

# Tenant Reward Policy

Last Issued – June 2015



## Document Control

Responsible Person	Operations Director			
Review Frequency	3-Yearly			
Reviewed by	Board			
Date Approved	June 2015			
Next Review Due	June 2018			
Consultation Required	Yes	✓	No	
Equalities Impact Assessment	Yes	✓	No	
Added to Company Website	Yes	✓	No	

## Associated Documents

This document should be read in conjunction with:

- Tenant Reward Scheme Leaflet
- Business Plan
- Equality & Diversity Policy
- Gambling Act 2005

<b>1</b>	<b>Introduction</b>
1.1	Waverley Housing operates a policy of recognising good tenant behaviour through the operation of a tenant incentive and reward scheme (the scheme). The scheme shall be referred to as Waverley Housing's Tenant Reward Scheme. Under the scheme the company will offer rewards and incentives to its tenants over a range of its services in recognition of good behaviour and to assist the company maintain and improve its performance.
<b>2</b>	<b>Purpose</b>
2.1	The general purpose of the scheme is to encourage tenants to comply and abide by their

	tenancy conditions.
2.2	The principle aim of the scheme is twofold. Firstly it is there to recognise the majority of tenants who conduct their tenancies in a positive way by generally complying with all the conditions of the tenancy. Secondly it is designed to encourage tenants to have a stake in their home and neighbourhood with resultant improvements in tenant behaviour.
2.3	The aim of the Company in introducing such a scheme, which is in line with the Performance Drivers, as set out in the Business Plan, is to assist Waverley Housing meet its strategic objectives.
<b>3</b>	<b>Definition</b>
3.1	Incentives and rewards may take the form of a direct incentive; cash prizes; vouchers; material prizes and other forms of incentive as may be devised from time to time.
3.2	Incentives will take the form of direct payments made to a tenant for meeting certain conditions See our Tenant Reward Scheme Leaflet
3.3	Rewards will take the form of prizes resulting from prize draws made from time to time for a series of service initiatives i.e. paying rents on time, replying to survey questionnaires etc. The range of initiatives may increase and vary from time to time in consultation with tenants.
<b>4</b>	<b>Personal Information</b>
4.1	The tenant reward scheme will be open to all tenants of Waverley Housing, including employees who are tenants of Waverley Housing, subject to qualifying criteria.
4.2	All tenants of Waverley Housing are automatically members of the scheme. There shall be two categories of membership i.e. qualifying members and non-qualifying members. A tenant will cease to be a qualifying member as a result of failing to meet the required qualification criteria for incentives and prize draws or for any other significant breach of their tenancy conditions. The member shall remain as a non-qualifying member until such time as the qualifying criteria is again met or the breach of tenancy conditions has been satisfactorily resolved.
4.3	Participation in any prize draw will be subject to qualifying criteria as set out in our Tenant Reward Scheme leaflet.
<b>5</b>	<b>Compliance</b>
5.1	Any prize draws operated under this scheme, which shall be free to enter, are free of statutory regulatory control under the Gambling Act 2005.
<b>6</b>	<b>Equality and Diversity</b>
6.1	Operation of the scheme is in compliance with our Equality and Diversity Policy and is open

	to all tenants, subject to qualifying criteria, regardless of race, gender, disability, age, sexual orientation, religion or belief.
<b>7</b>	<b>Openness, Confidentiality and Accountability</b>
7.1	Waverley Housing, in accordance with its openness and confidentiality policy, will regularly publicise the results of all prize draws identifying the winners, unless expressly requested by a tenant to remain anonymous.
7.2	Where anonymity has been requested, for reasons of confidentiality, the publicised result will only identify the winner as a tenant of a particular estate.
7.3	The drawing of prize winners from any prize draw operated by Waverley Housing will be held in an open and accountable way. The person making the draw will be independent from any person or group eligible for entry into the draw.
<b>8</b>	<b>Monitoring and Review</b>
8.1	This policy will be reviewed in accordance with the Company's policy review schedule.
8.2	The scheme will be monitored on an ongoing basis and will be subject to review at the end of each year, in consultation with tenants and scheme members, and reported to the Board.
8.3	Any changes proposed whether by addition of new initiatives; increase or decrease in the range of rewards or incentives; increase or decrease in level of rewards or incentives given, or suspension of the scheme shall be subject to Board approval.