



TENANT BONUS SCHEME POLICY

August 2026

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 2026

Appendix 1



Good Tenants' Charter

Purpose of This Charter

The purpose of this Charter is to clearly set out the expectations of the Tenancy Agreement that help ensure all residents can peacefully enjoy their home and surrounding environment.

By signing this Charter, each tenant confirms their understanding of the positive contribution expected of them to support a safe, clean, and respectful community.

It is recognised that this document is not legally binding and does not replace, alter, or supersede the terms and conditions of the Tenancy Agreement.

I/We, _____, the tenant(s) of:

acknowledge and understand the requirements of our tenancy conditions and agree to:

- Ensure that my/our rent is paid on time.
- Maintain any agreed arrangement to repay rent arrears.
- Maintain any agreed arrangement to repay rechargeable repair costs or legal expenses arising from action taken in relation to the tenancy.
- Respond to correspondence from Spire View Housing Association within a reasonable timescale and keep any appointments arranged.
- Provide access, or make suitable access arrangements, for gas servicing, electrical inspections, repairs, and any other required servicing or maintenance work.
- Dispose of all household refuse responsibly and securely and return wheelie bins to the designated storage area on the day of collection.
- Ensure that all common areas are kept clean and tidy at all times and take my/our fair share of responsibility for maintaining these areas.
- Keep any private garden area neat and tidy and take my/our fair share of responsibility for maintaining shared garden areas.
- Not act, nor allow members of my/our household or visitors to act, in a way that causes alarm, distress, nuisance, offence, or disturbance to others.

- Ensure that any pets are kept under control at all times and do not cause nuisance or disturbance to neighbours.
- Promptly report any repairs required, whether within the property or in common areas.
- Report acts of vandalism, criminal damage, or other illegal activity to the Housing Association and, where appropriate, to Police Scotland.

Signed: _____ Tenant

Signed: _____ Joint Tenant

Date: _____

