

Loreburn Group

GREAT Goodbye Policy



Creating Great Places to Live

Policy	GREAT Goodbye									
Version Reference	1									
Approved by	MC			LET			MT	X		
Date of Approval	April 2021									
Review Period	Annually									
Review Due	April 2022									
Policy Champion	Head of Housing									
Who this policy affects	Staff		Customers	x	Contractors		Members of the Public			
Where this policy affects	General needs	x	Later Living		x	Supported		Offices/staff base		

1. Purpose of this Policy

- 1.1 'The GREAT Goodbye' offers an incentive and reward to customers who are terminating their tenancy with Loreburn HA and moving to another property. It also applies to customers transferring to another Loreburn HA property but does not apply to mutual exchanges.
- 1.2 The objective of this incentive scheme is to:
- to reduce void turnover costs
 - improve void turnover times
 - enhance the customer experience
 - provide positive reputational value for the organisation

2. The Offer

- 2.1 The GREAT Goodbye offers outgoing tenants or joint tenants a reward for leaving their home in GREAT condition. The offer will be promoted at sign up, in the Tennant Handbook and during the 'pre-void inspection' and discussed alongside the other tenancy obligations regarding termination of tenancy.
- 2.2 The award will not be made if the tenancy has ended because of death.
- 2.3 The tenancy should have been sustained for a minimum of 12 months. However, the reason for termination should be considered and in some cases this requirement may be waived. This should be discussed on a case by case basis with the Community Team Manager.
- 2.4 To be eligible for the GREAT Goodbye, customers are required to meet clear criteria and on inspection by a Neighbourhood Officer or Technical Supervisor, would be entitled to receive the reward if they have met those requirements.
- 2.5 Customers are responsible for taking reasonable care of their properties and this responsibility includes carrying out minor repairs and internal decoration. It also includes keeping the house in a reasonable state of cleanliness. However, the customer is not responsible for carrying out repairs which are due to fair wear and tear and this will be taken into consideration when the property is inspected.
- 2.6 The criteria are defined as follows:
- ✓ Provide Loreburn HA with 28 days' clear notice of intention to end tenancy
 - ✓ Pay all rent due up to the date the tenancy terminates
 - ✓ Return a full set of keys/door access fobs for the property at the point of tenancy termination
 - ✓ Provide Loreburn HA with a forwarding address
 - ✓ Provide final meter readings and let us know who supplies gas and electricity at the property

- ✓ Provide meter readings to utility suppliers and close down or transfer the account
- ✓ Clear the property of all furniture, white goods, non-standard items along with all personal belongings and refuse (including items from the loft and floor coverings)
- ✓ Tidy and clear the garden (where applicable), cut grass and hedges and remove of all refuse, toys, dog waste etc.
- ✓ Clean the property to a good standard, including kitchen and bathrooms and removing all rubbish.
- ✓ Leave a wheelie bin for the new occupant along with any council provided recycling boxes.
- ✓ Carry out any tenant liable repairs that were requested at the pre-void inspection and/or made repayment arrangements as per Recharge Policy
- ✓ Leave the property good condition and reasonably well decorated (e.g. holes in plasterwork filled and sanded) – consideration will be given to fair wear and tear
- ✓ Any unauthorised alterations to the property are restored to the previous condition
- ✓ Allow viewings of the property by new customers if requested to do so

3. The Reward

- 3.1 If the above criteria are successfully met, a reward of £200 is given to the outgoing tenant or joint tenants. This will be made by bank transfer or cheque if BACS not available.
- 3.2 The reward will be granted at the discretion of the inspecting office, which will be either the Neighbourhood Officer, or the Technical Supervisor.
- 3.3 The reward will not be unreasonably withheld if there are very minor areas that did not meet the standard, but where the tenant had clearly made every effort to undertake the work to a satisfactory standard.
- 3.3 Any tenant owing rent or recharges at the end of the tenancy may still receive the reward, but this would be offset against these arrears with any balance being payable to the tenant/s.

4. Associated Policies

- Void Property Management Policy
- Recharge Policy
- Arrears Policy

5. Complaints

- 5.1 Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.
- 5.2 Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.
- 5.3 Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

6. Equality, Diversity & Inclusion

- 6.1 Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.
- 6.2 Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

7. Risk Management

- 7.1 Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

8. Responsibilities Chart

- 8.1 The below chart illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	CEO/ MC	LET	MT	Assistant Housing Manager	All Staff
To set the policy direction			x		
To monitor and manage policy and outcomes				x	

Ensure effective and clear communication with key stakeholders including customers			X	X	X
Ensure complaints feedback is used to improve service			X	X	X
Ensure policy is reviewed annually or as necessary				X	
Ensure E&D guidance is adhered to			X		

9. Policy Review

- 9.1 The Policy Champion is the Head of Housing.
- 9.2 The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.
- 9.3 This policy will be reviewed by the Policy Champion annually or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	No
Safety and/or wellbeing of staff	No
Safety and/or wellbeing of customers	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	No
Tenants' / Customer's rights to equal opportunities	No
Tenants' / Customer's ability to access to homes and/or services	No
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: Yes