

Resident Expenses Policy - summary

The Resident Expenses Policy was revised in June 2016 in a process that involved both staff and resident consultation.

The key points to note are:

- Out of Pocket expenses will be given to residents who undertake voluntary activity as part of Hyde's engagement structure
- We do this because these residents are volunteering their time and energy to help Hyde improve services for the benefit of everyone
- The policy covers out of pocket costs that residents incur while on Hyde business; mainly the cost of public transport
- *Amongst other things, the policy will also cover - when specific needs arise – private car use, care expenses (childcare and vulnerable adult), telephone calls made in respect of Hyde business, accommodation, stationery etc.*
- Hyde residents do not receive any other kind of 'payment' for membership of committees or other formal or local engagement activities; this is voluntary work
- We have a strict policy & procedure for expenses which applies to all activities. All claims are checked and adherence to the policy is monitored by management
- Any perceived abuses of the policy will be challenged, investigated and fraudulently claimed money will be recovered
- In the revised policy travel expenses have been clarified and guidance has been provided to ensure residents claiming are using more value for money methods of travel. For example the use of taxis has been significantly reduced
- Written confirmation of more expensive travel is now be required in advance
- Private vehicles, if expenses are claimed, must comply with legal requirements
- Subsistence expenses – when a resident is out all day on Hyde business - are only available in voucher form and the maximum daily allowance set in line with the charity sector guidelines
- Care allowances, including childcare, has been simplified
- Loss of earnings will only be paid for resident members of the Group Housing Services Board
- Expenses older than three months old will not be paid
- Cheques will no longer be available and BACs is a preferred method of repayment
- The process for claiming expenses has been digitised

The Resident Engagement Team will pay expenses relating to formal committees and activities and meetings relating to RE projects. If a resident is required to take part in another department's activity (i.e. contractor interviews) the department organising the event will be required to fund the expenses.

For further information or to receive a copy of the full policy please contact the Resident Engagement Team on residentengagement@hyde-housing.co.uk