



# Tenant Cashback Toolkit

**A guide to implementing your housing and repair rewards schemes**

## What's it about?

The Toolkit is aimed to help your organisation in understanding more about Tenant Cashback and has been developed by colleagues from Bromford and the Together Group along with Yvonne Davies from Scrutiny & Empowerment Partners Ltd. Both Bromford and Together have researched and designed their own scheme, taking it from the meeting room into their customer's homes.

**We think this toolkit will help save you countless hours and £'s. Trust us, we spent over 3 months developing our schemes and this is your opportunity to share in what we have learnt.**

## Who is it for?

The Toolkit is available to everybody. Put simply, if you have an interest in Tenant Cashback and Rewarding Tenants and if you would like to know a little more about what's involved, how it evolved and how you could start a scheme of your own - then this is for you. The April 2012, Tenant Involvement and Empowerment Standard set out the expectation that: "Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in the management of repair and maintenance services".

## What's included?

**The Toolkit is much more than the title may suggest, it includes:**

- An A-Z of Tenant Cashback, what you need to know, what to research, who to ask, what to ask, when to ask, what the costs might be and where the risks are.
- An easy to follow Checklist giving you step-by-step guidance to develop your scheme and helping you make a decision on whether Tenant Cashback is right for your organisation.
- A background to Bromford and Together Group's Tenant Cashback pilots - the lessons learnt, top tips, what would have been better if? Wish we would have known? The cost of setting up and the on-going running costs.
- Detail on the Together Group and Bromford schemes, including example letters, leaflets, advice and changes made to agreements etc.
- Details of what's included in Bromford's Housing Management opt out pilot.
- Quotes and commentary from customers, colleagues and senior members within Bromford and Together Group.
- Live case studies from some of the customers taking part in the schemes and how this is working for them.
- Points to consider and learn from - cut out the middle man!
- How to get further support.

## Why would I invest in the Toolkit?

**Because we would have!** Having spent months devising our schemes, trialling our approach and jumping over many hurdles, we feel that in purchasing this Toolkit you will soon start to see where your savings have been made.

We can't say that every stone has been turned but we've had our fair share of Tenant Cashback experience and this is your opportunity to learn from what we have to say.

## OK, so how do I order the Toolkit?

**The cost of the Toolkit is £699 plus VAT.**

Email: [hello@tenantadvisor.net](mailto:hello@tenantadvisor.net) or [yvonne@tenantadvisor.net](mailto:yvonne@tenantadvisor.net) to register your details and secure your copy.

## Who has created this?

This has been created by **Darrin Gamble, Andy Johnson, Ian Rumsam** and **Yvonne Davies**.

### **Darrin**

Darrin is Head of Neighbourhood at Bromford Group and has a wealth of 23 years Housing experience under his belt. Darrin currently leads tenancy & estate management and community safety services to customers in the West Midlands. He is also responsible for setting up new initiatives and new ways of working at Bromford and is Project Sponsor for the Home Rewards Club.

### **Andy**

Andy is Project Manager for Home Rewards Club at Bromford and works alongside Darrin within the Neighbourhoods team in the West Midlands. Andy has 9 years experience in housing having worked closely with customers, partners and contractors through Bromford's customer contact and asset management teams.

### **Ian**

Ian is Head of HomeWorks at Together Housing Group. Ian is a passionate deliverer of a low cost, high customer satisfaction, internal repair services. With over 30 years experience he is proud to be a member of the Together Housing Group team and of his team's ability to flex itself to deliver to the current agenda. A drive to control costs, increase customer satisfaction and performance whilst ensuring the culture.

### **Yvonne**

Yvonne is an experienced consultant and former Head of Housing & Economic Development at the Audit Commission having previously worked in a variety of senior positions in Housing Associations and Local Authorities. Yvonne has a record of delivering innovation in service development and a commitment to working closely with tenants & customers. Yvonne's last publication at Scrutiny & Empowerment Partners Ltd (SEP) was with the Centre for Public Scrutiny on the Lessons Learnt from TSAs co-regulatory champions. SEP also run [www.tenantadvisor.net](http://www.tenantadvisor.net).

Kind regards

Darrin, Andy, Ian and Yvonne