



# **TENANT BONUS SCHEME POLICY**

**August 2023**

## **1.0 INTRODUCTION**

Spire View recognises that traditional Housing Management strategies have concentrated on addressing breaches of the tenancy conditions and the “punishment” of offenders. In this way tenants who keep to their tenancy conditions receive no recognition of this fact but are expected to pay, through their rent, the legal costs, bad debt provisions and staff costs attributable to less co-operative tenants

The Association believes that the encouragement and recognition of keeping the tenancy conditions will be cost effective by reducing the “lost costs” incurred when dealing with problems.

## **2.0 THE REWARDS**

Tenants who qualify for rewards will receive the following :

- An annual £50 of vouchers issued in December.

Any new tenants who have held a tenancy for between 1 and 6 months will qualify for £25 of vouchers.

## **3.0 HOW TO QUALIFY**

To qualify for the bonus scheme tenants must meet the following:

- Have signed the Good Tenants Charter. (Appendix 1)
- Have adhered to all tenancy conditions
- Have responded to any letters we have issued with regards to your tenancy agreement and kept to any arrangements to pay back any rent arrears, legal expenses or rechargeable repair costs.

The following will be considered to be a breach of tenancy. Tenants will not qualify for the bonus if they have more than two breaches in the year:

- Failure to pay rent on time or to keep an arrangement to pay arrears.
- Failure to keep an arrangement to pay rechargeable repairs costs.
- Failure to keep an arrangement to pay legal expenses as a result of legal action.
- Failure to respond to letters or notes from Copperworks in relation to your tenancy within a reasonable time or to keep an appointment.

- Failure to help maintain common areas.
- Failure to arrange or keep access arrangements for Gas Servicing, Electrical Checks, repairs or any other servicing work.
- Failure to control pets or allowing them to cause a nuisance or damage.
- Failure to return wheelie bins to bin store area after a reasonable time following collection by cleansing.

The following will be considered to be a serious breach of tenancy and will automatically prevent someone qualifying for rewards that year:

- Giving the Association cause to take legal action against you, including the serving of a Notice of Proceedings for any grounds.
- Anti-social behaviour or harassment by the tenant, member of their household or visitors within the tenancy or the neighbourhood. (This includes acts of vandalism, excessive noise, abusive behaviour etc).

## **4.0 DISTRIBUTION**

The distribution of vouchers will take place in early December and tenants entitled to receive them will be notified by letter.

## **5.0 RIGHT OF APPEAL**

Any tenant who has not received a reward and is dissatisfied with this decision has the right to appeal the decision. The appeals process is as follows;

- An appeal can be made in writing, verbally over the telephone or in person by arranging an appointment.
- Appellants should clearly outline why they feel the decision should be reconsidered.
- Appeals will be dealt with by the Association's Housing Manager.
- The Housing Manager will provide a written response within 5 working days.

## **6.0 MONITORING AND REVIEW**

This policy will be reviewed every 3 years.

**August 2023**

## Appendix 1



### Good Tenants' Charter

The purpose of this Charter is to lay out simply, those expectations of the Tenancy Agreement that result in all residents being able to peaceably enjoy their home and environment. By signing it, each tenant is confirming their understanding of the positive input required of them to allow this to happen.

It is recognised that this document is not legally binding and it does not substitute in any way for the Tenancy Agreement offered to the undersigned.

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I \_\_\_\_\_ the tenant/joint tenants of :

\_\_\_\_\_ in understanding the requirements of our tenancy conditions, will:

1. Ensure my/our rent is paid on time.
2. Ensure i/we keep an arrangement to pay any rent arrears.
3. Ensure i/we keep to any arrangements made for rechargeable repairs / or legal expenses as a result of legal action raised.
4. Ensure i/we respond to letters or cards from Spire View Housing Association in relation to your tenancy within a reasonable time or to keep an appointment.
5. Ensure i/we will arrange or keep access arrangements for Gas Servicing, Electrical Checks, repairs or any other servicing work.
6. Dispose of all household refuse securely and return wheelie bins to bin store area on the day of collection.
7. Ensure that all common areas are kept clean and tidy at all times and that I/We take my/our turn in cleaning these areas.
8. Make sure that any private garden area is kept neat and tidy and that I/We take my/our turn of cleaning common garden areas.
9. I/we will not act in any way, or allow household members or visitors to act in any way, that causes alarm, distress, offence or disturbance to others.
10. Keep pets under control at all times
11. Promptly report repairs, whether in the house or to common areas

**12. report acts of vandalism and other illegal incidents to the Co-operative  
and to the police**

**Signed :** ..... **Tenant**

..... **Joint Tenant**

**Date :** .....

