

# Rent Reward Scheme

Irwell Valley Housing Association is credited with first introducing a housing association incentive scheme however the principle has been around for many years.

Research carried out by some associations found that around 80% of resources are generally spent on about 20% of tenants (e.g. pursuing rent arrears, investigating anti social behaviour, processing repairs etc.). We believe that a similar position exists at GWHA.

This means we have little contact with many of the tenants who pay their rent each month on time and who fully comply with the terms of their Tenancy Agreement.

The aim of the RRS is to thank those tenants. It also aims to encourage the minority of tenants to improve the conduct of their tenancies, thus maximising resources and service improvements for the majority.

The scheme aims to:

- Reward and encourage good Tenancy conduct
- Promote reciprocal relationships
- Promote a positive payment culture
- Provide enhanced services that are desirable and achievable
- Improve housing management and maintenance performance
- Increase service satisfaction levels
- Reduce management costs

## Benefits available to members of the RRS:

- £10 bonus payment when membership is approved.
- Automatic entry to free quarterly prize draws, including annual £250 prize draw
- £52 pro rate payment per annum, payable to members with a full year's membership
- £25 p/a contribution towards Household Contents Insurance
- Facility to order rechargeable repairs and pay by instalment after the work is completed
- Participation in improvement schemes (e.g. kitchen/bathroom replacements)
- Priority over non-members for internal transfers where equal priority points.



## Am I eligible to apply?

The terms of the Tenancy Agreement form the basis of the qualifying criteria and Tenants who demonstrate the following are able to apply for membership.

- ✓ Tenant for a minimum of 6 months.
- ✓ Signed the Scottish Secure Tenancy Agreement.
- ✓ Clear rent account at the 28<sup>th</sup> of each month.
- ✓ No outstanding rechargeable repairs.
- ✓ Repayment arrangements (for rent or rechargeable repairs) maintained for a minimum of 3 monthly payments, 6 fortnightly payments or 12 weekly payments.
- ✓ No material breaches of the Tenancy in the preceding 6 months.
- ✓ Participation in major repairs/improvement programmes
- ✓ Provide access for annual gas service and other inspections/services/works
- ✓ Respond to correspondence from the Association

If you are in receipt of Housing Benefit, you may need to make an arrangement to ensure your account is clear on the 28<sup>th</sup> of the month.

## How to apply:

Complete the Membership Application Form and leave the rest to us.

We will get back to you within 15 working days of receiving your Form to confirm if your Membership has been accepted.

If we are unable to grant Membership, we will tell you why and we will also tell you what steps you need to take before reapplying.

If you are unhappy with the outcome of your Membership Application or with the service you receive, you are entitled to lodge a Formal Complaint in accordance with our Comments and Complaints Policy. This is available from our offices.

Contact us on 0141 331 6650 or email [admin@glasgowwestha.co.uk](mailto:admin@glasgowwestha.co.uk) for more information or help in applying.

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