

## **Eligibility Criteria for the Monthly and Quarterly Prize Draw elements of Southway Rewards**

### **Rent:**

1. Tenants are eligible if their account is in credit or there is a zero balance on their account.
2. Tenants are eligible if their account is in arrears but they have maintained a rent repayment agreement for a period of 13 weeks and they have paid the correct amount owed on the correct day as set out in their agreement.
3. Tenants are NOT eligible if they have taken an Insolvency Option, ie bankruptcy, Admin Order or DRO and had a debt written off by Southway.
4. Tenants are NOT eligible if there are any Former Tenancy Arrears and there is no active arrangement that has been maintained for a minimum of 13 weeks in place to clear these.
5. Tenants are NOT eligible if there are any Recharges and there is no active arrangement that has been maintained for a minimum of 13 weeks in place to clear these.

### **Neighbourhood Management**

6. Tenants are NOT eligible if there is ASB at legal action stage – they will be excluded for the length of time that any Court Order remains in place.
7. Tenants are NOT eligible if they have been sent an ASB warning letter (the complaint is upheld). They will be suspended for a period of 13 weeks or until such a time that no further complaints of ASB have been received for a period of 13 weeks.
8. Tenants are NOT eligible if there is poor property/garden condition and legal action has been taken – they will be excluded for the length of time that any Court Order remains in place, or until the issue has been rectified.
9. Tenants are NOT eligible if there is poor property/garden condition and they have been sent a warning letter. They will be excluded until the issue has been rectified.
10. Tenants who have handed in their 4 week Notice will be eligible.
11. Tenants who are the subject of a Tenancy Fraud investigation will NOT be eligible.

### **Property Services**

12. Tenants are eligible if they have a current Gas Safety Certificate.
13. Tenants who have two or more failed access appointments will NOT be eligible.

### **Other**

14. Tenants who are exercising the Right To Buy, and who have accepted the purchase price of the property will NOT be eligible.
15. Tenants who have been rude or abusive to staff and who have received a letter regarding their conduct will NOT be eligible.
16. Tenants who are also employees of Southway will be eligible.

## **Quarterly Prize Draw Only**

The eligibility criteria may be extended to cover criteria which correspond to any strategies which are pertinent, for example, paying by Direct Debit, supplied a National Insurance Number, completed a Tenant Questionnaire, actively using our website, etc.

### **Note:**

The eligibility criteria may be extended in the future to include issues such as:

excessive repairs reporting, missed appointments for gas servicing, repairs or other matters.