

1.0 PURPOSE

- 1.1 To promote and encourage positive partnerships between Glasgow West Housing Association (GWhA) and its Tenants with a scheme that recognises valued residents, rewards positive tenancy management and incentivises improvements in tenancy conduct.

2.0 AIMS

- 2.1 To promote a positive payment culture.
2.2 To reward and encourage good tenancy conduct.
2.3 To provide enhanced services that are desirable and achievable.
2.4 To improve housing management and maintenance performance.
2.5 To increase service satisfaction levels.
2.6 To promote reciprocal relationships.
2.7 To reduce negative management costs.

3.0 POLICY

3.1 Membership Criteria

- 3.1.1 To apply for the Rent Reward Scheme (RRS), Tenants must complete a membership application form.
3.1.2 Sharing owners are entitled to membership of the scheme under the same principles as tenants.
3.1.3 For new applications, the membership criteria is as follows:
a) Applicants must have held a GWhA tenancy for a minimum of 6 months.
b) A clear rent account at the 28th of each month must have been maintained for a minimum of 3 months; OR: an agreed repayment arrangement (for rent or rechargeable repairs) has been maintained for a minimum term of 3 calendar months from the date of first agreed payment.
c) No breach of any aspect of the Tenancy Agreement in the preceding 6 months.
d) Access provided for annual gas service and other inspections/services/works.
e) Responds to correspondence from the association.

3.2 Membership Suspensions

- 3.2.1 Rent Reward Scheme (RRS) membership will be suspended where:
a) There is a negative balance on the rent account on the 28th of the month – exception where an agreed repayment arrangement is in place and has been maintained for a minimum term of 3 calendar months from the date of first agreed payment.
b) Agreed repayment arrangement is broken, including late payments.
c) Access is not provided for repairs/inspections and/or the tenant does not contact the office to make an alternative arrangement (at least 24 hours in advance of the appointment date).
d) Appointments made by the tenant are not kept.
e) Requests to contact staff are not followed through by tenants.
f) Non-compliance with the other terms of the tenancy (e.g. Anti-social behaviour).
3.2.2 Membership will be suspended if rent arrears accrue whilst Housing Benefit or Universal Credit are processing or reviewing a claim. With the obvious exception of entry to completed quarterly raffles, the benefits of membership may be backdated when cases are satisfactorily resolved.
3.2.3 Likewise, membership will be reinstated upon full payment of rent arrears or through demonstration of compliance with the terms of tenancy (e.g. expiry of an Anti-social behaviour warning and no further incidents of anti-social behaviour within the warning period). While the benefits of membership will be reinstated, it should be noted that any recurrence of rent arrears may disqualify members from the £52 annual bonus payment.

3.3 Membership Incentives

- 3.3.1 A £10 bonus payment is payable upon approval of application to RRS. Payments, by default, are made via bank transfer. Upon request, payments may instead be made directly into the rent account, or issued via cheque.

- 3.3.2 A £52 annual bonus payment is payable to members in December, providing the rent account is clear on the 28th of each month (during December – November assessment period). As above, payments will be made via bank transfer as default, though payment to the rent account or via cheque is arranged upon request.
- 3.3.3 For new members, a pro rata annual bonus is payable in their first year, providing satisfactory membership is maintained for a minimum of 6 months. Assessment will be made in November to coincide with the £52 bonus payment. No bonus will be payable for new members with less than 6 months membership.
- 3.3.4 Ability to order rechargeable repairs and pay by instalment after the work is completed.
- 3.3.5 Priority over non-members for internal transfers where all else is equal¹.
- 3.3.6 Entry to free quarterly² prize draw with cash prizes as follows:

	WINNER	RUNNER-UP
Q1	£100	£30
Q2	£250	N/A
	To encourage attendance at the Annual General Meeting (AGM), the quarterly draw will take place on the Tuesday before the AGM, with the winner invited to attend the AGM to collect the prize.	
Q3	£100	£30
Q4	£100	£30

- 3.3.7 Entitlement to £25 contribution to household contents insurance annually, subject to application and satisfying qualifying criteria³. Payment will be credited to the rent account.

3.4 Membership Administration

- 3.4.1 Membership applications are processed within 15 working days.
- 3.4.2 In the event an application for membership is refused, full details regarding the actions required to achieve scheme criteria will be issued in writing, including the right of appeal. Applicants may appeal decisions relating to their Rent Reward Scheme applications in accordance with section 4.2 of this policy. Compliance with the membership criteria is assessed monthly with services staff making contact with any member who has not complied with the terms of membership, and will provide written confirmation where membership is to be suspended.
- 3.4.3 At close of business, on the day before the prize draw, the entries are passed to reception. The first contractor who enters the building the following morning will be asked to select the winning numbers. A record of the draw is signed by the contractor and retained at the office.
- 3.4.4 Winners are contacted by telephone and are asked to participate in promotion of the scheme with a photograph documenting the presentation of the prize. Written photo consent will be requested prior to the photograph being taken.

4.0 FEEDBACK, APPEALS AND COMPLAINTS

4.1 Feedback

- 4.1.1 Glasgow West Tenants and other customers may provide feedback about this document by emailing admin@glasgowwestha.co.uk

¹ Applications are deemed to be equal when the point's award and date of application are the same.

² Dates of draws will be confirmed in the Spring edition of the Newsletter at the beginning of each year

³ As well as being members of the RRS, the Tenant is required to have held a GWA tenancy for a minimum term of 12 months, have had home contents insurance for the previous 12 months and provide documentation to verify this.

4.2 Appeals and Complaints

4.2.1 Applicants with a grievance regarding the Rent Reward Scheme will be considered in accordance with the Comments and Complaints Policy.

4.2.2 Once the Association's Comments and Complaints Policy is exhausted, there is a right of appeal to the Scottish Public Services Ombudsman (SPSO).

5.0 REVIEW

5.1 This policy will be reviewed every three years, or sooner, subject to a change in legislation or circumstance.

6.0 DELEGATED AUTHORITY

6.1 Delegated authority is granted by the Management Committee to the Chief Executive and Staff to implement this Policy and the associated procedures.