

HR.SOP.III.154

Rental Subsidy

HRD/HPJ

HR Standard Operating Procedure
Target Audience: All Staff

DISCLAIMER

Standard Operating Procedures (SOPs) provide a step-by-step guide for staff directly involved in the processing of administrative actions to support and facilitate the implementation of WHO policies and procedures. The SOPs are for guidance only; they are neither authoritative nor binding. The SOPs reflect the policies and procedures of WHO at the time of writing; however, policies and procedures change from time-to-time. In the case of a conflict between the SOPs and the WHO eManual provisions, the WHO eManual provisions take precedence.

DOCUMENT SPECIFICATIONS

Version	Date of revision	Author (s) / Dept / Unit	Approver	Indicate which section changed compared to previous version
0.1	24.07.2012	JM		1 st draft + VISIO
0.2	26.07.2012	S. Ragupathi, GHR/GSC		Incorporated basic GHR processes & ref to new form.
0.3	26.10.2012	R. Jafari, HRD/HPJ		Risk added regarding 7 year limit for payment of rental subsidy
0.4	29.10.2012	L. Veniga, GHR/GSC		Full review and integration of back office processes and risks.
0.5	29.10.2012	S. Amaidruz		Final review and visio.
0.6	05.11.2012		S. E. Amaidruz, HRD/HPJ N. Jeffreys, Comptroller M. Altmaier, Director, HRD	Approved for publication.

1. INTRODUCTION

1.1. Overview/Description

This standard operating procedure describes the process for eligible staff members to request a rental subsidy through GSM Employee Self Service.

The rental subsidy scheme is designed to offset costs for accommodation of a reasonable standard for which the rent may be higher than the average for the duty station. It aims to facilitate the settlement of new staff members and to encourage mobility within the UN common system by subsidizing the rental costs of eligible staff members.

Approval of rental subsidy is given by the HR Administrator, GSC/GHR for one year at a time (or less, depending on the lease agreement requirement and/or staff member's contract duration) upon receipt of appropriate supporting documentation.

1.2. General Guidance / Business Rules

Eligible staff members include:-

- Staff members at the Professional and higher categories who are on fixed term or continuing appointments, provided they are in receipt of post adjustment and they meet the conditions set out in the policy on Rental Subsidies and Deductions.
- Temporary Professional staff members under SR 420.4, provided that they are internationally recruited (with expatriate status), and provided further that their appointment is for at least one year, or whose initial temporary appointment of less than one year is extended resulting in an uninterrupted period of service of one year or longer and they are in receipt of post adjustment and meet the conditions set out in the policy on Rental Subsidies and Deductions.
- Internationally-recruited General Service staff serving at duty stations in Europe and North America, under conditions outlined in the eManual III.3.14

In case of rental subsidies for staff member posted outside Europe and North America, when the staff member applies for rental subsidies for the first time or upon change of dwelling, he/she needs to provide a certification from the designated official. A specific The form “Application for Rental Subsidy outside Europe and North America” is available in WHO e-Manual III.3.14.

1.3. Reference Material

1.3.1. WHO eManual

- III.3.14 Rental subsidies and deductions / Policy, Annexes, Forms, Calculators.

1.3.2. UPKs

- 6.853 Request for Rental Subsidy

1.3.3. Related SOPs

- HR.SOP.III.153 Rental Advance
- FIN.SOP.XII.082 Rental Advance and Rental Subsidy

1.3.4. Information Note

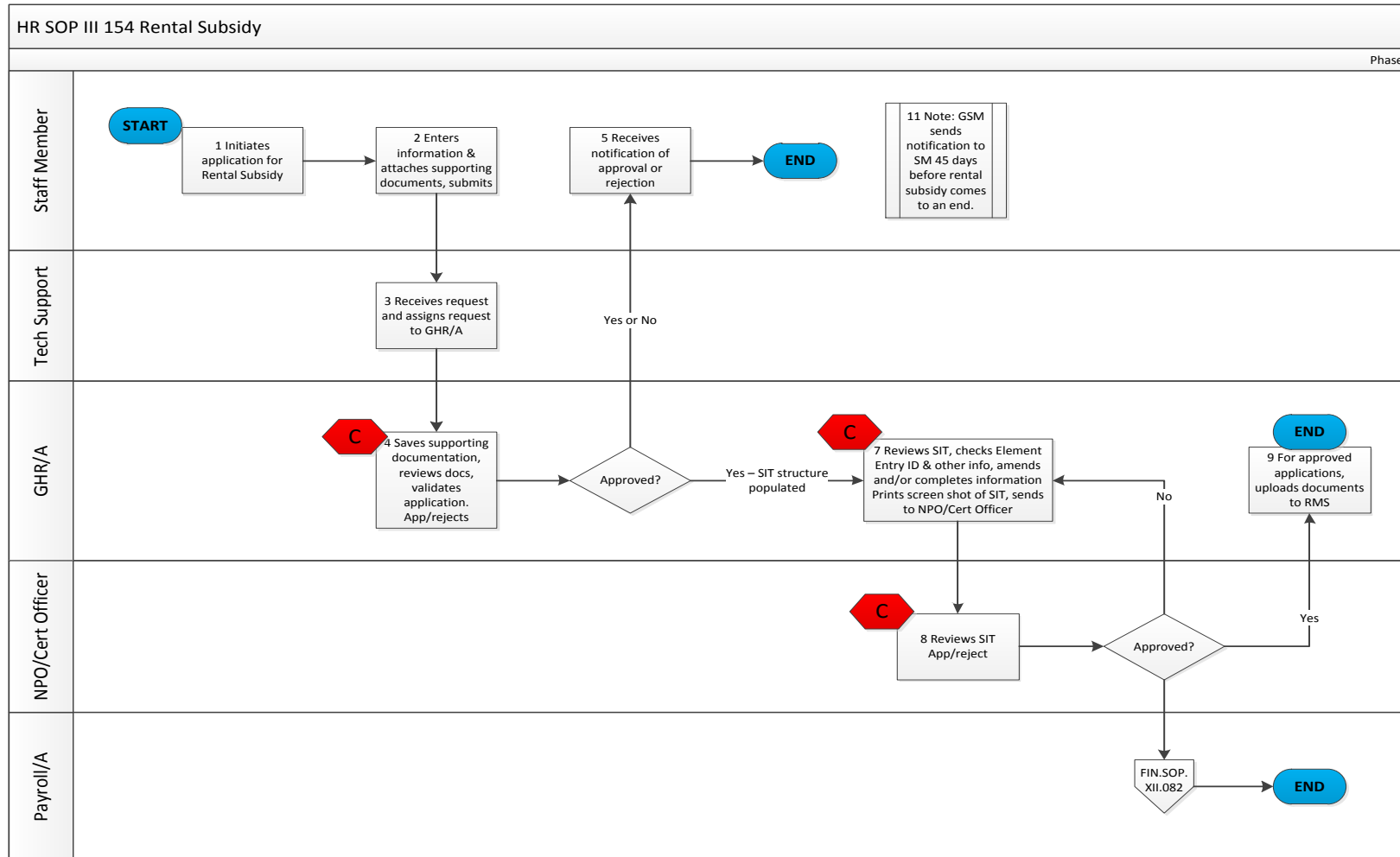
Information Note 34/2011 dated 15 November 2011. Self-Service Request for Rental Subsidy

1.4. Other

1.4.1. Definitions

GHR/A	Global Human Resources Administrator
GSC	Global Service Centre
RMS	Records Management System
SIT	Special Information Type

2. PROCESS FLOW



3. PROCESS STEPS

Step	Control (C)	Type	Process	Role / Responsibility
1		GSM (Employee Self Service)	<p>Initiates an application for Rental Subsidy through Employee Self-Service -> Apply Rental Subsidy.</p> <p>Selects the appropriate "Form 1 or 2" for application depending on whether staff member is located in :-</p> <ol style="list-style-type: none"> 1. Europe and North America (including Geneva) or 2. Outside Europe and North America. <p><i>(System validation exists at this point if the staff member chooses the wrong form.)</i></p>	Staff Member
2		GSM (Employee Self Service)	<p>Clicks on Add button and indicates the type of request i.e.:</p> <ul style="list-style-type: none"> • First Time Application; • Annual Re-submission; • Change in Family Status; • Change in Dwelling; • Change in Rent in Same Dwelling; or • Force Majeure. <p>Completes all mandatory fields, entering rental subsidy start/end dates, monthly rent, currency, agent's fees, number of bedrooms, etc. as indicated in the data fields.</p> <p>Note that in the case of rental subsidies for staff member posted <u>outside Europe and North America</u>, when the staff member applies for rental subsidies for the first time or upon change of dwelling, he/she needs to provide a certification from the</p>	Staff Member

			<p>designated official. The form for completion “Application for Rental Subsidy outside Europe and North America” is available in the eManual III.3.14 Rental subsidies and deductions.</p> <p>Attaches the required supporting documents to the GSM request:</p> <ul style="list-style-type: none"> a) First time application or change of dwelling <ul style="list-style-type: none"> i. Copy of signed lease agreement ii. Copy of either the first month's receipt or the cancelled rent payment check iii. Certification by senior certifying official in the duty station (only for staff members outside Europe and North America) b) Annual resubmission, change in rent in same dwelling, change in family status <ul style="list-style-type: none"> i. Copy of signed lease agreement ii. Copy of either the first month's receipt or the cancelled rent payment check c) If agent's fee is requested: <ul style="list-style-type: none"> i. Copy of signed lease agreement ii. Copy of either the first month's receipt or the cancelled rent payment check iii. Copy of contract or agreement with the agent iv. Copy of the receipt for the fee or the cancelled check for payment of the fee d) Force Majeure cases (only for staff members in Europe and North America) <ul style="list-style-type: none"> i. Documentary evidence attesting to the reason for the change in dwelling ii. Copy of former lease agreement (in case not previously provided) 	
3		Worklist	Receives the request and assigns to GHR/A	GHR Technical

		notification		Support
4	C	Off line and GSM input	<p>Removes the supporting documents from the notification and saves them for upload to RMS.</p> <p>Checks and reviews the supporting documents for completeness. Reviews staff member's records and validates the application based on employee records and supporting documents – uses and completed the Rental Subsidy checklist.</p> <p><i>For HQ duty station</i> – reviews the 7 year limit for payment of rental subsidy is not exceeded in the case of a re-submission – verifies Duty station start date and UN EOD and checks with staff member if necessary.</p> <p>Approves or rejects the request. GSM automatically sends notification to the staff member.</p>	GHR Administrator
5		Worklist notification	Receives notification indicating that the application has been approved or rejected.	Staff Member
6		GSM	Once the notification is approved, the Special Information Type (SIT) structure is automatically populated.	Automatic system interface
7	C	GSM Input	<p>Reviews the data (SIT) to see if the information is correctly reflected and checks that an Element Entry ID has been generated. This will be picked up by the Payroll team in their regular run of Rental Subsidy payments.</p> <p>Amends any wrong entry provided by the staff member, as appropriate.</p>	GHR Administrator

			<p>Completes the information in the following fields:</p> <ul style="list-style-type: none"> • Duty station Start Date for RS purposes - • Eligibility Date for Rental Subsidy • Payment Start Date • Payment End Date <p>Prints a screenshot of the approved SIT for checking by the Certifying Officer.</p>	
8	C	Offline	Reviews the approved SIT against the supporting documents and staff member GSM records. If in order, signs off on the transaction. Otherwise, requests the GHR Administrator to make the correction in the SIT.	NPO GHR certifying officer
9		RMS	For approved application, scans, names and uploads the supporting documents to RMS.	GHR Administrator
10		GSM	For the Payroll process – there is a regular monthly run to pick up rental subsidy elements for payment in the monthly payroll - see FIN.SOP.XII.082 Rental Advance and Rental Subsidy.	Payroll Administrator
11		GSM	Sends notification to staff member 45 days before the rental subsidy payments come to an end to re-submit an application.	Automatic concurrent program

3. KEY RISKS & COMPENSATING CONTROLS

Risks	Compensating Controls	Process Step
Over/underpayment due to incorrect calculation of rental subsidy amount.	The calculation of the eligible amount is carried out by a system algorithm rather than manually. There are validations in the system to ensure that the business rules are implemented. The validations are made at the time the staff member is entering the information. A further check is made by the HRA when the data fields for payment are created, these fields are verified by the Certifying Officer.	2, 4, 7 and 8
Overpayment to non-eligible staff member who applies for the benefit.	HRA's verify manually whilst inputting the data and submit the approved SIT to the Certifying Officer for approval. The request is reviewed and validated (and potentially rejected) by the Certifying Officer.	4, 7 and 8
Overpayment to staff member due to failure to reduce or cease payment of rental subsidy to staff in HQ duty stations where there is a 7-year limit for payment of the entitlement.	Annual reminder/automatic notification is sent to all staff at the end of the period of their approved rental subsidy. HRA is required to manually review and calculate the number of years remaining due for those cases of rental subsidy in HQ duty station. If a request is received which exceeds the 7 year limit, brings to the attention of NPO and rejects as necessary.	4, 7 and 8
Overpayment to an eligible staff member if s/he does not inform the	There is no mitigation for an overpayment of a rental subsidy, if the staff member ends the lease or purchases property during the period	

<p>Organization that s/he is no longer renting accommodation or has transferred to a dwelling at a lower cost.</p>	<p>the rental subsidy has been paid for. This is an honor system as the staff member may choose to ignore to report the change.</p> <p>Suggested mitigation : The only mitigation would be if proof of payment of the rent for the 12 months preceding was requested at the end of the rental period, or a verification is made when the next rental period is submitted to see if the person remained in the same accommodation at the same price. Any change in amount would be checked. The risk is small as staff do submit changes in dwelling, changes in rent amounts, etc. GHR does not currently have the staff to conduct such checks.</p>	
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