



Involved Tenants' Expenses Policy

Last reviewed October 2019

1.0 Involved Tenants' Expenses Policy overview

This policy is managed and adhered to by the housing service. This policy will be reviewed regularly to ensure compliance with government legislation and good practice guidance.

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1.1 Introduction

We are committed to paying modest and reasonable expenses so that residents are not out of pocket when we have asked them to be involved in Dacorum Borough Council (DBC) business.

For the purpose of this policy, 'tenants' should be taken to mean a person involved in formal housing service engagement activities.

1.2 Aim of the policy:

The aim of this policy is to;

- Ensure all members of the Tenant and Leaseholder Committee, Tenant & Leaseholder Voice group or certain other formal engagement activities are paid modest and reasonable expenses whilst involved in DBC business.

1.3 Links to Council's corporate aims:

This policy contributes to the council's aims set out in 'Delivering for Dacorum – Corporate Plan 2015-2020', in particular:

- Building strong and vibrant communities
- Providing good quality affordable homes, in particular for those most in need

1.4 Equality and diversity

The council is committed to promoting equality of opportunity in housing services and has procedures in place to ensure that all Applicants and Tenants are treated fairly and without unlawful discrimination.

1.5 Policy Statement

We will provide guidance to tenants who are entitled to claim expenses.

We will process claims for expenses in a timely manner (see 2.2).

Tenants are expected to submit claims in writing along with relevant receipts to ensure their claims are processed and paid accordingly (see 2.2).

We will deal with taxi companies directly and process their invoices accordingly (see 2.3).

If a tenant is found to be in breach of this policy, we will take appropriate action in accordance with the involved residents' code of conduct (see 2.4).

2.0 Involved Tenants Expenses Policy detail

2.0 Involved Tenants Expenses Policy Detail

2.1) Claim Guidelines

We request receipts for all expenses claims.

Residents attending multiple meetings (e.g. Tenant & Leaseholder Voice, Tenant and Leaseholder Committee) are asked to submit expense claims within a month of the activity when possible, but to avoid submitting very small claims. Mileage will be paid in accordance with current HMRC Approved mileage rates.

DBC will pay reasonable costs of car parking upon production of a receipt for events held at times when free parking is unavailable.

2.2) Claim process

Before claiming any expenses, involved tenants must submit the following information to payments@dacorum.gov.uk

- Bank account number
- Sort code
- Name of the account (e.g. Mrs M J Smith)
- An e-mail address for remittance

Residents must provide these details via a signed written letter or email from an 'identifiable' email address.

Residents must submit expenses claims in writing to a member of the Strategy, Improvement and Engagement team, or email tenant.involvement@dacorum.gov.uk

Tenants should inform a member of the team if payment has not been received within 20 working days of submitting their claim.

2.3) Taxis

If an involved tenant does not have their own means of transport, or would prefer not to claim mileage, the team may make arrangements for a taxi. (Residents would be expected to share a taxi with others attending the event unless they have a disability that prevents them from doing so).

The Strategy, Improvement and Engagement team will deal with the taxi company and will process invoices accordingly. Residents may not book their own taxis.

2.4) Breaches of Policy

If a resident submits a claim outside the scope of this policy, the staff member responsible will discuss the appropriate action to be taken. This may include taking advice from TPAS and could lead to the withdrawal of entitlement to expenses.

3.0 Links to other corporate documents

This policy links to and should be read in conjunction with the following policies and strategies:

- Get Involved Strategy
- Income Management Strategy
- Sustainable Tenancy Strategy

4.0 Legislation

Mileage claims will be paid in accordance with:

- [Current HMRC Approved mileage rates](#)