



## Responsible Tenant Rewards: Terms and Conditions

### Qualifying Criteria; 1 November 2023 to 31 October 2024

1. To be considered for a Responsible Tenant Reward, a Nottingham City Council residential tenancy or NCH assured tenancy must be in operation at the commencement of the qualification period **and** at the end of the qualification period and a Right to Buy application has not been submitted.

- i. Where a tenancy commences after 1 November 2023 or a tenancy ends before 31 October 2024 that tenancy will not be eligible for the 2024 reward.

2. Subject to qualification, only one Responsible Tenant Reward will be issued per tenancy, per year. Joint tenants will not qualify for a separate reward.

3. All residential tenancies **will qualify** for a Responsible Tenant Reward, subject to the qualifying criteria in (1) above and so long as the following conditions are met:

- i. The rent account for the tenancy is paid up to date.
- ii. Gas servicing and any other appointments including planned or responsive repairs, district heating, gas safety, electrical inspections, solar panel testing, fire safety works, servicing and checks and other have been kept (or have rearranged them in good time)
- iii. Private gardens within the curtilage of the property or balconies (if there are any) are kept tidy and in good condition, OR, positive steps have been taken to rectify the breach following first or second stage action taken by Nottingham City Council Housing Services.
- iv. No chargeable tenant damage has occurred to the home, garden, communal areas or neighbourhood, OR, if damage has occurred, the tenant has paid the debt.
- v. The tenant, their household and their visitors have behaved in a respectful and responsible way in and around their home and neighbourhood.
- vi. The tenant, their household and their visitors have behaved in a respectful and responsible way to Nottingham City Council Housing Services' staff in the execution of their duties.

4. Tenancies **will not qualify** for a Responsible Tenant Reward **if one or more** of the following tenant behaviours are evidenced:

- i. The rent account for the tenancy does not have a clear rent account at the end of the qualifying period.
- ii. Action has been taken to gain entry to perform compliance, servicing or checks for gas, heating, electrical, smoke and CO detectors, solar panel, fire safety and tenancy related matters in accordance you're your tenancy agreement and these have failed because you were not in or would not allow access.
- iii. Action for an untidy garden or balcony beyond the first or second formal warning letter has had to be taken. Where tenants are on the Garden Assistance scheme, they will not fail this test unless the tenant has wilfully caused or allowed their garden to be a nuisance.



- iv. An invoice for work undertaken following tenant damage has been issued and this has not been paid.
- v. Action has been commenced against the tenant for a breach of tenancy due to a crime or anti-social behaviour being committed. For the avoidance of doubt, action includes, but is not limited to;
  - a) a Notice Seeking Possession or Notice for Possession proceedings for Introductory Tenancy,
  - b) a Summons for Possession,
  - c) a Possession Order,
  - d) a Demotion Notice,
  - e) a Demotion Order,
  - f) granting of an Legal Undertaking,
  - g) an Injunction for housing related Anti-Social Behaviour,
  - h) a Closure Order
  - i) a crime in the home or locality that would be considered a breach of tenancy conditions,
  - j) a Community Protection Notice in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)
  - k) a Criminal Behaviour Order in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)
  - l) a Public Space Protection Order in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)
- vi. Action has been taken against the tenant or a member of their household for physically or verbally abusing Nottingham City Council Housing Services' staff or their contractors in the execution of their duties.

### **Notification of the Responsible Tenant Reward**

1. Nottingham City Council Housing Services will determine qualification for the Responsible Tenant Reward in November of each year and will notify all tenants to advise whether they will be rewarded or notified otherwise in December. Where tenants are not receiving a Responsible Tenant Reward they will be notified of the reason.
2. The Responsible Tenant Reward will be paid to the rent account for the tenancy concerned or any other tenancy account where a debt is owed.
3. Any debts owed to Nottingham City Council in relation to the current tenancy or any former tenancy will be deducted from the reward paid.
4. Tenants are encouraged to retain their reward on their rent account. Refunds of any credit balance as a result of the reward will only be paid direct into tenant's bank accounts on request or where bank details have previously been provided for an active Direct Debit arrangement. Tenants must provide Nottingham City Council Housing Services with details of their bank account; Account Name, Sort Code and Account Number. Bank details will be kept securely by Nottingham City Council Housing Services and will not be used for any other purpose, unless specifically approved by the tenant; Direct Debits for example.
5. Nottingham City Council Housing Services will assist any tenants with securing a current bank account if they don't already have one.



6. Without a current bank account to refund to, Responsible Tenant Rewards will remain on tenant's rent accounts.

7. Working age tenants currently in receipt of welfare benefits, and likely to move to Universal Credit in the future, will be encouraged to keep the credit on their rent account to assist with the transition.

## **Appeals process**

1. Nottingham City Council Housing Services has a formal Appeals process for tenants who have failed to obtain a Responsible Tenant Reward but feel that they should have been entitled to it.

2. The appeal must be made on the required form, with all of the mandatory fields completed and be returned to Nottingham City Council Housing Services by 31 January 2025.

3. The appeal must specify the reasons why a tenant feels they should have received a reward and where an error has been made in the reward determining process.

4. There will not be an option to present an appeal in person.

5. Appeals will be considered within eight weeks of receipt, but usually much quicker.

6. The decision of the appeal determination will be made in writing and is considered final.

7. If a tenant has exhausted the Responsible Tenant Reward Appeal process and remains unsatisfied, there will not be recourse to the Nottingham City Council Housing Services Complaints process. Instead, dissatisfied tenants will be referred to the Housing Ombudsman.