

**COMMUNITIES, HOMES & REGENERATION
SCRUTINY COMMITTEE
26TH JANUARY 2024**

**SUBJECT:
TENANT INCENTIVE SCHEME**

Purpose:

The Purpose of this report is to instigate discussion on whether we should offer incentives to tenants and what form should it take. The report suggests a range of incentive options to consider and seeks Scrutiny members initial views as part of the policy development.

THE SCRUTINY COMMITTEE IS ASKED TO:

Provide views on what incentives, if any, should be offered to tenants as part of the pre-decision process for policy development, prior to submission to Cabinet.

Reasons:

- To gain Elected Members views in the formation of the policy.
- If adopted the policy is aimed to encourage tenants to take up various schemes that would benefit the housing service in managing its Council Housing stock.

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr Linda Davies Evans, Deputy Leader & Homes Portfolio Holder

Directorate:	Designations:	Tel:/Email addresses:
Communities		
Name of Head of Service: Jonathan Morgan	Head of Housing & Public Protection	01267 228960 JMorgan@carmarthenshire.gov.uk
Report Author: Les James	Contracts & Service Development Manager	01267 228930 lesjames@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

TENANT INCENTIVE SCHEME

1. Purpose

- 1.1. The Purpose of this report is to instigate discussion on whether we should offer incentives to tenants and what form should it take. The report suggests a range of incentive options to consider and seeks Scrutiny members initial views as part of the policy development.

2. Context

- 2.1. In delivering our services to tenants we are committed to providing a high-quality service to all our tenants and residents. The Council's housing service continues to face increased demand on its services particularly around its housing stock. The incentive schemes are designed to nudge tenants who may otherwise not have considered such schemes.
- 2.2. Tenant incentive schemes are designed to recognise the loyalty of those tenants on such matters as paying their rent on time, leaving their property in a good condition when they move, keep their property, and garden in good condition and generally abide by the terms and conditions of their tenancy agreement (contract). Incentives may be considered as measures to encourage desired behaviour.
- 2.3. We have researched what other Social Landlords do and most seem to offer incentives around downsizing, direct debit take up and on rent arrears reduction/clear rent accounts.
- 2.4. The proposed schemes to aid discussion focuses on the following areas by:
- Encouraging tenants to downsize to a smaller property.
 - Encouraging departing tenants to leave their property in a good condition and with no rent arrears.
 - Encourage the take up of direct debits.
 - Recognising when tenants help improve our services.
 - Encourage or reward tenants who keep to their Contract conditions (tenancy).

1. Recommendation

- 1.1. To confirm Scrutiny members views on the principle of future tenant incentive schemes as part of the pre-decision process for policy development, prior to submission to Cabinet.

Footnote:

Please note that under the Renting Homes (Wales) Act 2016, tenants are referred to as contract holders and tenancies are known as Secure Occupational Contracts. The policy applies to those housed in our own housing stock and who hold an occupation contract. Will still prefer to use the term tenants and tenancies.

DETAILED REPORT ATTACHED?

YES –Tenant Incentive schemes (discussion document)

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: Jonathan Morgan

Head of Housing & Public Protection

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets	Bio-diversity & Climate Change
YES	NONE	YES	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Equality Impact Assessments are a process which allows organisations to consider relevant evidence to understand the likely or actual effect of policies, practices, and decisions on people with protected characteristics. Equality Impact Assessment has been completed using the integrated assessment tool. The assessment concluded that the policies would have no adverse impact on tenants or protected characteristics groups.

Jessica Harcourt

8.8.23

3. Finance

No financial implications associated with this report at the current time.

Steve Williams 23/08/23

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here.

Cabinet Member is supportive of the policy

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THERE ARE NONE