephone and email support services.

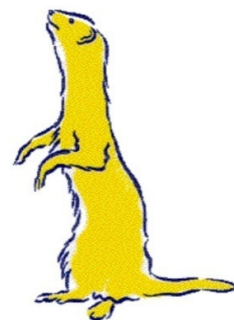
Telephone Helpline

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 or submit a query via the Support Form on our website at <https://www.ferret.co.uk/support/Query.aspx>

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