Ref	Requirement		
	HEADER		
	ICAEW Technical Accreditation Scheme **"Property Rental Management" Software Evaluation**		
	The Hammock property Finance Platform		
	Date completed: 27th September 2021		
	© ICAEW. Technical Accreditation Questionnaire v X824		
	CONTENTS		
1	Introduction and Prologue		
2	Issues identified and evaluation conclusion		
	-- *GLOBAL REQUIREMENTS:*		
3	Access and Security		
4	Data processing and reporting		
5	Usability		
6	Hosted and SaaS operation (if applicable)		
	-- *SPECIFIC REQUIREMENTS:*		
7	Property Rental Management		

Ref	Requirement	Response	Reviewer Comments
1.	INTRODUCTION AND PROLOGUE		
Introduction			
1.01	The suitability of software for each particular user will always be dependent upon that user's individual requirements. These requirements should therefore always be fully considered before software is acquired. The quality of the software developers or suppliers should also be considered at the onset.		
1.02	Fundamentally, good software should: 1. Be capable of supporting the functions for which it was designed. 2. Provide facilities to ensure the completeness, accuracy, confidentiality and continued integrity of these functions. 3. Be effectively supported and maintained. It is also desirable that good software should: 5. Be easy to learn, understand and operate. 5. Make best practical use of available resources. 6. Accommodate limited changes to reflect specific user requirements. It is essential, when software is implemented, for appropriate support and training to be available.		
Approach to Evaluation			
1.03	The objective is to evaluate a product against a set of criteria developed by the ICAEW to ensure that the software meets the requirements of Good Accounting Software, as laid down in the summary.		
1.04	In order to effectively evaluate the software, a product specialist from the vendor completed the detailed questionnaire and provided it to the ICAEW to examine. The ICAEW's Scheme Technical Manager then reviewed the operation of the various aspects of the software assisted by a member of the vendor's technical staff and checked the answers to confirm their validity. The questions were individually reviewed and commented on and the majority of assessments were confirmed.		
1.05	The Technical Manager discussed the assessment with a member of the vendor's staff in order to clarify any points requiring further information. In the event of disagreement between the supplier and the Technical Manager, the Technical Manager's decision was taken as final and the response changed accordingly.		
1.06	The latest version of the software was used throughout the evaluation.		
1.07	When the evaluation had been completed, a draft copy was sent to the ICAEW Scheme Manager for review before completion of the final report.		
Prologue: Matters to consider before purchase			
1.08	General Overview:	Hammock is the MTD (Making Tax Digital) ITSA (Income Tax Self Assessment) partner for accountants and landlords. Hammock is the finance platform tailor-made for the property sector, designed to save time and money for both accountants and their landlord clients. Hammock is a cloud based platform, no installation required	
1.09	Supplier background:	Hammock was founded in 2019 by Manoj Varsani MBE, a former CTO and landlord, together with a team of finance and technology experts and landlords. Hammock is registered with the Financial Conduct Authority (no. 911254) for the provision of account information services	

Ref	Requirement	Response	Reviewer Comments
1.10	Product background and suitability for the user:	Hammock gives accountants access to digital records of their landlord clients' transactions, already reconciled in line with SA105 categories and ready for review. Accountants manage their landlord clients through a dashboard, where they can invite their clients and monitor their activity. The employees of the accountancy firm have individual credentials with different access levels. The accountant's landlord clients will have automated bookkeeping with 24/7 access to their property finances and real-time notifications. Hammock onboards landlord clients on behalf of the accountant and manages all ongoing customer support queries.	
1.11	Add-on modules:	Integration with Xero, QuickBooks and all major accounting software is scheduled for Q4 2021. Integration with HMRC for the direct submission of MTD filings is in progress. It will be completed as soon as the process is finalised with HMRC. Landlords have access to four core modules: - Banking: connection to unlimited accounts with all major UK high street banks via Open Banking (and an option to open a Hammock Current Account, business or personal); - Bookkeeping: automated reconciliation per property and tenancy; Tax statement: real-time summary of transactions, totals and sub-totals in line with the SA105 categories; - Property Insights: LTV, rental yields, arrears balances, occupancy rates, all automatically calculated and refreshed.	
1.12	Typical implementation [size]:	Hammock is suitable for accountancy firms of all sizes and for any number of landlord clients.	
1.13	Vertical applications:	Not required. Hammock manages end-to-end processes and provides plug-and-play integrations. Custom integrations can be provided as required by clients.	
1.14	Server flatform and database:	Hammock uses Amazon Web Services public cloud services. The application is available via web browser, no installation required. Landlords also have a mobile app available, for both iOS and Android.	
1.15	Client specification required:	The client's account is set up with the name and email address of one company administrator. The client can manage invites of account administrators and team members. The company logo can be uploaded for customisation. The onboarding of landlord clients is managed by the Hammock team on behalf of the client.	
1.16	Partner network:	Firms can contact Hammock directly	

Ref	Requirement	Response	Reviewer Comments	
2.	**ISSUES AND CONCLUSION**			
Highlighted issues				
2.01	**There are a number of limitations in the product, which while not adversely impacting upon this evaluation may be of importance to some organisations. It is important that any business contemplating the purchase of software reviews the functionality described and limitations therein against its detailed requirements. Attention is drawn in particular to the following areas where the product, on its own, may not be suitable for businesses with certain requirements:**			
2.02	The following weakness/omissions were identified:			
*	The system does not integrate with Microsoft's Active Directory for single sign-on.			3.08
*	The system has an audit trail which records all changes to transactions and standing data. However this is at system level and is not accessible to the system user.			3.19-3.24 6.41, 7.13
*	It is not possible for a user to undertake "point in time" backups but daily backups of the whole platform are undertaken by Hammock for disaster recovery purposes. However, Hammock (6.50) state that "*on a case-by-case basis Hammock can restore a customer's data to a point in time within the last 30 days* ".			3.27-3.28 6.48, 6.50, 6.53
*	The system does not have an in-built report-writer, but does have flexibility in terms of allowing multiple sets of filters to be set on lists of transactions.			4.30
*	Users cannot create saved searches /filters.			4.36, 5.14
*	Reports cannot be added to user menus as user-defined reports cannot be created and saved.			4.37
*	The system does not support the production of scheduled batch reports.			4.38
*	The system does not allow the definition of user-defined fields, layouts and forms.			5.10, 5.13
*	The system does not have context-sensitive help but the user can click on the "Customer Support" bubble and then enter any search phrase.			5.21
*	Hammock does not offer ESCROW for the software, but this is not unusual for a SaaS service.			5.23
*	No service credits for failure to meet SLA.			5.33, 6.28
*	No test environment in which uses can test new features before they are put into the live environment.			6.14, 6.62, 6.63
*	The currency is GBP and cannot be changed by the user. There are different versions of the platform that operate only in USD and EURO.			7.03
*	Reports cannot be customised or previewed.			7.71, 7.73
Evaluation conclusion				
2.03	For the specific use-cases in support of providing bookkeeping around property rental management, for which the product is designed, it is a solid and capable solution. It continues to be actively developed and enhanced. It should be noted that the tax calculation feature provides an estimate of the tax owed by the user. Users should not rely on it for the accuracy of their HMRC submissions, and would be well advised to seek independent tax advice and not rely solely on the Hammock software. Members should be aware of the limitation of the solution as above, and fully understand the role that it can play in an engagement.			
Disclaimers				

Ref	Requirement	Response	Reviewer Comments
2.04	Any organisation considering the purchase of this software should consider their requirements in the light of proposals from the software supplier or its dealers and potential suppliers of other similarly specified products. Whilst the contents of this document are presented in good faith, neither ICAEW, nor the ICAEW's Technical Manager (RSM UK Consulting LLP or any party nominated by the ICAEW to perform this role on the ICAEW's behalf) will accept liability for actions taken as a result of comments made herein. The decision to purchase software resides entirely with the organisation.		

Ref	Requirement	Response	Reviewer Comments
3.	**ACCESS AND SECURITY**		
Access control			
3.01	What security features are included to control access to the application?	Accountant users are invited to register on the platform after complete discussions with the Commercial team at Hammock. Access is controlled using a username and password with two factor authentication for security-sensitive operations. Accountants' clients are invited to register on the platform via the Accountant User, and is subject to the same access controls (username/password/2FA)	Confirmed. A user needs to enter their mobile number and email as part of the account setup. 2FA is needed for some specific operations, e.g. updating a mobile number.
3.02	Can access to functions be managed via a permissions matrix so users can only see (in menus and other links) and access those areas they are authorised to access?	Permissions are both role-based and individual for all Users of the platform, with default permissions being assigned to a User on registration and finer-grained controls exposed to administrators to expose or limit certain functionalities based on security and commercial agreements.	Confirmed
3.03	Is this access to the application managed by:- - Individual user profiles? - User groups or job roles?	Access to the application is managed by both individual user profiles and their user group (type). Access is configurable by administrators and users with the highest tier access control for their account.	Main roles are 'accountant' and 'landlord'. Features pertain to the role. Users are segregated into ones that can manage licences etc and those who only need to do reports.
3.04	Can a report be produced detailing all current users, their user groups if relevant, and their authority levels and/or access rights?	Yes, this is restricted to administrators, and the higher access users - for example, an Accountant user may produce a report of the licenced clients on the platform and identify their permission level.	Confirmed. There is an on-screen view.
3.05	If menus can be tailored does the system limit the display of menu options to those for which permission has been granted for each user?	Yes, menus and destinations are protected and limited to the role of the authenticated User.	Confirmed
3.06	Does security allow for access to be limited to: - Read only? - Read/write? - Read/amend/delete?	Yes, this is on a case-by-case basis on the particular data set in question; for example an Accountant user may not change security details on behalf of one of their Client users, this is restricted to the Client themselves.	Confirmed. Access is restricted in particular areas of the system. E.g. The accountant cannot see the security details of an individual.
3.07	If data can be accessed by separate reporting facilities, such as ODBC or an external report writer, is the user access security control applied?	N/A	-
3.08	Does the system security integrate with Microsoft's Active Directory or other tools that provide a single sign-on?	No	Noted
3.09	Does the system provide 2-factor authentication (2FA)?	Yes, two factor via SMS is enabled for all accounts and is required for certain higher-security operations (for example updating personal information, mobile number, password)	Confirmed
Passwords and access logs			
3.10	Is access to the software controlled by password?	Yes, a username and password combination is required to authenticate as any User	Confirmed
3.11	Does each user have a separate log on (user id)?	Yes, each User is represented as their own unique records with a unique ID	Confirmed
3.12	If there is no password facility please state how confidentiality and accessibility control is maintained within the software?	N/A	-
3.13	Are passwords masked for any user logging in?	Yes, there is no option to reveal passwords and are one-way encrypted when at rest	Confirmed
3.14	Is password complexity available and enforced?	Yes, passwords must be of a minimum length (8 characters), contain at least one number, one lower case letter, one upper case letter, and one special character.	Confirmed
3.15	Are passwords encrypted?	Yes, passwords are one-way encrypted at rest; no raw passwords are stored by Hammock.	Noted

Ref	Requirement	Response	Reviewer Comments
3.16	Are users automatically logged off after a pre-set time not using the system? - Can the time period be changed? - Can any information be viewed without being logged in, including after logging off, if so what information?	User's sessions are automatically expired after 120 minutes, which is configurable by the administrators of the application but is set in line with our PCI/DSS accreditation.	Noted. Set by Hammock.
Deletion of transactions			
3.17	Is it possible to delete a transaction?	Categorised transactions ("Tracked Transactions") and bank transactions ("Transactions") may be deleted freely by Users	Confirmed. Categorised transactions can be unlinked. Linked bank accounts can be unlinked; and relinked subsequently if required.
3.18	If so, then how are deletions controlled by the system?	The User must confirm deletion of a Tracked Transaction, and must confirm deletion of a Bank Account connection to delete Transaction records	Confirmed
3.19	Are deleted transactions retained in the audit trail (see below) and denoted as such?	An audit trail of activity is retained in line with our Data Retention policy reviewable by system administrators	Noted. Audit trail is within AWS (CloudWatch). Shows any change to a transactions including deletions and who did them. This is available to Hammock but not the end user at present.
Audit trails			
3.20	Does the system have an audit trail (log) which records all changes to transactions in the system?	Yes, an audit trail of database activity is retained in line with our Data Retention policy	Noted. However this is not accessible by the user, see 3.19.
3.21	Does this log also record any system error messages and/or any security violations?	Yes, same as above. Errors in the system are immediately reported to the technology team and a variable SLA employed for reaction based on the severity of the error	Noted
3.22	Is it possible to turn off or delete the audit trail?	Yes, the audit trail is configured to clean up automatically on the schedule as defined by our Data Retention policy (which is granular based on the type of information we have)	Noted
3.23	Does the software allocate a system generated sequential unique reference number to each transaction in the audit log, date and time stamp it and record the user id?	Yes, a combination of auto-incrementing IDs and unique identifiers are employed for database entries	Noted
3.24	Are all master file changes recorded in the audit trail?	Yes, version control is employed	Noted
Compliance			
3.25	Does the system operate in a way that is compliant with data protection legislation including GDPR? How does the system facilitate this?	Yes, data is never shared outside of the Privacy Policy agreed by Users on registration, and consent for marketing is a conscious agreement from Users at the time of registration - https://www.usehammock.com/legal/terms-and-conditions/ - https://www.usehammock.com/legal/privacy-notice-website/	Noted
3.26	Describe your use of sub-processors if any?	Sub-processors are outlined in our Privacy Policy agreed by Users on registration	Noted
Backup and recovery			
3.27	Is there a clear indication in the software or manuals as to how the data is backed-up and recovered?	In line with our PCI/DSS accreditation, backup and recovery procedures are documented, and our developer operations processes include automated backup and recovery scripts	Noted. Hammock backup the platform. There are automated backups set in AWS.
3.28	How often are backups taken and to what point can restores be done?	Version control allows restoring the application to any point in time, and database backups allow restores to be performed automatically up to 30 days after an event	Noted. Cannot offer restore of an individual client's account. The backup is for recovery of the whole platform.

Ref	Requirement	Response	Reviewer Comments
3.29	How does the software facilitate recovery procedures in the event of software failure? (E.g. roll back to the last completed transaction).	Our versioned deployment procedure allows quick automated restoration of previous deployments, and our transaction-based database engine hosted on AWS allows for snapshot restoration of datasets	Noted. As above.
3.30	If software failure occurs part way through a batch or transaction, will the operator have to re-input the batch or only the transaction being input at the time of the failure?	Batch operations can only be retried on a batch level, not a transactional level, to ensure integrity from a data duplication perspective	Noted
3.31	What features are available within the software to help track down processing problems?	Benchmark reporting alerts dev ops of potential processing issues and advanced log reporting is used to audit any bottlenecks	Noted

Ref	Requirement	Response	Reviewer Comments
4.	**DATA PROCESSING AND REPORTING**		
Input and validation of transactions			
4.01	Is data input controlled by self-explanatory menu options?	Yes	Confirmed
4.02	Are these menus user/role-specific?	Yes	Confirmed
4.03	Can the creation or amendment of standing data (e.g. customer account details) be undertaken using menu options or dialogue boxes as opposed to requiring system configuration?	Yes	Confirmed
4.04	Does the software provide input validation checks such as: - [account] code validation? - reasonableness limits? - validity checks?	Every single input on the application is subject to client-side and server-side validation. On a foundational level, all input is filtered for XSS protection, and individual input fields are subject to their own contextual validation rules against the respective data models (e.g. field must be numerical, have a max length, be a value in an accepted list etc)	Noted
4.05	What control features are within the software to ensure completeness and accuracy of data input?	Validation rules exist against all data models and are checked on all User input to ensure accuracy at rest	Noted
4.06	How does the software ensure uniqueness of the input transactions? (i.e. to avoid duplicate transactions)	A proprietary Duplicate Monitoring Engine is employed to ensure uniqueness of transactions	Noted. Specialist technology is employed to ensure that transactions are not duplicated. This takes account of the differences between the transaction formats of the various UK banks.
4.07	Is data input by users validated by scripts or routines in the browser, or other client software, before transmission to the server?	Yes, data input is validated in the browser	Noted
4.08	Is data input by users validated by routines running on the server before data files are updated?	Validation rules against all data models are ran against User input which will prevent storage of data where they fail	Noted
4.09	Does the above validation ensure that data entered in all input boxes: - Cannot be longer than a maximum length? - Cannot contain unaccepted characters such as semi-colons etc?	Yes, validation on minimum length and acceptable characters are performed both client and server side	Confirmed
4.10	Are responses to erroneous data input clear so that they do not lead to inappropriate actions?	Yes, validation messages are clear and provided contextually next to invalid inputs on failed validation	Confirmed
4.11	Does the software have an automatic facility to correct/reverse/delete transactions?	We have facilities to repeat a failed process of storing transactions, and can be reverted or removed by administrators	Noted. This refers to the link to the bank; which can be repeated if it fails for any reason.
4.12	If yes, are these logged in the audit trail?	Yes, all data model changes are logged in our audit trail	Noted
4.13	Are all data entries or file insertions and updates controlled to ensure that should part of a data entry fail the whole transaction fails?	Yes, validation ensures data completeness, and where transactions fail they can be replicated for debugging and re-processed	Noted. This is part of the underlying database integrity.
4.14	Are messages provided to users clearly explaining whether the data entry or file upload has been processed successfully or not?	Yes, validation messages exist on a macro level where whole transaction processes fail with guides on how to resolve, and on individual failed inputs	Noted
Import and export of data			
4.15	Can files/attachments be uploaded and stored against any transaction?	Yes	Confirmed. Against transactions and there is also a wider document section to upload documents like property EPCs, insurance policies, etc. Can also enter expiry dates and the system will send reminders.

Ref	Requirement	Response	Reviewer Comments
4.16	Is there an additional charge made for storage of uploaded files? - If yes, please indicate the cost.	No	Noted
4.17	Can data be imported into the system from multiple types of files, e.g. XLS, text, CSV?	Yes, this is a managed service for most areas due to the lack of standardisation of imported data	Confirmed. PDF, XLS, DOC, CSV, JPG and PNG are all supported.
4.18	Explain how the system validates imports into the system and what happens to any import which fails?	Each record to be imported is validated against the target data model and any failures reported back to the User; a batch import will not be performed unless all records conform to the data model	Noted
4.19	Are imported /interfaced transactions detailed in the audit trail? *[See also 3.27]*	Yes, all imported data is uniquely identifiable	Noted
4.20	Can data be exported from all areas of the system to multiple formats e.g. XLS, CSV, PDF, text; if so specify which formats are supported?	Yes, XLSX, CSV, PDF (dependent on the type of data being exported)	Noted
Data processing			
4.21	Does the software ensure that menu options or programs are executed in the correct sequence (e.g. outstanding transactions are processed before month end is run)?	Yes, data operations are performed sequentially with controls in the application to prevent Users pushing data through a pipeline which is in an invalid state	Confirmed
4.22	Does the software provide automatic recalculation, where appropriate, of data input? (e.g. VAT)	Yes, for example any amounts which could be subject to VAT (e.g. Letting Agent fees) are presented on input with the option to calculate the VATable amount and presented back to the User before storing	Confirmed
4.23	Is a month/period-end routine required to be undertaken?	Yes, Accountant Client users are required to mark their data collection complete (for a specific tax year) which in turn notifies the Accountant User to review	Noted. There is workflow being currently developed to manage the end-of-year close down process.
4.24	Is it possible to delete accounts if the balance if Nil but transactions have been recorded against the code?	Before an Accountant has reviewed an account, yes, after review and submission to HMRC, no	Noted
4.25	What is the size and format of reference numbers and descriptions within:- - Ledgers? - Stock? - Currencies?	Integers to 2 decimal places, currency GBP	Confirmed. There are separate implementations of Hammock for the US and Irish markets that operate in USD and EURO respectively.
4.26	How does the software guard against/warn about duplicate account numbers on set up?	We ensure accounts are unique by validating against a subset of information provided when input to warn and prevent duplication	Noted. See also 4.06 above.
4.27	How does the software enable the traceability [from, to and through the accounting records] of any source document or interfaced transaction?	A set of granular reports are provided at each stage of data processing to provide a complete and transparent picture of the source of transactions and how they build the picture of data at the end of pipelines	Noted
4.28	What drill down/around functionality is available within the software?	Reports are provided to all Users to inspect their data on a granular level and sense-check for completion. Reports are filterable by predefined values based on the dataset, and free text search is available for fields which support them (for example the "description" of a bank transaction)	Confirmed. General transactions browse screen allows filters and searches as well as drill-down.
4.29	If the software uses a lot of standing information which changes frequently or regularly, does the software allow for such changes to be effected through the use of parameters or tables?	Areas of the application core to any data pipeline allows the data to be configured and attributed through a mix of system configuration in line with product requirements and more flexible table-based configurations in line with client requirements	Confirmed
Report writer			
4.30	Does the system have an in-built report generator or is a third-party solution used (if so please specify)?	In-built	Confirmed. More of a filtering engine rather than a full report-writer.
4.31	Is the report writer based on a standard SQL-type approach and is it flexible and easy to use?	Reports are built in line with product and client requirements and expose easy filtering and exporting	Noted. See 4.30

Ref	Requirement	Response	Reviewer Comments
4.32	Can the report generator operate over the financial and operational aspects of the system, e.g. combining service metrics with financial information?	Our core offering around data collection and aggregation operates around amalgamating complex financial information with user input to create a valuable picture of financial health, and reporting	Noted There are upcoming features relating to "property insights" designed to provide non-financial property metrics of a portfolio.
4.33	Is a comprehensive data dictionary provided to aid field selection?	We provide help documents to clients, but also allow for flexible mapping for data controllers (for example, Accountant Users)	Noted. There is no data dictionary.
4.34	Does the system provide a library of reports and templates which can be amended, saved and re-run?	The more granular reports are configurable to be repeated and exported	Noted. No facility to save a filtered report.
4.35	Can users create their own reports? If so, what are the controls on users doing this?	Users can create reports on their transactions grouped and filterable by the categories they are tracked by allowing easy sense checking of the tracking and compilation of the data for their tax statement	Noted. Filters only, not reports. These cannot be saved.
4.36	Can users create saved searches /filters / queries?	Not currently	Confirmed
4.37	Can regular reports be added to user menus in the appropriate area of the system?	Not currently	Confirmed
4.38	Does the system support the production of on demand (interactive) and scheduled batch reports?	Not currently	Confirmed

Ref	Requirement	Response	Reviewer Comments
5.	USABILITY		
Ease of use			
5.01	Does the solution provide a multi-language user interface?	No, our system is currently available in English-speaking territories	Confirmed
5.02	Does the system allow for customizable branding and UI (e.g. corporate colour palate, upload company logo, etc)?	A corporate logo for Accounting Clients can be customised to be shown to their Clients	Noted
5.03	Does the system have a similar look and feel and overall and consistency between screens and modules?	Yes	Confirmed
5.04	Is data entry easily repeated if similar to previous entry?	Yes, for example recurring transactions can be added with a few clicks	Confirmed
5.05	Does the software prevent access to a record while it is being updated?	The transactional nature of our data storage systems prevents this from happening automatically	Noted. There is locking undertaken but the user is not aware of this. The latest changes to a record will be saved.
5.06	Is there locking at file or record level?	Our data storage systems uses locks automatically to obfuscate this complexity away from Users	Noted, as above.
5.07	Does the software allow for the running of reports whilst records are being updated?	No	Noted
5.08	Can timestamps or user comments be added to transactions?	Yes	Confirmed; notes can be added.
5.09	Is there the ability to store preferences and default values on a per-user basis. e.g. department/team/user?	Yes	Noted; notification preferences (e.g. tracking of a rental transaction), default tax-years for viewing a dashboard.
5.10	Does the system have the ability to provide user-defined fields with associated validation of data input?	No	Confirmed
5.11	Can the system provide user with reminders and notifications e.g. workflows?	Yes, for example document reminders notify users when documents are due to expire (e.g. Gas Safety Certificates)	Confirmed
5.12	If the system provides workflows, does it have functionality to substitute/delegate authorisations?	Workflows are due to be released Q4 2021, including communication/notifications between Accountants and their clients, and full MTD ITSA workflow for quarterly and annual tax filing	Noted
5.13	Is there the ability for users to define and configure layouts of letters and forms?	No	Confirmed
5.14	Can users save the parameters of searches?	No	Confirmed
5.15	Does the system have a "universal search" option, allowing a search to be undertaken over all modules of the system?	Yes	Confirmed
5.16	Can the system store menu option 'favourites' on a per user basis?	No	Confirmed
5.17	Can a user open multiple windows accessing the same or different modules of the system?	Yes	Confirmed
5.18	Can more than one software function be performed concurrently?	Yes	Confirmed
User documentation and training			
5.19	Is the manual provided as: - hard copy - on CD - by download - via a web-interface?	Yes, via web interface located here http://help.usehammock.com/en/	Confirmed
5.20	Does the manual include: - An index or search facility? - A guide to basic functions of the software? - Pictures of screens and layouts? - Examples? - A tutorial section? - Details of any error messages and their meanings?	Yes, all of these are provided as well as video guides on all aspects of our application	Confirmed; detailed how-to guides and videos are available via web-links.
5.21	Is context-sensitive help available within the system?	A customer may click on the "Customer Support" bubble on each page which exposes search functionality on all help articles	Confirmed (but not strictly contextual).
5.22	Is the manual and/or help editable by the user (subject to the permissions matrix)?	No	Noted

Ref	Requirement	Response	Reviewer Comments
5.23	Will the Software House make the detailed program documentation (e.g. file definitions for third party links) available to the user, either directly or by deposit with a third party (ESCROW)?	No, there are no such third party integrations e.g. ESCROW	Noted
5.24	Please detail the training options available?	Where our application is built to be self-service, we also provide onboarding meetings with clients as well as access to our library of online help materials	Noted
5.25	Who provides training: - Software House? - VAR?	Hammock provides the training, no third parties are involved	Confirmed
Support and maintenance			
5.26	How is the software sold: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct	Confirmed
5.27	How is the product supported: - Direct from the software house? - Via a Value Added Reseller (VAR) or Integrator?	Direct	Confirmed
5.28	Do VARs have to go through an accreditation process?	N/A	-
5.29	Is the software sold based upon number of named users or a number of concurrent users?	Number of licenced users	Noted
5.30	The supplier should detail the support cover options available, covering: - The hours provided? - Associated costs? - The global regions covered?	Live support is provided via phone/email/online chat Monday - Friday 9AM - 6PM GMT with no associated cost covering the UK territory	Noted
5.31	Detail the process by which customers raise support requests and how these can be viewed/managed?	Phone/Email/Online chat which are then handled or escalated to our tech team via the customer support team	Noted. On-line chat is to a real person!
5.32	Please note the methods of support available: - Telephone? - Internet chat? - Remote access to customer workstation? - Other, please specify?	Telephone, Email, Online chat, screen sharing	Noted
5.33	Do you offer service credits for failure to meet performance around SLA and uptime (if applicable)	No	Noted
5.34	What is your escalation path for tickets which have not been resolved within a reasonable time?	Escalate to the CTO for review and resolution	Noted
5.35	How often are general software enhancements provided?	Enhancements are added very frequently (weekly) which are detailed in email newsletters	Noted
5.36	Will they be given free of charge?	Yes	Noted
5.37	How are enhancements and bug fixes provided to customers?	SaaS product; software enhancements are immediately available to clients on release	Noted
5.38	Is "hot line" support to assist with immediate problem solving available?	Phone/Online chat is available during the timeframes outlined in 5.30	Noted
5.39	If so, is there an additional cost involved?	No	Noted
5.40	At what times will this support be available?	9AM - 6PM GMT Monday - Friday	Noted
Integration and www facilities			
5.41	Can the software be linked to other packages e.g. word processing, graphics, financial modelling, to provide alternative display and reporting facilities?	In Q4 2021 we anticipate the release of integrations with popular accounting software such as Xero, QuickBooks, and FreeAgent. An extensive list will be maintained on our website usehammock.com as integrations are released.	Noted
5.42	Can definable links to spreadsheets be created?	No	Noted
5.43	Does the system provide secure document storage capability: If so, please give examples of the document types saved and what transactions these might relate to.	Yes, receipts are stored by Accountant Clients against transactions to support tax returns and are accepted in common formats such as PDF, XLSX, CSV, PNG, JPEG	Confirmed
5.44	Can documents be scanned into a secure repository?	After a customer has scanned a document onto their computer, or taken a photo using the mobile app, they're able to upload them to our secure repository within the application.	Noted
5.45	Does the system provide data migration tools for transactional and master data sets (e.g. employees customers, suppliers, journals, invoices).	No	Noted

Ref	Requirement	Response	Reviewer Comments
5.46	What connection mechanisms does the software have and what breadth of functionality in terms of: - operations (add, update, delete)? and - what transactions/data it can access? E.g. if webservices APIs available, then can customers connect to whatever software they wish?	APIs are available for all account operations subject to commercial agreement	Noted
5.47	Does the system support mobile working?	Yes, the web application is responsive and a mobile application is available for Accountant Clients. Landlord clients are able to user our mobile application, available for download from the Apple and Google App Stores.	Noted

Ref	Requirement	Response	Reviewer Comments
6.	<u>SAAS/HOSTED OPERATION</u>		
	This evaluation covers the system but not the method by which it is delivered and/or contracted for. Potential users need to satisfy themselves on the security and disaster recovery aspects and licensing of the online system and any data protection issues of their own and customer/supplier information, contained therein, being held on the system, as well as the return of the data when the contract expires or is terminated.		
Data centres and customer data			
6.01	Whose data centres are used and where are these located: - If hosted -- where data centre controlled by a third-party? - If SaaS -- where the software vendor will be in control?	Data centers are located in London provided by Amazon Web Services as cloud infrastructure. The backup data center is located in Ireland	Noted
6.02	Does the customer get a choice of the jurisdiction in which their data resides?	No	Noted
6.03	What certification(s) do you or your platform operators hold relating to your data centres and your business operations?	PCI/DSS, CyberSecurity Essentials, as well as AWS's extensive compliance offerings which are detailed here https://aws.amazon.com/compliance/	Noted
6.04	Do you or your platform operator have an SSAE16 (System and Organization Controls) report available?	Yes, see: https://aws.amazon.com/blogs/security/new-soc-1-2-and-3-reports-available-including-a-new-region-and-service-in-scope/	Noted
6.05	What are the physical controls over the:- - Premises? - Fileservers? - Communications equipment?	N/A - no on-premises infrastructure	Noted; SaaS infrastructure operated by AWS.
6.06	Is the space in this/these data centre(s) shared with any other companies?	Yes, AWS is a public cloud however our infrastructure is contained within a Virtual Private Cloud which segregates and restricts access from other companies.	Noted, see 6.07
6.07	Is data for different customers/companies kept:- - On separate servers? - In different databases? - In separate database tables? - In a database with data for other customers and companies using logical security to partition customers' data?	Servers and databases are sorted within a Virtual Private Cloud by AWS, located in London and Ireland	Noted
6.08	How is it ensured that data for different customers and companies is reliably identifiable and only accessed by authorised users for each customer/company?	Each individual user has their own unique credentials: email address plus password. Each user's email address is linked to a unique identifier in the database.	Noted
6.09	What controls are in place to prevent users from one customer/company accessing data from another customer/company by accident or by design?	Each customer is uniquely identifiable by their own ID which in turn associates them with their own dataset, and restricts access to others	Noted. Each record is tied to a specific Hammock customer.
6.10	How is [Internet] communication traffic monitored to identify potential problems before they happen: - From a performance perspective? - From a security standpoint?	A Web Application Firewall prevents malicious attacks on the underlying infrastructure for standard HTTPS connections; IPs are blacklisted during for example a DDoS attack preventing performance issues with the application. Other connections (e.g. over SSH) are highly restricted and IP whitelisted to individuals within the tech team at Hammock. The tech team are immediately alerted on suspected attacks through any open ports (for all connections), as well as audit trail of access logging	Noted
6.11	What procedures are in place to prevent a break in Internet Connection (at the server, client or in between) from causing data corruption?	Whilst the user is responsible for their own internet connection, access to the platform is governed by AWS's infrastructure. Where a User has no internet connection, they would not be able to perform any operations on the platform	Noted

Ref	Requirement	Response	Reviewer Comments
6.12	Are communications between the user's computer and the software service encrypted: - User log in data only? - All data exchanged between user client and software service?	SSL is used to encrypt all communications between the client and software server	Confirmed, connection is via HTTPS://
6.13	Is data on your servers encrypted at rest?	Yes	Noted
6.14	Is a test environment provided to test configuration changes? If so, is there an additional charge for this?	No	Noted
Access to customer data			
6.15	What are the implications of the Data Protection Act over information held by the hosting service provider, and how does the vendor mitigate these?	All data is stored on AWS and is encrypted at rest in the UK and IE regions, more can be read around AWS's resource encryption here - https://docs.aws.amazon.com/AmazonRDS/latest/UserGuide/Overview.Encryption.html	Noted
6.16	Are you subject to any legal or regulatory requirements obliging you to retain a copy of customer data?	7 years in line with GDPR, the DPA, and our FCA AISP accreditation	Noted
6.17	Who will be able to access or see customer data?	Customers can access all of their own data through the application, system administrators may require access to data for auditing/error handling. Hammock employees can have access to customer data, depending on their role and responsibilities (tech team, customer support, sales)	Noted
6.18	Explain the procedures to prevent unauthorised access from staff, or contractors, working for the service provider or any other people with access to the service provider's internal systems.	Granular access controls are used for console access to the infrastructure which is controlled by the CTO, and programmatic access is granted through SSH key authentication (no password access is enabled) and granted/monitored by the CTO	Noted
6.19	Explain the release management procedures in place and the associated segregation of duties ?	Automated unit testing is used to test the integrity of new and existing code (see 6.65), code reviews are used in the development team to sense check development in line with coding processes and standards, and a deployment pipeline ensures quick releases on a schedule with the ability to rollback on failure (see 6.66)	Noted
6.20	Is there sufficient segregation of duties preventing system developers from accessing and changing live applications and data files?	Yes, access is controlled via the CTO and is granted on a per-role basis, applicable to an individual's function. During day-to-day operations, developers do not have access to live data however Senior members of staff may be granted access to help resolve specific problems as raised by the customer or the Hammock Tech team	Noted
6.21	Explain the review and approval procedures covering system operations staff when emergency changes need to be made to live applications and data?	Two or more qualified personnel are required to authorise such an emergency change and must be documented and attributed to the User who's data is being changed, logging the reason and the picture of data beforehand. Where the change hasn't been raised by the customer, approval is requested before committing any change	Noted
6.22	Is an audit trail always maintained of these emergency changes?	Yes	Noted
6.23	What procedures are in place when members of staff leave to ensure that their system access is stopped?	Access to infrastructure is revoked, and public SSH keys deleted from bastions and other applications to prevent further access. Web-based applications are controlled via SSO to unify access to one provider meaning revoking the one account prevents further access to all key systems	Noted
Platform and service levels			
6.24	Which databases can be used (Hosted) or are used (SaaS)?	A mix of database technologies are used through AWS RDS which provide the foundation of data storage made available through the SaaS platform	Noted
6.25	What forms of user authentication are supported e.g. user names, passwords certificates, tokens etc.?	Username and password, SSH keys	Noted

Ref	Requirement	Response	Reviewer Comments
6.26	What is the proposed product/service availability percentage?	99%	Noted, as set by AWS
6.27	What percentage availability has been achieved over the past 12 months?	>99%	Noted, as reported by AWS
6.28	Is a service level agreement ("SLA") offered regarding: - Service availability? - Data recovery?	AWS's SLAs (6.26, 6.27) represent our SLAs for service availability and data recovery. More can be read here - https://aws.amazon.com/compute/sla/	Noted
6.29	Is the service available 24x7 or are there downtime periods for maintenance?	24x7. There is no downtime when deploying updates	Noted
6.30	Is the customer made aware of maintenance periods in advance?	We currently have no scheduled maintenance periods. If we schedule any in the future, yes, we will make customers aware of them in advance	Noted
6.31	Does the application software:- - Require any client software to be installed on the user's computer? - Work entirely within Internet Browser software on the user's computer?	Works entirely within a browser on a user's computer. Clients may optionally install our mobile application on iOS and Android	Noted
6.32	Where the product/service relies upon downloading and running an executable program, has that program been secured with a digital certificate to verify the source and integrity of the program?	N/A	-
Platform security			
6.33	What security steps are taken to prevent and detect intrusion attempts?	DDoS protection is employed for large scale attacks, IP/Territory based restrictions are employed, repeat-logins are restricted and result in a block on user accounts resulting in a notification to the user and a requirement to further protect their account by changing their password. AWS also have their own proprietary intrusion detection and prevention systems; more information can be found here - https://aws.amazon.com/mp/scenarios/security/ids/	Noted
6.34	Is firewall hardware and software used to protect the live systems from unauthorised access?	Yes, both from a hardware and software perspective	Noted
6.35	Which monitoring software is used to create alerts when intrusion attempts are suspected?	AWS Cloudwatch	Noted
6.36	Are designated staff responsible for receiving and urgently responding to these alerts?	Yes, an escalation procedure and policy exists for the tech team for responding to alerts	Noted
6.37	Have clear procedures been established for identifying and responding to security incidents?	Several tools provide automated alerts regarding any potential security threats to the application which are escalated immediately to the tech team to follow procedures for responding to incidents	Noted
6.38	Is all security sensitive software, such as operating systems and databases, kept up to date with the latest software patches? Please indicate how regularly updates are applied.	Updates to systems (servers/OS), patches are applied automatically and immediately as they become available by AWS	Noted
6.39	List the procedures and software tools in place to prevent or detect and eliminate interference from malicious code, such as viruses?	Firewalls are in place via AWS to prevent malicious code from entering their eco-system, as well as strict rules for OS patching	Noted
6.40	Is a system log maintained by the service provider that details - User access? - User activity? - Error messages? - Security violations?	Yes, audited through AWS Cloudwatch	Noted
6.41	Is this log available to the customer?	No	Noted
6.42	Have there been any successful unauthorised access attempts been made during the last year? If Yes:- - What was the effect on the business and users? - What steps are in place to prevent this happening again?	No	Noted

Ref	Requirement	Response	Reviewer Comments
6.43	Is penetration testing regularly carried out by (please indicate frequency of tests): - Staff specialising in this field? - External specialists?	Yes, an external firm is used to perform yearly penetration testing in line with our PCI/DSS accreditation, and we use automated tools to perform a light-touch penetration test every week. Any issues exposed by either of these sources are remediated within 24 hours.	Noted
6.44	If penetration testing by a specialist is not performed regularly, please indicate the main procedures in place to identify weaknesses?	N/A	-
6.45	Are security procedures regularly reviewed? Please indicate frequency of reviews.	Security procedures are reviewed every quarter in line with our PCI/DSS accreditation	Noted
6.46	What security reporting is provided demonstrating compliance against certification(s) and policy(ies)?	PCI/DSS accreditation, Cyber Security Essentials	Noted
6.47	Are any security breaches communicated to customers?	This has not happened to date. Should any security breach occur, there is a formal process Hammock must take with Hammock being registered with the FCA. This involves identifying any breach and what data may have been affected, and govern customer communication in line with SLAs set by the FCA.	Noted
Backups by the service provider			
6.48	In relation to backups undertaken by the system provider please explain: - How is a customer's data backed up? - How often is this undertaken? - What is backed up? - What's the media used? - Where are backups stored? - How many copies are there? - How long are they retained for? - Who has access to them? - Is the data encrypted?	Database backups with customer data is taken daily, and retained for 30 days. Access is limited to the database administrators at Hammock. Backups are encrypted and stored on distributed AWS EBS volumes to mitigate region-specific downtime.	Noted
6.49	How frequently is a test-restore of backups undertaken?	Bi-monthly	Noted
6.50	Can the provider restore from a backups that it has taken at a customer request?	Yes, on a case-by-case basis Hammock can restore a customer's data to a point in time within the last 30 days	Noted
6.51	Does a customer have the ability to undertake their own backups?	No	Noted
6.52	If so, can a customer restore data a backup that they have taken?	No	Noted
Platform recovery			
6.53	What contingency plans are in place to enable a quick recovery from: - Database or application software corruption? - Hardware failure or theft? - Fire, flood and other disasters? - Communication failures?	Our automated deployment pipelines and regular database backups mean there is a relatively quick path (~60 minutes) to restoration on the event of the mentioned events	Noted
6.54	How often are these plans tested?	Bi-monthly	Noted
6.55	How often are these plans reviewed and updated?	Bi-monthly	Noted
6.56	What are your: - Recovery Point Object (RPO) standards? - Recovery Time Objective (RTO) minimum standards?	RPO < 24 hours RTO < 60 minutes	Noted
6.57	If transaction records are dated and time stamped are the times used local to the user or based on where the server is located?	All times are stored in UTC and converted for display on the application level	Noted
6.58	What protection is in place to enable users to able to access their accounting and other data if the service provider should experience serious difficulties, cease trading or decide to stop providing the service?	Data can be requested via customer support which would be exported on the event of serious difficulties	Noted
6.59	If the system is hosted are there arrangements in place for this third party to continue providing a hosting service in the short term to allow time for customers to negotiate their own arrangements? If so, how long does the arrangement allow?	No	Noted
6.60	Are there any individual members of the vendor's staff whose leaving or illness would significantly reduce, or even stop, the service provider's ability to provide a full and reliable service to customers?	No	Noted
Platform change management			

Ref	Requirement	Response	Reviewer Comments
6.61	Describe your approach to upgrades including what option customers have not to take upgrades (if any)?	All customers are opted in to free upgrades. There is no opt out.	Noted
6.62	Are users able to test the application before new versions go into live use?	Yes, where a customer has requested a particular feature Hammock can expose a test environment for them to test and give feedback	Noted
6.63	Are users given notice before application changes are applied to the live system?	No	Noted
6.64	Are changes delivered into the live environment "switched off" to enable users to test them before enabling them for their environment?	Typically not, depends on the change	Noted
6.65	Describe what testing and QA processes are undertaken before upgrades and other changes are made live/available to customers?	Automated testing, code reviews, and UAT is performed by the Hammock Technology team	Noted
6.66	If a hosted system, explain the release management procedures in place and the associated segregation of duties ?	Release management is managed by the Hammock Technology and Marketing team with a release schedule of tested changes	Noted
6.67	Are users informed when they next login of the application changes that have gone into live use?	The User is informed of new features after downloading an updated version of our mobile app. On the web-app, new features/application changes are added in continuous fashion; where notable changes are made, Users are informed by email	Noted
6.68	Do customer staff have to take any action (e.g. regression testing) when new editions, patches or upgrades are released? If so, please describe what they should ordinarily do.	No	Noted
Subscription options			
6.69	What is the minimum level of commitment must the customer sign up to, e.g. 36 months?	12 months	Noted
6.70	Where online payment is used, what type of security is used to protect sensitive information?	Stripe and Practice Ignition is used to collect payment (option of recurring card payment or direct debit)	Noted
6.71	Where online subscription / payment is used, is an invoice provided to the customer and, if so, in what format?	Yes, invoices and payment notices are emailed via Stripe or Practice Ignition. Historical invoices can be downloaded from within Hammock platform as well	Noted
6.72	When subscriptions need to be renewed, what advance notice is provided and what is the time limit for renewal?	Rolling monthly contract, renewals happen automatically until cancelled by a user	Noted
6.73	Is there a procedure for late renewal and is there a time limit after which subscriptions cannot be renewed?	No	Noted
6.74	How soon after creating or renewing a subscription (if applicable) can the system / service be used?	Immediately	Noted
6.75	What notifications / confirmations are provided to the customer regarding subscriptions and payments?	Yes, invoices and payment notices are emailed via Stripe or Practice Ignition. Historical invoices can be downloaded from within Hammock platform as well	
6.76	To what extent are users able to access their accounting and other data if: - They miss one or two payments? - They cease being customers?	Any missing or late payments are currently dealt with on a case-by-case basis, there is no automated procedure to revoke access to accountant customer data. If a client cancels, the option for a transfer of a full download of their records is offered. Access to their data on the platform can be activated on demand, until the legal term for us to retain the data (typically 7 years)	Noted
6.77	At the end of the contract term, how long does a customer have to obtain a copy of their data from you?	7 years	Noted
6.78	At the end of the contract term, how is a customer's data destroyed (if appropriate) and will that destruction be certified?	Personal information will either be deleted or anonymised or, if this is not possible (for example, because personal information has been stored in backup archives), then it will be securely stored and isolated from any further processing until deletion.	Noted
6.79	What is your processes regarding disposal of end-of-life and failed hardware devices that were used to operate your service?	Disposal of hardware is down to AWS, but typically hardware within AWS is leased from manufacturers and returned to them for disposal.	Noted
SaaS/Hosted Reporting			

Ref	Requirement	Response	Reviewer Comments
6.80	Are reports produced from the same software as the financial applications or is separate reporting software used?	Reports are produced from the same software	Confirmed
6.81	Does any application software (i.e. other than a web browser or PDF reader) need to be installed on the user's computer in order to prepare or view the reports?	No	Confirmed
6.82	What browser versions are support: - On desktop/laptop (PC, Mac, Linux)? - On Tablets? - On mobiles?	All latest versions of web browsers (after IE8), iOS devices running iOS 10+, Android devices running 5.0+	Noted
6.83	Is access to the reporting facilities and data controlled by the same procedures as access to the main application?	Yes	Noted
6.84	If it's different, explain the user access control facilities available to ensure information is only viewed by users with appropriate authority?	N/A	-
6.85	In what electronic formats are reports produced:- - PDF? - XML? - MS Excel spreadsheet? - CSV file? - As html for viewing in a web browser? - Other, please specify?	On screen in the web app, PDF, XLSX, CSV	Confirmed
6.86	Are report documents stored on the web server or on the user's computer? If stored on the web server, are they secure to ensure only users with appropriate authority can get access?	Reports are generated in real-time and displayed, not stored, in the browser. Users can export/print reports and save them on their computer	Confirmed
6.87	For documents viewable in a browser is any data stored on the user's computer in a web browser cache or temporary file? If Yes: - Is there any protection against other users viewing the report or data on which it is based? - Is it clear on the reports when they were produced and the date of the data on which they are based, so the user can tell whether they are viewing out of date information?	No	Noted
6.88	Are communications between the browser and the server encrypted for any report related communications?	Yes, SSL is used to encrypt all messages between the browser and the service	Confirmed
6.89	If reports are produced dynamically each time the user views them can historical reports be reproduced at any time?	No	Noted
6.90	Can reports viewable in a browser be navigated dynamically by users? For example: - Enabling drill down to more detailed information? - Altering which columns and rows of data are displayed. - Choosing time periods? - Specifying selection criteria?	Yes	Noted
6.91	Can report data be reliably copied and pasted direct from browser viewable reports to an MS Excel spreadsheet retaining any table layout?	Yes	Noted. And there is the option to download as XLSX
6.92	If reports are incomplete, for instance due to a poor Internet connection, is sufficient information provided to enable the user to notice that some of the report is missing?	N/A	Noted

Ref	Requirement	Response	Reviewer Comments
7.	PROPERTY RENTAL MANAGEMENT		
Global setup			
7.01	Does the system provide for the setup and maintenance of the details of the organisation using the software and valid users within that organisation?	Yes	Confirmed
7.02	Can a user have multiple organisations setup under one umbrella account? If so, is it possible to switch between these organisations without re-logging into the system?	No	Confirmed
7.03	Can the system operate in multiple currencies? If so, please state which are supported.	With separate organisation accounts, the system can operate in GBP, EUR	Noted
7.04	Does the system integrate to accounting/financial packages? If so, please list which ones are supported and explain the method of integration (e.g. dedicated connector, webservices, etc):	Banking: Open Banking Bookkeeping: Xero/QuickBooks (Q4 2021) Property Tax: Statements Insights: Providing property data for LTV, valuation etc.	Noted. Categorised transactions go into the finance system.
7.05	Does the software directly integrate with on-line software/services? If yes, please list the packages/services in the categories below and explain the method of integration, e.g. dedicated connector, webservices, etc: - Financial Institutions, e.g. Banks, Building Societies, Credit Card providers)]? Referred to hereafter as "Banks". - On-line Accounting software, e.g. Sage, QB, Xero? - Payment processors, e.g. Stripe, PayPal, Square? - Tax software providers? - Others, please specify?	- Payment processors: Stripe, Practice Ignition - Banks: Open Banking (all UK bank accounts) - Tax software: Xero/QuickBooks (Q4 2021)	Noted
7.06	Does the software integrate with property portals, such a Rightmove, Zoopla, Airbnb and Booking.com in order to: - Advertise properties to prospective tenants? - Update property details? If so, please provide details of the information transferred and/or synchronised.	Some information is taken from Zoopla/RightMove via a service called PropertyData to maintain up-to-date market and valuation data on UK Property. The information is suggested to the user for review/acceptance and not automatically synchronised	Noted
7.07	Does the system make use of global lists, e.g. Postcodes, VAT codes? If so, specify what is provided.	Yes, postcode data	Noted
7.08	Are there a series on in-built categories to which transactions may be allocated in the system? If so, are these in line with HMRC's "Self Assessment: UK property (SA105)" ?	Yes, there are in-built categories and sub-categories in line with SA105 requirements	Noted
7.09	Does the system allow a user to use multiple devices to support mobile working, e.g. a workstation, phone and/or a tablet?	Yes	Confirmed
7.10	Does the system provide a facility for auto-saving changes during a user's editing session? If so: - Can the frequency of these auto-saves be manually set? - Can the user initiate a save manually? - Can a user roll back to a previous saved version?	Automated processed (e.g. open banking synchronisation or automated bookkeeping) auto-save their results and users can edit them in real-time. Changes initiated by users manually are required to be saved/confirmed via buttons	Confirmed. Saving immediately as a user undertakes transactions and processes.
7.11	Can the system work in an "offline" mode, with transactions transferred to the service once Internet connectivity is available and enabled?	No	Confirmed
7.12	Does the system provide inbuilt workflow functionality?	As per 5.12, workflows are due to be released Q4 2021, including communication/notifications between Accountants and their clients, and full MTD workflow for quarterly and annual tax filing	Noted
7.13	Does the system have an audit trail that includes details of: - Changes to standing data (global lists)? - Changes to portfolio and property details? - Transactions sent to/from Banks? - Manual transactions or imports from spreadsheets? - All manual changes to transactions and their status?	Yes	Noted. This is not accessible by the user.
User setup			
7.14	Does the system provide a permissions matrix so that rights can be set at user and group level?	Yes - inviting a business partner	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.15	Does this apply to: - Specific areas of functionality? - The synchronisation with Banks? - Manually adding/editing transactions? - Authorisations? - Other, please specify?	Yes, a user may share their account with separate login credentials (for example with a business partner) and their access can be restricted by the parent user - e.g. only the parent user may synchronise bank accounts or edit them in any way whilst a shared access user may edit the transaction tracking information, and Hammock Current Accounts are only shared on explicit request by the parent account, with restricted access	Noted. System does not need very granular access permissions.
7.16	Is it possible to define delegated access?	Yes	Confirmed
7.17	Can multi-level authorisations be set?	No	Confirmed
7.18	Are there any restrictions on more than one user working on the same property details at the same time?	No	Confirmed
Portfolio and Property Setup			
7.19	Is it possible to setup portfolios (groups) of properties to be managed using the software?	Yes	Confirmed
7.20	Can a portfolio be a mix of properties with different owners and/or agents?	Yes	Confirmed
7.21	Does the system support property owners being individuals and/or Companies?	Yes	Confirmed
7.22	Does the system support properties being jointly owned?	Yes	Confirmed. Tax statements subsequently are split by the ownership percentage.
7.23	What details be setup against a property: - Owner(s)? - Property type? - Address? - Tenancy details: tenants, dates, rent, service charges, etc? - Tenancy type: Single occupancy, HMO, etc? - Other details, specify?	-Owners: full name, date of birth, home number, email -Property type: selectable from a dropdown list (e.g. terraced, semi-detached, etc) -Address: 1st line, 2nd line, town, post code, country -portfolio, property address, tenancy start date, tenancy end date, rent collection service (letting agent or no), rental frequency, rental amount, tenant (existing or new), tenant full name, email and mobile number -Tenancy type: single occupancy or HMO -Portfolio: personal or business	Noted
7.24	Can photographs be held against a property?	Yes	Confirmed
7.25	Can links to on-line mapping applications be held against a property record, e.g. Google maps/earth?	Yes	Confirmed
7.26	Can third-party service providers (gas, electricity, communications, council charges/services, etc) and the associated recurring charges/expenses be setup against a property?	Yes	Confirmed
7.27	Can the software link to a Bank so that bank transactions can be linked to a property? (Also see 7.34 below)	Yes	Confirmed
7.28	If so, can the link be at: - Portfolio level? - Individual property level?	Yes, both	Confirmed
7.29	If so, can this link be to one or multiple banks?	Yes, multiple banks are supported	Confirmed
7.30	Explain the method of connection with the Banks, e.g. OpenBanking, webservices, API, etc. See also 7.05 above.	OpenBanking	Confirmed
7.31	If a third-party provides the connection to the Bank please provide details of the provider.	TrueLayer: https://truelayer.com/	Noted
Transactions			
7.32	Does the system provide functionality to record income (rent and/or service charges) and costs (operational expenses) against properties, i.e. setup and maintain bookkeeping records for a property?	Yes	Confirmed
7.33	Is it possible to manually enter a transaction to be recorded against a property?	Yes	Confirmed
7.34	If so, can a file or note be uploaded against the transaction in order to save supplementary information against the transaction, e.g. a scan of a receipt.	Yes	Confirmed

Ref	Requirement	Response	Reviewer Comments
7.35	Can the system connect to a Bank and download a list of transactions that can subsequently be allocated to one or more properties.	Yes	Confirmed
7.36	Once bank transactions have been downloaded, can they be filtered by: - Item/transaction type? - Date range? - Status? - Property references (if they exist)? - Other, please specify?	Yes - Item/transaction type - Bank account - Date range - Amount (min/max) - Status - Property references - Income/expense categories - free text covering payer/payee and any other references available	Confirmed
7.37	Does the list of transactions show those which have already been allocated to a property and those waiting/ready to do so? If so, how is this indicated, e.g. A status flag?	Yes, allocated transactions are clearly marked with the property they are linked to	Confirmed
7.38	Can the system auto-identify transactions to allocate? If so is this on the basis of: - The rent recorded against the tenancy of a property? - A third-party expense, such as a utility direct-debit? - A transaction with a specific property-reference against it? - Other, please specify?	Yes - The rent recorded against the tenancy of a property - A third-party expense, such as a utility direct-debit - A transaction with a specific property-reference against it (mortgage, insurance, other payments) - Any recurring transactions can be auto-identified based on property-reference or amount	Confirmed
7.39	What are the criteria for a successful auto-allocation, e.g. transaction date, property-ref and amount?	date, description, amount (+/- %)	Noted
7.40	Does the system produce a log or logs that details the transactions that have been auto-allocated, after each time the auto-allocation process is initiated? If so, can the user drill through into the transaction to see the bank transaction details?	Yes	Confirmed; this is the on-screen browse list, that can be filtered by those allocated.
7.41	Is there a rollback feature to enable an auto-allocation to be undone if it has happened incorrectly? If so, does the status of the transaction now indicate that it is no longer allocated to a property and is available for a new allocation to be undertaken?	Yes, transactions can be untracked	Confirmed
7.42	Is it possible to [manually] setup a rule, using a part or parts of the transaction details, such that the system can auto-allocated a similar transaction in future?	Currently rules are set up automatically and similar transactions are flagged both retroactvely and in the future. In Q1 2022 we will roll out options for manual rules as well.	Noted
7.43	Can the status of a transaction be set so as to stop it being allocated, e.g."Archive". If so, can this be reversed, e.g. "Unarchive"?	Yes	Confirmed
7.44	Does the system incorporate dashboard functionality such that the current status of transactions can be presented to the user on a single screen, showing: - All the downloaded transactions with their status flag? - New transactions? - Archive transactions? - Other, please detail?	Yes - All the downloaded transactions with their status flag - New transactions - Archive transactions	Confirmed
7.45	If so, can the user drill through into a transaction to manually allocate/de-allocate it?	Yes	Confirmed
7.46	When a transaction is allocated to a property can a category also be allocated to it? If so: - Is this from the fixed inbuilt list? (See 7.08) - Can this category be subsequently amended manually?	Yes, both	Confirmed
7.47	Is the system able to auto-categorise some transactions, e.g. Rental income?	Yes	Confirmed
Operations			

Ref	Requirement	Response	Reviewer Comments
7.48	Are there simple inbuilt processes covering: - The addition of new properties to a portfolio? - The disposal of a property? If so, are these "wizard" based; to walk the user through the steps required?	Yes, a mix of fixed forms and "wizards"	Confirmed. If there are no tenancies on a property then essentially it is archived and historic reports are available. A property can also be deleted in which case all related data is removed.
7.49	Does the software have the capability to manage and onboard tenants?	Tenant information can be managed on the platform, but tenants can not currently access the platform	Confirmed
7.50	Is there an inbuilt calendar to view and manage all reservations?	There is an inbuilt calendar to keep track of occupancy rates and void periods	Confirmed
7.51	Is there an interface for guests to use, e.g. to raise requests or view their reservation?	No	Confirmed
7.52	Is there a simple inbuilt process that covers a change to a lease: - Change of tenant? - New lease? - End/termination of a lease? - Change to lease terms (e.g. lease length, rent amount)? If so, is this "wizard" based?	Yes, wizard based	Confirmed. Very easy.
7.53	Does the software provide the ability to store tenancy/rental agreements?	Yes	Confirmed
7.54	Can the software store documents relating to properties such as insurance and fire certificates?	Yes	Confirmed
7.55	Does the system have workflow that provides alerts and notifications in relation to the expiry of lease terms and their renewal? If so, can these be sent by: - Email? - Push notification (text, message)?	Yes, email and push notifications	Confirmed. Can sort the list of uploaded documents by their expiry date.
7.56	Can the system identify recurring transactions that are unmatched at a point in time, e.g. an expected rent payment that has not been received by the Bank?	Yes	Confirmed. Upcoming payments turn red when they are overdue.
7.57	Can the system send reminders in relation to : - Payments received - Expected payments that are missing, e.g. rent arrears? If so, can these be sent: - Via email? - Via a push-notification (text or message)?	Yes, sent via email, SMS, and push notification	Confirmed. There is a daily summary prepared for a landlord; sent via email.
7.58	Does the system provide a dashboard or series of dashboards that shows the properties in a portfolio together with key details about the property?	Yes	Confirmed
7.59	If so, does this include: - Basic property details, inc address and picture(s)? - Active tenancy and key details such as rent/frequency? - A highlight if the property is currently void? - A financial summary, e.g. P+L for current year? - Other, please specify?	All specified	Confirmed
7.60	If so, is it possible to drill through into the details in order to: - Edit property/tenancy details? - Allocate recent bank-transactions? - Update status flags? - View additional financial information?	Yes	Confirmed
Reports			
7.61	Does the system provide a series of inbuilt reports that cover the basic detail of portfolios, properties, tenancies, and the underlying transactions (both those auto-allocated and manually entered)? If so, describe the reports available.	Income and expenditure reports exist to show the attribution of payments across portfolios/properties/tenancies - profit and loss at both portfolio and property level - arrears balances per property and per tenant - upcoming payments - all listed in 7.62	Confirmed. There is a dedicated reports section for financial reports, but this information is available on the main dashboard and elsewhere.

Ref	Requirement	Response	Reviewer Comments
7.62	Are financial reports also provided, such as: - P+L for a property and/or portfolio? - Loan to value rations? - Occupancy rates? - Yields?	Yes, all listed	Confirmed
7.63	Does the system provide reports to use in creation of the HMRC form "Self Assessment: UK Property (SA105)"?	Yes	Confirmed. It should be noted that the tax calculation feature provides an estimate of the tax owed by the user. Users should not rely on it for the accuracy of their HMRC submissions, and would be well advised to seek independent tax advice and not rely solely on the Hammock software.
7.64	Can the system produce transaction lists to support the totals on the tax reports? If so, can these be exported to Excel?	Yes	Confirmed. Can download as CSV for Excel.
7.65	Does the software produce tenant invoices? If so, can these be printed out and/or sent via email?	No	Confirmed
7.66	Can these reports be filtered by: - Portfolio and property? - Owner? - Date range? - Transaction type? - Transaction allocation status? - Other, please specify?	Yes, all listed	Confirmed
7.67	Does the system allow drill through from the reports into the underlying transactions?	Yes	Confirmed. Really filtered lists rather than reports in many cases.
7.68	Are all reports adequately titled and dated? e.g. report name, client name, pages, numbers etc.	Reports presented on-screen are titled and dated appropriately, and reports may be downloaded as Excel files for more detailed analysis	Noted
7.69	Do the reports provide totals where applicable?	Yes, totals are presented where applicable on screen with each report	Noted
7.70	Does the reporting functionality have the facility to scroll up and down when output to screen?	Yes	Confirmed
7.71	Can all reports be print previewed?	No	Confirmed; some are on-screen lists.
7.72	Can reports be output directly to other formats e.g. Excel, CSV, txt, XML, PDF etc. for any period of time required? - If so, please state the formats supported.	Yes, PDF, CSV, XLSX	Confirmed
7.73	Does the system allow the layout of reports to be customised: - Font? - Paragraph style? - Page format? - Watermark, e.g. "Draft"? - Company logo/graphic? - Other, please specify	No	Confirmed
7.74	Does the system provide a portal to enable the exchange of information between the customer/user and their accounting firm?	Yes	Confirmed. The whole system is the portal essentially.
	Requirement	Response	Reviewer Comments