

## **Cartrefi Conwy Cyfyngedig**

Registered Office: Morfa Gele, North Wales Business Park,

Cae Eithin, Abergele, Conwy LL22 8LJ

### **Terms and Conditions**

**Home Reward Scheme: June 2016**

**Amended: May 2017**



### **PURPOSE**

The purpose of the Cartrefi Conwy Home Reward Scheme (“the Scheme”) is to reward tenants of Cartrefi Conwy (“the Association”) that actively engage with the Association, meet their tenancy obligations and assist us in maintaining our housing stock to agreed standards.

### **General Terms and Conditions**

- The Scheme is open to all Cartrefi Conwy tenants with only the “I’m Involved” reward extending out to named occupants. Cartrefi Conwy tenants included in the draw are assured tenants of Cartrefi Conwy.
- As the Scheme is intended to encourage and reward positive behaviour, the Association reserves the right to exclude or withdraw a tenant where there are concerns, on-going investigation, or legal action in progress or under consideration and in relation to which the tenant has been made aware. Reasons for withdrawal or exclusion will be recorded.
- The Scheme shall comprise of a range of monetary prize draws.
- Tenants are able to be entered in multiple Draws provided they are eligible in accordance with the specific terms and conditions for each draw as set out below.
- There will be no exclusion for tenants from future draws if they have won previously.

- Terms and conditions for the operation of this Scheme will be reviewed in June 2017 and annually thereafter. The Association reserves the right to suspend or withdraw the Scheme or any of the draws at any time.
- The method of payment of draw prizes will be subject to individual circumstances.
- If there is any form of debt owed to the Association for which the tenant is liable such as arrears, recharges or former tenant arrears, the prize money will be applied against the tenant's account to offset the arrears.
- If the value of the draw prize is greater than the debt owed to the Association, any remaining balance will be paid to the tenant.
- Tenants are able to raise any queries regarding the reward scheme and request information about the draws they have been entered into, by contacting the Customer Services team on 0300 124 0040. Calls will then be redirected to the relevant colleague as necessary.
- The Association will determine all matters relating to the publication of the Home Reward Scheme. The identity of prize winners will not be disclosed without their permission.
- Prize winners will be notified utilising their preferred contact information, including telephone, email and in writing. The Association will make 3 contact attempts, which will be recorded. Claims for draw prizes will not be considered after 6 months of the draw date.

### Individual draws: Aim and Frequency

Name of draw	Aim of draw	Frequency
I Pay	To encourage tenants to ensure rent payments are in advance or up to date.	<p>Monthly prize draw</p> <p>The draw will be made in the third week of each calendar month based upon eligibility in the previous month.</p> <p>The first draw will take place in July 2016.</p>
I'm Involved	To encourage tenants to participate in a number of activities and events.	<p>Quarterly prize draw</p> <p>The draw will be made in the third week of October, January, April and July, based upon the previous 3 full calendar months activity.</p> <p>The first draw for 'I'm Involved'</p>

		will take place in October 2016.
I'm Proud	To encourage tenants to maintain their home to a suitable standard in line with tenancy conditions.	<p>Monthly prize draw</p> <p>The draw will be made in the third week of each calendar month based upon eligibility in the previous month.</p> <p>The first draw will take place in July 2016.</p>
I'm Connected	To encourage tenants to actively use MyCartrefi.	<p>Monthly prize draw</p> <p>The draw will be made in the third week of each calendar month based upon eligibility in the previous month.</p> <p>The first draw will take place in 22<sup>nd</sup> July 2017</p>

### **I Pay- Monthly prize draw**

The purpose of the 'I Pay' prize draw is to reward tenants who are meeting their obligations with their rent payments. The criteria for the draw are detailed below:

- All tenants are included regardless of their method of rent payment, provided that;
  - If the tenant participates in Rental Exchange they have a rating of 0. This means that the tenant is in advance, or up to date with their rent payments
- No high levels of Anti-Social Behaviour have been recorded within the last three years. High level Anti-Social Behaviour includes any formal intervention or legal action taken, for example the issue of an Anti-Social Behaviour Contract or Anti-Social Behaviour Injunction.
- The lead tenant only can be entered into the draw. No occupants will be considered for the draw. The lead tenant is identified as the 'Main Contact' on Cartrefi Conwy's Open Housing System. The prize will be awarded to the 'Main Contact' however in situations where the main contact is not the tenant individual circumstances will be reviewed and payment made accordingly.

## **I'm Involved – Quarterly Draw**

The purpose of the 'I'm Involved' prize draw is to encourage tenants to actively engage and participate in events and activities offered by Cartrefi Conwy. The criteria for the draw are detailed below:

- Those tenants and occupants who have completed Cartrefi Conwy's 'Voices at Cartrefi' Engagement Questionnaire setting out their participation preferences will be eligible for this draw, excluding occupants who are under the age of 18.
- Multiple occupants per household will be included in the draw provided they have individually completed an Engagement Questionnaire
- The database of tenants who have completed a Questionnaire will be reviewed 12 monthly. If identified in the review that there has been no participation in the year this will result in withdrawal from the prize draw.
- Tenants and occupants withdrawn will be eligible for entry into future draws if they complete a new 'Voices at Cartrefi' Engagement Questionnaire.
- Tenants and occupants will have the option to complete and submit a questionnaire on line via the website, by post, in Cartrefi Conwy premises, and over the phone.
- Tenants and occupants will be asked to update their engagement preferences on an annual basis.

## **I'm Proud- Monthly Draw**

The purpose of the 'I'm Proud' prize draw is to encourage tenants to maintain their home to a suitable standard as specified in the tenancy terms and conditions. The criteria for the draw are detailed below:

- All tenants will be entered into the draw providing they have;
  - Completed a Home Partner Visit in the previous 4 weeks.
  - Been identified by the Home Partner as adhering to tenancy conditions relating to property condition and meeting all of the criteria below;
    1. Internal Decoration: home is in good clean and tidy condition
    2. No damage internally (fair wear and tear excepted)
    3. Garden in a cultivated, neat and tidy condition
    4. Rubbish disposed of appropriately (no major items in the home/ garden. i.e. fridge, mattress.)
    5. No excessive animal waste within garden areas
    6. No rubbish in communal areas (if applicable)

7. Passages, staircases and landings clear in communal areas (if applicable)

- The Home Partner will notify the tenant during the visit if they will be included in the draw. If the tenant is not going to be included in the draw the tenant will be informed of the area(s) for improvement. This information will be recorded.
- As a minimum, each Tenant will have a Home Partner visit once a year.
- The lead tenant only will be entered into the draw. No occupants will be considered for the draw. The lead tenant is identified as the 'Main Contact' on Cartrefi Conwy's Open Housing System. The prize will be awarded to the 'Main Contact' only.

### **I'm Connected- Monthly Draw**

The purpose of the 'I'm Connected' prize draw is to encourage tenants to use the MyCartrefi online service and to opt out of paper copies of regular communications such as newsletters. The criteria for the draw are detailed below:

- Tenants who have registered for the first time or have logged on to [www.mycartrefi.org](http://www.mycartrefi.org) within the previous four weeks will be entered into the prize draw. Tenants on a joint tenancy can each register an account to use MyCartrefi and have a chance of a prize.
- No high levels of Anti-Social Behaviour have been recorded within the last three years. High level Anti-Social Behaviour includes any formal intervention or legal action taken, for example the issue of an Anti-Social Behaviour Contract or Anti-Social Behaviour Injunction.
- Tenants will be eligible for the draw regardless of their method of rent payment provided that they participate in Rental Exchange and have a rating of 0. This means that the tenant is in advance or up to date with rent payments.