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Policy:	Tenant Reward Scheme
Legal Requirements:	There are no legal requirements applicable to this policy.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 3. The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Notifiable Events:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy is not in contravention of the key aspects of the right to adequate housing:</p> <ul style="list-style-type: none"> • The right to adequate housing contains freedoms; • The right to adequate housing contains entitlements; • Adequate housing must provide more than four walls and a roof; and • Protection against forced evictions.
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Kirsty McKay
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review annually in the month of January.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 29th of February 2024.



POLICY STATEMENT

SUBJECT: TENANT REWARD SCHEME

Statement of Policy Aims / Principles

The purpose of this policy is to define the conditions which must be met by a tenant in order to be eligible for a rent rebate through the tenant reward scheme. It is an important principle of this policy that full responsibility for ensuring compliance with the eligibility criteria remains with the tenant.

5 **Policy Details**

Eligibility Criteria

In order to qualify for a rent rebate under the tenant reward scheme the tenant must meet the following criteria.

1. The tenant must have had no arrears of rent at any time during the qualifying period.
2. Rent due must have been paid on or before the 1st day of each calendar month throughout the qualifying period.
- 10 3. Rent must have been paid by direct bank transfer, rent payment card, direct debit or standing order throughout the qualifying period.
- 15 4. Rechargeable sums due from the tenant for repairs, services, legal or other costs incurred by the Association must have been either (i) paid in full by the end of the calendar month following the month in which they were billed by the Association; or (ii) be subject to an agreed repayment arrangement which has been maintained by direct bank transfer, payment card, direct debit or standing order throughout the qualifying period.

Exclusions

A tenant will not be eligible for a rent rebate under the tenant reward scheme if the tenant

1. terminates or gives notice of termination of tenancy prior to the 15th of December in the qualifying period; or
- 20 2. has failed to repay to the Association any past debts – including those legally discharged from payment.

Rent Rebate

The tenant reward scheme rent rebate will be the difference between

- (1) the annual rent charge at the 31st of March during the qualifying period for the qualifying property; and
- (2) the annual rent charge at the qualifying date.

Qualifying Period

25 The qualifying period will begin on the 1st of March and end on the 31st of December in each calendar year.

Qualifying Date

The qualifying date is the later of (a) the 31st of March following entry to the qualifying property; and (b) three years prior to the 31st of March in the qualifying period.

Qualifying Property

30 The qualifying property is the property occupied by the tenant at the end of the qualifying period.

Payments

Payment will be by credit to rechargeable accounts due to the Association by the tenant. Any balance will be credited to the tenants rent account or paid by bank transfer to an account designated by the tenant.