



POLICY DOCUMENT

Group Member: Progress Housing Group

Service Area: Neighbourhoods

Document Ref No: GRPOLHM24

Subject Title: Tenant Match Funding Policy

Version: 4

Last Reviewed: 07/12/2021

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Document Owner: Head of Operations (Neighbourhoods
Independent Living Leasehold and
Contract)

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1. Introduction

- 1.1 The Tenant Match Funding scheme is designed to help tenants improve their homes. It provides an opportunity to receive up to 50% of the total cost (with a maximum of £500 contribution from the Associations) to help fund home improvement works subject to certain conditions.
- 1.2 The policy outlines the criteria and qualifying works for tenants looking to apply for financial assistance in carrying out certain improvements to their home.

The overall aim of the policy is to support our tenants to make improvements to their home, which in turn will improve the sustainability of the tenancy for the Group

2. Scope of the policy

- 2.1 This policy applies to all tenants of PHA and RHA who have been a tenant for at least twelve months, provided the criteria outlined in this policy have been met.
- 2.2 It allows tenants to apply for financial assistance in carrying out certain specified improvements to their homes.
- 2.3 Tenants who have been served with an enforcement notice or are in receipt of an injunction for breach of tenancy within the last twelve months are exempt from the Tenant Match Funding scheme.
- 2.4 Exceptions may be made to criteria where it is felt that there are mitigating circumstances i.e. the twelve-month qualifying period may be waived in some circumstances at the discretion of the Area Housing/Supported Living Team.

3. Responsibility

- 3.1 Amendments to this policy are approved in line with the Group's Standing Orders and Scheme of Delegation.
- 3.2 It is the responsibility of the Head of Housing Operations (Homes and Opportunities) to implement this policy. All employees have a responsibility to follow the policy and procedure.
- 3.3 The Area Housing Officer applies discretion for decision making within the policy for the Area Housing Team or the Supported Living Housing Officer for the Supported Living Team.
- 3.4 Applications are received and processed by the Area Housing Assistant for general needs and independent living properties and

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by the Supported Living Housing Assistant for any supported living properties.

4. Policy

4.1 Aims & Objectives

The aims of this policy are:

- To support and promote the Tenant Match Funding scheme to ensure that financial barriers to our tenants who wish to improve their homes are reduced
- To support our tenants to use the property as their home which in turn will improve the sustainability of the tenancy To ensure that the improvements subsidised by the scheme will also improve the property appeal for future lets should the tenancy be ended for any reason
- To reduce nuisance that could be caused to neighbours and the community by providing financial assistance to tackle overgrown trees, develop additional parking, etc
- To ensure value for money is achieved by awarding Tenant Match Funding in line with the policy and challenging quotes where needed.

4.2 Qualifying criteria

Applications can be considered from any tenant as long as they meet the requirements of the funding. These are set out below:

- The applicant must have been a tenant of the Group for at least a year
- There must be no arrears on the rent account; unless we are satisfied that the outstanding amount will be covered by housing benefit or universal credit
- Those tenants in receipt of a Notice or an injunction for breach of tenancy within the last twelve months are also exempt from the scheme
- There has been no application under this policy in the last twelve months
- The property is not interim accommodation.

In some circumstances and subject to a demand for the scheme more than one application will be considered in the same twelve-month period. This will be assessed on a case by case basis. Discretion can be applied to the qualifying criteria by the Area/Supported Living Team where it is considered to have a detrimental impact on the customer should it be

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refused or where tenancy sustainability can be improved by allowing the application to proceed.

4.3 Qualifying Works

4.3.1 An application can be received for an improvement to the property, which is over and above the repair and maintenance work, we are obliged to do as a landlord. A list of works which, currently qualify for assistance under this policy are listed below but is not exhaustive. Further works may be added to this list from time to time at the discretion of the policyholder

- Installing an electric over the bath shower.
- Extra lighting or plug sockets.
- Additional kitchen cupboard space.
- Fencing.
- Tree works.
- Drop kerbs/driveways

4.3.2 Where works are required to deliver an aid or adaptation to the property which will support the tenant to maintain their independence within their home, the Group may work with the local authority to see if alternative means of funding may be available. Applicants can also request an assessment of the property to see if any other recommendations can be made to ensure that the property is suited to their needs.

4.4 Applying for Tenant Match Funding

4.4.1 The applicant must obtain and provide a written quotation from an appropriate contractor to carry out the works. The Group reserves the right to request additional quotes are sought in order to ensure value for money. The application must include an outline of the work they wish to undertake (this must be to an agreed specification).

4.4.2 The applicant must ensure that the contractor(s) that they intend to use are suitably qualified. In the case of electric or gas work, the improvement should be carried out by a contractor that is registered i.e. NICEIC or Gas Safe. We reserve the right to carry out any necessary checks to ensure that the contractor is registered and compliant.

4.4.3 Where the improvement becomes part of the property, the Group may take responsibility for any future repairs. Applicants will be notified in

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advance of any improvement works being carried out, of the future repairing obligations and ownership of the improvement.

- 4.4.4 Prior to the works proceeding it, may be necessary for the Group to carry out an asbestos check of the property in order to ensure the works are carried out in a safe manner. The Association reserves the right to intervene with or refuse works that may pose any danger.
- 4.4.5 For tenants in Supported Living schemes, any improvements that may impact other people living in the property are subject to consultation. The Supported Living Housing Officer will carry out this consultation.
- 4.4.6 Permissions will be granted dependent on the budget availability. Applications will be assessed on a first come first-served basis. When the budget for the year has been fully utilised, then applications may be deferred to the next financial year.
- 4.4.7 Where improvements are proposed to fencing, responsibility for maintaining boundaries will be checked by the Group and consultation (where required) will be carried out with neighbours by the Group.
- 4.4.8 We retain the right to refuse applications under this policy where it is not considered suitable for the property or does not meet the required specification.
- 4.4.9 Once permission has been granted and the works have been completed, the applicant must notify the Group and allow an inspection to be carried out ensure that all works have been completed to an acceptable standard and in line with the approved request. It is expected that the applicant covers the full costs of the works themselves and provides the Group with a copy of the receipt. Following this, the payment to reimburse our contribution will aim to be processed within 14 days. At the discretion of the Area Housing Team alternative payment arrangements may be made in the case of financial hardship.

4.4 Abbreviations

The Group – Progress Housing Group Limited (and it subsidiaries companies from time to time)
NICEIC – National Inspection Council for Electrical Installation Contracting.

4.5 Definitions

NICEIC – the NICEIC is the UKs consumer safety organisation and independent regulatory body for the electrical industry.

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Gas Safe – the Gas Safe Register is the official gas registration body for the United Kingdom, Isle of Man and Guernsey appointed by the relevant Health & Safety Authority for each area.

4.6 Data Protection

This policy has been written in compliance with the principles and requirements of the current data protection legislation, please refer to the Group GDPR Data Protection Policy for more information.

5 Implementation

5.1 Training

All frontline staff will be made aware of this policy and will be trained in carrying out the policy.

5.2 Linked documents

- Gas Servicing Policy
- Aids and Adaptations Policy
- Place Management Strategy
- Asbestos Policy
- Fencing Policy
- GDPR Data Protection Policy

6 Consultation

This policy has been reviewed by the Forum 30 November 2021.

7 Review

This policy will be reviewed as and when required but as a minimum of every three years.

Details of improvements part-funded by this scheme will be reported once a year within Neighbourhood budget reports.

8 Equality Impact Assessment

8.1 The Group regularly reviews the EIA data attached to this policy

8.2 The policy has been screened to determine equality relevance for the following equality groups; gender or marital status, race, disability, sexual orientation, religion or belief, age or other characteristics. The policy is considered to have little or no equality relevance.