YOKER HOUSING ASSOCIATION LIMITED





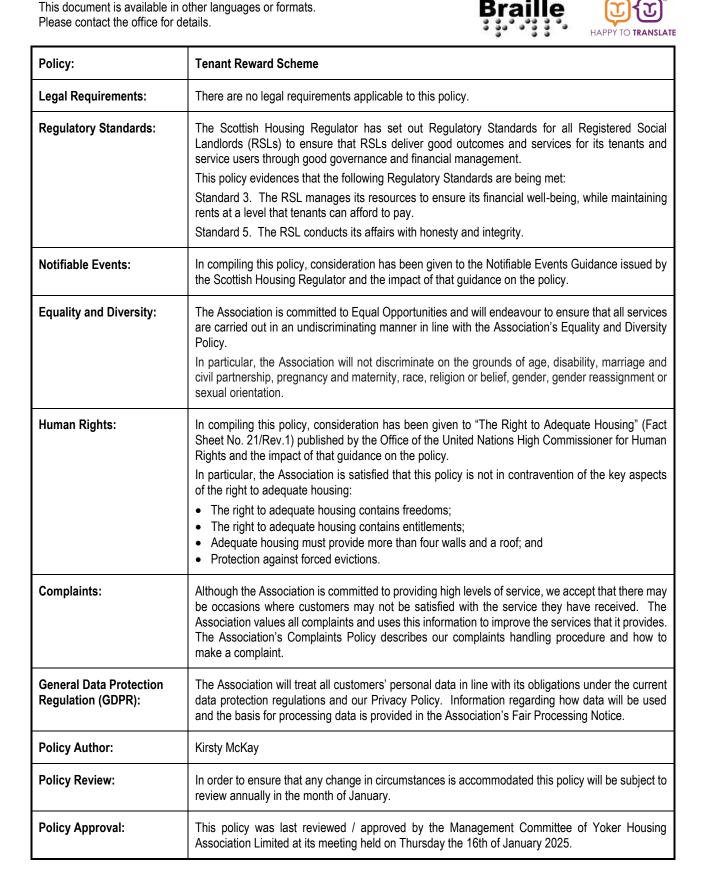












YOKER HOUSING ASSOCIATION LIMITED















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

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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.
- Rent must have been paid by direct bank transfer, rent payment card, direct debit or standing order throughout the qualifying period.
- 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
- 2. has failed to repay to the Association any past debts including those legally discharged from payment.

20 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

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

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.

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