



## Resident Board Member and Tenant Support Policy

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## **1 Policy Statement**

- 1.1 Lyng Community Association is committed to delivering a customer focused service to all its tenants and aims to involve tenants in improving its services.
- 1.2 Lyng Community Association is committed to listening to residents, taking account of their views and needs, and delivering solutions to improve services. LCA will work with residents to enhance the quality of life and improve the communities in which they live, ensuring that the services it provides are responsive to the needs of residents.

## **2. Policy Aims and Objectives**

- 2.1 Lyng Community Association recognises and appreciates that being involved with the Association is a commitment and residents give up their time on a voluntary basis. The Association will seek to ensure that residents do not suffer financially as a result of their involvement and will also ensure that residents have the appropriate skills and knowledge to empower them and ensure that their involvement is effective.

This statement sets out how the Association will support residents during their involvement with the association.

We will pay expenses to residents for:

- Attending Board meetings or similar events with the Association
- Attending meetings or events on behalf of the Association
- Attending training courses or conferences

### ***Travel expenses***

Travel expenses can be claimed as follows:

- For residents who use their own transport the Association will cover mileage costs at a rate of 45 pence per mile (Inland Revenue approved rates).
- For residents using public transport we will reimburse full return costs for bus or train travel.
- For residents without their own transport and who have difficulty accessing public transport we will arrange travel by taxi and cover all costs. Taxi journeys can only be arranged by Association staff.
- All car parking will be reimbursed providing the parking ticket is produced.

### ***Care Expenses***

The Association will cover the expenses of child care or other caring needs including providing an alternative carer for any other family member if the resident attending a meeting or event is the main or only carer and such care is needed during their absence from the home. The rates payable will reflect the average charges for care

services in the local area and will be restricted to the period of the meeting and any time spent going to and from the meeting.

### ***Meals***

The Association will cover reasonable costs of food or refreshments at events, training or conferences if not already provided.

### ***Accommodation***

If attendance at an event, conference or training course requires an overnight stay accommodation will be arranged and paid for by the Association. In addition to paying for the accommodation the Association will also pay up to £3 per night for personal phone calls and the reasonable cost of an evening meal.

### ***Training Courses***

The Association will provide opportunities for residents to attend in-house and external training courses and will cover all costs for these courses. The Association will publish details of available training courses and will consider requests from residents for any additional training not provided. Any suitable corporate training will also be offered to residents.

### ***Conferences***

Residents may request or be invited to attend conferences. The Association will make all arrangements and pay for the resident on their behalf.

### ***Incentives***

The Association will occasionally use incentives to encourage involvement with special, one off events such as focus groups or prize draws. Incentives will normally take the form of shopping vouchers and will be of a value no more than £50.

### ***Broadband Cost***

The Association will cover the costs of monthly Broadband payments to any member of a Review Panel and Board members.

### ***Other expenses***

There may be other circumstances that leave residents 'out of pocket' such as printing or photocopying documents or costs of telephone calls. The Association will cover all such costs providing a receipt is supplied.

### ***Expenses Claims***

All claims for expenses must be made by completing the Residents Expenses and Travel Claim Form, appendix 1. This should be completed in full and returned to the Office Manager with any receipts or proof of expenses such as rail tickets.

**TENANT**

In certain circumstances expenses may be paid in advance with approval from the General Manager.

**RESIDENTS EXPENSES & TRAVEL CLAIM FORM**

Please complete this form to claim any expenses

<b>NAME:</b>	<b>ADDRESS:</b>
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DATE:	DETAILS - purpose of visit, expense claimed, childcare expenses, etc	EXPENSE in £'s	FROM	TO	No of MILES

TOTAL EXPENSES

TOTAL MILES

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

Authorised By:-

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

EXPENSE CODE: 540-14 950/002