



Thames Valley Housing

Resident Expenses Policy

Purpose

The purpose of the policy is:

- To provide a transparent set of procedures relating to which expenses will be paid to residents for their involvement with TVHA
- To ensure that there is consistency in how all expenses are paid
- To provide a simple and easy method of claiming expenses
- To ensure that no residents are prevented from participating in events or meetings due to expense or cost

Qualifying expenses

The following expenses will be considered:

- Travel expenses
- Child care / carer expenses
- Telephone/broadband expenses
- Meal and refreshment costs
- Others at the discretion of TVH

Expenses will only be reimbursed if they comply with this policy and will be authorised and paid as quickly as possible.

Residents should be aware of the need to ensure their expense claims are cost effective and value for money. For example, car sharing is encouraged whenever possible.

| TYPE OF EXPENSE | AMOUNT | CRITERIA / COMMENTS / PROCESS |
|---------------------------|--|--|
| 1. TRAVEL EXPENSES | | |
| Car mileage | <p>45 pence per mile up to 40 miles each way. (80 mile round trip)</p> <p>Car sharing is encouraged and an extra 2 pence per mile for each additional passenger will be paid.</p> <p>If the journey is over 40 miles per way, we pay the price of a standard rail ticket at that time of travel or petrol at 40 pence per mile – which ever is the lesser amount (This is worked out by TVH)</p> | <p>Mileage is payable for attending meetings and training. It is not for events which are open to all residents.</p> <p>Passenger details must be provided on the claim form.</p> <p>Where residents are attending meetings on a regular basis, claim forms should be grouped together and handed in once a month.</p> <p>Mileage will be paid by cheque or straight into personal bank account.</p> |
| Motor cycle mileage | 24 pence per mile | <p>Expense claim form to be completed and handed in once a month.</p> <p>Mileage will be paid by cheque or straight into personal bank account.</p> |
| Bicycle | 20 pence per mile | <p>Expense claim form to be completed and handed in once a month</p> <p>Mileage will be paid by cheque or straight into personal bank account.</p> |
| Car parking fees | Variable | <p>Tickets/receipts need to be provided before payment.</p> <p>Travel to and from central London should be done by public transport, unless registered disabled.</p> |
| Bus / train fares | Variable | Tickets/receipts need to be provided before payment. |

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| | | <p>If travelling by rail, warrants can be provided on request and will be sent to you before the day.</p> <p>If using an oyster card, a record of journeys made must be provided before payment.</p> |
| Taxi | Conditional | <p>Taxis may only be claimed for if you have prior agreement from TVH staff.</p> <p>Eligibility for a taxi is as follows:</p> <ul style="list-style-type: none"> • Mobility issues • Vulnerable • Lack of suitable public transport • When group travel by taxi is more cost effective than individual fares • Travel late at night where driving is not possible • Exceptions will be considered <p>Receipt for taxi needs to be provided before payment.</p> |
| 2. CHILDCARE / CARERS EXPENSES / TRANSLATION COSTS | | |
| Child care | <p>Minimum wage paid:</p> <p>Currently -</p> <ul style="list-style-type: none"> • £5.93 an hour for workers aged 22 and over • £4.92 an hour for workers aged 18 to 21 • £3.64 an hour for workers aged under 18 (but above school age) <p>£2.50 per hour for each subsequent child up to a maximum of £20.00 a day per subsequent child.</p> | <p>Agreed in advance with TVH staff member</p> <p>Separate childcare form to be completed</p> <p>Payable to non relatives and non household members only</p> |

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| Registered childminder | The cost of a registered childminder | <p>Payment to registered childminders will only be made after receipt of a letter from them detailing their rates, charges and registration documentation (this may be checked from time to time).</p> <p>Agree in advance with TVH staff member</p> <p>Separate childcare form to be completed</p> <p>Payable to non relatives and non household members only</p> |
| Carers expenses | Variable | <p>Agree in advance with TVH staff</p> <p>A receipt will be required and we may ask for further details.</p> |
| Translation costs | Variable | Agree in advance with TVH staff member |
| 3. MEAL & REFRESHMENTS | | |
| Subsistence | <p>Breakfast: £5.50</p> <p>Lunch: £7.50</p> <p>Evening meal: £9.50</p> | <p>In most cases appropriate refreshments are provided but, if this is not the case or you have to stay away from home over night and meals have not been arranged with the accommodation, meal expenses can be claimed with prior agreement from TVH staff.</p> <p>Receipts need to be provided</p> |
| 4. TELEPHONE / BROADBAND EXPENSES | | |
| Broadband | £5.00 per month | <p>Residents who need to use broad band regularly to undertake research or special projects as defined by TVH need to provide the following details:</p> <ul style="list-style-type: none"> • Reason for usage • Amount of time spent |
| Telephone | Variable | <p>Residents who regularly use the telephone to undertake research or special projects as defined by TVH should ensure that they either have:</p> <ul style="list-style-type: none"> • Access to an itemised phone bill • Can manually log details of calls made with reasons |

Other incentives

In some situations residents may play a more active role within the housing association. For example, Resident Auditors and Mystery shopping, in recognition of this, residents may be offered incentives. For example, entry into a prize draw or a gift voucher

Procedure for claiming expenses

The correct form must be completed, signed and then returned to the Resident Involvement Team for processing.

- Mileage and travel claim form - Appendix 1
- Child care claim form – Appendix 2
- Carers claim form – Appendix 3
- Subsistence claim form – Appendix 4

Expense claim forms should be completed and submitted on a monthly basis (where possible) with any relevant receipts attached.

Claims can only be processed if they are submitted in the same financial year. (1st April – 31st March)

Mileage expense claim forms will be assessed and paid by cheque or straight into personal bank account. In special circumstances cash can be given out on the day. This needs to be agreed by TVH staff before the event.

Other out of pocket expenses can be paid in cash on the day.

Review and monitoring

Current rate of expenses are as at April 2011.

This policy will be reviewed annually with staff and residents. Next review due – March 2012