

Tenant Expense Policy

Policy reference number: TV2-POL-FH

Version number: 2

Date applies from: 01.02.2021

UNCONTROLLED IF PRINTED

Aim of policy

This Policy aims to provide clear and transparent guidelines around tenant expenses incurred through involvement by setting out the support that we will offer to ensure that tenants of ForHousing owned stock are not negatively financially impacted as a result of their involvement with the ForHousing.

Policy

ForHousing is committed to offering involvement opportunities that suit a wide range of interests, motivations and abilities through ACORN and acknowledges that some methods may incur a cost. To prevent a negative financial impact, ForHousing has agreed to pay the following expenses incurred as a result of tenant involvement;

Travel Expenses; travel expenses including bus fares & train fares will be refunded upon production of receipts. Mileage will be paid following completion of a mileage claim form.

Provision of Transport; Public transport is the preferred method of transport, tenants are encouraged to purchase a full day ticket and submit receipts for reimbursement. Where public transport is not available, ForHousing will arrange transport on behalf of the tenant.

Communication; where involvement requires the use of personal telephones or internet access ForHousing will reimburse costs incurred, in line with the Terms of Reference of the individual groups.

Overnight Accommodation; where accommodation is required, ForHousing will book and pay in advance, and where possible include meal arrangements

Subsistence Allowance; Tenants attending conferences or other events, where meals and refreshments are not included, will be allocated a subsistence allowance. Receipts for expenditure must be provided by the tenant upon return.

Child Care and Other Carers; subject to prior approval, childcare and other carers costs will be refunded upon production of receipts.

Other Costs; any additional expenses that tenants incur as a result of involvement or engagement activities will be assessed on an individual basis and payment agreed by the staff member responsible.

To ensure a consistent approach, tenants requesting reimbursement are asked to provide original receipts.

Expenses will be reimbursed by payment into the tenants bank account or by cheque on production of the relevant receipts or on completion and submission of the appropriate expenses claim form.

How the policy will be delivered

This policy will be delivered by the staff listed below:

- Assistant Director of Customer Experience
- Customer Experience Lead
- Service Centre Manager
- Strategy Coordinator

- Customer Scrutiny Partner

Related documents

This Policy is relative to all ForHousing policies and procedures and their implementation.

- Travel Expense Claim Form
- Transport Procedure
- Taxi Booking Procedure

Equality analysis

Date of approved equality analysis	01.02.2021
Actions taken forward to mitigate any potential negative impact	<ul style="list-style-type: none"> • NONE

Consultation and business intelligence

This Policy was developed through consultation with involved tenants and senior management, using business intelligence from a range of sources

Monitoring arrangements

ForHousing will monitor the allocation of expenses through DocumotiveP2P and will keep copies of all expense claim forms and receipts submitted.

Policy summary for the intranet

Tenant Expense Policy, ForHousing owned stock

Words linked to this policy for intranet searches

Expenses

Tenant expenses

Tenant Involvement

Where this policy should be accessible

- Group Services
- ForHousing owned
- ForHousing managed
- Liberty Group
- forfutures
- ForLiving

Control data and approval history

Policy owner:	Neighbourhoods Strategic Lead
Next review date:	January 2023

Action	Approved by	Date
Approval	Relevant lead or director	01/02/2021
Approval	Group Executive Leadership Team representative(s)	Not applicable
Approval	Relevant board	Not applicable
Equality Analysis review and advise	Business Excellence	19/01/19
Health and safety review and advise	Health and Safety	Not applicable
Legal review and advise	Legal Services Executive	Not applicable
Human Resources review and advise	Human Resources (Trade Union and staff consulted when required)	Not applicable

Document revision history

Date approved	Version number	Version history
28.03.2019	V1	Previously ForViva Tenant Expenses Policy V2. Name changed from ForViva (the Group) to ForHousing
Date amended	Version number	Key changes
01.02.2021	V2	Policy is now under control of Neighbourhoods, policy owner changed and new EqIA completed.