

Tenner scheme

Rewards based on regular rent payment



Rent arrears create serious problems for both individual tenants and Prospect as a whole.

Prospect recognises that traditional approaches to addressing non-payment of rent have relied on penalising people once they are in debt but give little incentive to preventing the debt in the first place. The TENNER scheme seeks to reverse this position and whilst persistent non-payers will still face

legal action the intention is to reward tenants who adhere to their tenancy conditions by ensuring regular payment of their rent.

What about housing benefit?

Tenants in receipt of Housing Benefit will qualify for rewards in the same way as other tenants.

In order to ensure that they receive these rewards, tenants will need to respond quickly to Housing Benefit review forms, requests for information, etc., and ensure that the Council processes their claims.

Genuine technical arrears, caused by delays in Housing Benefit payment, may not prevent rewards being given.



What are the rewards?

The rewards to be issued by Prospect will be targeted to both individual tenants and to the wider community via Neighbourhood Councils.

Individual tenants will, depending on their payment record, be able to receive rewards up to a value of £40 per year. Tenants rewards will be issued in the form of vouchers for major stores.

Tenants receiving rewards will also be eligible for a quarterly prize draw.

In addition, Neighbourhood Councils will receive regular income based on the

payment record of tenants in their area. This could be as much as £6,000 per year for some Neighbourhoods.

How are rewards calculated?

The issuing of tenant rewards will be based on a quarterly review of rent accounts in line with the following:

- tenants who have maintained a credit or nil balance for the previous quarter, known as "Gold Star Status";
- tenants with "Gold Star Status" will be entered in a quarterly prize draw:

The Neighbourhood Council rewards will be as follows:

- For each "Gold Star" tenant in their area for the previous quarter:

What are the neighbourhood rewards for?

The funds being made available to Neighbourhood Councils are intended to be spent for the benefit of the community at large. It is expected that at least 60% of the direct beneficiaries will be members of Prospect households.

The following are examples of appropriate expenditure:

- Environmental improvements
- Children's activities
- Social events
- Pensioners Christmas bonuses, etc.

What about tenants who still don't pay?

Prospect will continue to pursue tenants who fail to pay their rents and indeed firmer action will be taken with persistent non-payers than in the past.

It is not fair that tenants who meet their responsibilities, by paying their rent, have to cover the costs of those who do not.

Not only will tenants who don't pay fail to receive rewards, they will also face the possibility of losing their tenancy.

Staff will continue to offer help where possible but the ultimate responsibility lies with the tenant.

Other restrictions

Tenants who owe Prospect money for rechargeable repair items will not receive TENNER vouchers. Instead £10 reward will be credited to the rechargeable repair account.

Further details

Full copies of the Tenant and Neighbourhood Reward Scheme Policy can be obtained from Prospect's office.

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