

Lewisham Tenants Fund

Grants Information Booklet

Contents

About Lewisham Tenants Fund (LTF)

Setting up of LTF	3
How the fund is managed	3
How money from the fund is distributed	3
How money from the fund can be used	4
LTF grant funding spending criteria	4
How much money?	6
How can organisations ensure that they receive their grants?	6
Who can we contact if we have a query?	6
Auditing of accounts	6
Complaints procedures	7
Fundraising	7

Small Grants

Guidance notes	9
Kick-start grant policy	10
Administration grant policy	12
Administration grant – how to apply	13
Administration grant application form	14
Computer grant policy	16
Equipment grant policy	17
Community events grant policy	18
Venue grant policy	19
Special grant policy	20
General grant application form	21

Claim Forms

Mileage Allowance	23
Claim for Carers Allowance	24

Contact details

Lewisham Homes Community Involvement Team	25
Lewisham Tenants Fund	25

Other services

Comments and Complaints procedure	26
Grant Appeal procedure	29

About Lewisham Tenants Fund

Setting up of Lewisham Tenants Fund

The Tenants Fund was established to provide a means of independent funding for tenants groups and to promote participation in decision-making on behalf of tenants in Lewisham.

Lewisham Tenants Fund (LTF) was established in 1992 to provide a means of independent funding for tenants groups and to promote participation in decision-making on behalf of tenants. Each Lewisham Council tenant pays a small amount of money with their rent in the Tenants Fund. Currently (in 2008) the amount paid into the Fund by each tenant is 13p per week.

How is the Fund managed?

LTF is an independent tenant controlled Limited Company, with its own Articles and Memorandum, bank account and Management Committee, whose role is to manage the Fund. The Management Committee is made up of 18 tenants representatives, elected at the Annual General Meeting.

How is money from the fund distributed?

Money from the Tenant Fund is used in the following way:

- Administration Grants
LTF will fund all the recognised groups in the Lewisham Residents' Charter. (This funding will be based on the number of tenanted properties within the groups catchment area).
- LTF currently fund the venue hire and catering for the Lewisham Homes Deptford, North West and South Housing Panels and Lewisham Homes Community Forum
- Small grants
Up to £1,000 may be made to groups to enable them to purchase larger items such as computers, printers etc. and up to £,1000 for other items or events. Please see further information on each small grant application.
- Training
£8,000 is paid to Lewisham Homes to be used for the development and training of tenant representatives.
- External conferences, seminar and training
Subject to availability of funds, LTF can grant fund individual tenants to attend these types of events.
- TPAS membership fee:
LTF have paid this for all Lewisham Council tenants regardless of who manages their home. This entitles all TRA's to free membership in their own right.
- Kick Start Grants
LTF provide funding such as venue hire and catering costs or a Community Event for any group thinking of forming a TRA.

How money from the fund can be used?

There are certain criteria that govern how money from the Fund can be spent. Please read and follow the guidelines carefully so that you are fully aware of the types of expenditure that are acceptable. If groups misuse their grants, then they may be asked to reimburse the Fund.

These guidelines only apply to grant money received from LTF. Money received from any other source including subscriptions from leaseholders can be spent in any way that the Tenants and Residents Associations (TRAs) agree.

Lewisham Tenants Fund grant funding spending criteria

<p>Venue hire If TRAs do not have free use of a community room, grant funding can be used to pay for meeting room hire for TRA meetings. Also if TRAs need a larger venue for their AGM this can be paid for from their grant funding.</p>
<p>Advertising Everything necessary to produce newsletters, leaflets, flyers etc. This includes printing costs, photocopying and distribution costs if needed.</p>
<p>Affiliation Fees To allow any TRA to join either local or national non-political organisations. This includes TPAS (Tenants Participation Advisory Service), VAL (Voluntary Action Lewisham), TAROE (Tenants and Residents Organisation England), London Tenants Federation etc.</p>
<p>Audit costs Every TRA must have an annual independent audit of their accounts carried out. A copy must be presented to their members at their AGM. TRAs can ask any suitably experienced person to do this. For example the Treasurer of another TRA or of a local voluntary group, who will usually only charge for their expenses. LTF and TPU keep a list of approved auditors who make a small charge. The independent auditor must not be a resident in the area covered by the TRA. Please note accounts must be signed and dated by the person who does the audit together with their contact details. Accounts must also be signed and dated by the chair of the TRA.</p>
<p>Community events TRAs can hold events to encourage more people to become actively involved, these can include, fun days, open days, and barbeques etc. Events must be open to everyone in the TRA. TRAs can hire any equipment necessary for this type of event, pay for catering, book entertainment/transport etc. Grant funding cannot be used for Children's/Pensioner's Christmas parties or outings because these types of events are only for certain members of the TRA. Please check with your Community Involvement Officer about insurance needs.</p>
<p>Conferences TRA's can pay for their members to attend housing/tenant related conferences or seminars anywhere. Any costs involved in enabling any tenant to attend including transport costs can also be met from grant funding. LTF and LBL pay for a number of places at the annual TPAS conference but TRAs can fund extra places for their members.</p>
<p>Equality and diversity issues Every TRA must ensure that no individual member is disadvantaged in their participation in the TRA by reason of ethnicity, gender, disability or learning disability, sexual orientation, age, class, income, employment status or religious belief or any reason whatsoever. Grant money can be used to encourage greater participation, by paying for translators, language interpreters, tape recorders, crèche, childcare costs, carer's costs, special equipment etc.</p>

Petrol

Committee members can claim 40p per mile for petrol when they are travelling to and from meetings that involve TRA business.

Furniture

If a TRA is responsible for tables, chairs, kitchen equipments etc. in their meeting rooms, these can be paid out of grant money. If you pay a hire charge for your meeting room, it is the responsibility of the person who you are paying rent to, to provide these items. If TRA officers use their home for TRA business, they can ask the TRA to provide items such as desks, filing cabinets etc.

Information and research

If a TRA undertakes a project, which needs someone else to do research and provide information, the TRA can use grant money to fund this.

Insurance

Every TRA is responsible for insurance and grant funding can be used to pay for it. Please check if you need public liability insurance, contents insurance or equipment insurance. You can make enquiries to your Community Involvement Officer about insurance or from:

Zurich Municipal Insurance Dept.
Community Insurance Section
0845 600 3184
Email: community@zurichmunicipal.com
www.zurich.co.uk

BTCV Conservation Centre
163 Balby Road
Doncaster DN4 0RH
01302 572 244
www.btv.org/insurance.html

Office equipment

Grant funding can be used to buy any equipment that the TRA members need. This can include telephones, fax machines, answering machines, calculators, staplers, hole punches, computers, printers, photocopiers etc. Grant funding can also be used for the maintenance of equipment.

Office stationery

TRAs can purchase all stationery items such as account books, files, paper etc. from their grant money.

Refreshments

Grant funding can be used for refreshments for TRA meetings. Expenditure for extra snacks for special meetings such as AGMs should be agreed by members.

Telephone calls

If members of the TRAs make telephone calls on behalf of the TRA they can be reimbursed from grant funding. Telephone calls made, should be highlighted on an itemised telephone bill and presented to the Treasurer for payment. The cost of receiving itemised bills can also be claimed. Details of personal calls on the bill should be blacked out.

Training

Grant money can be used to provide training for TRAs. This can be by paying a trainer to come to the TRA or by members attending a training session elsewhere. Reasonable costs of travelling can be met from grant funding.

Internet

TRA committee members can claim for internet set up and costs. However please note if two or more committee members are claiming for internet costs, two people would be reimbursed 50% of their total costs, three people would be reimbursed 1/3rd etc.

Transport

Committee members can use the LTF grant to claim transport costs for attending meetings, collecting flyers and any other transport that is undertaken on behalf of the TRA. This includes taxis, buses or transport for an estate trip away.

How much money?

For the financial year 2008/09 the grant payable is £3.50 per tenant property. Grants are worked out on the basis of the number of council tenanted properties in the group's catchment area. A tenants' group with 10 properties will be paid £50 plus 10 x £3.50, i.e. £85. A tenants' group with 300 properties will be paid £300 plus 300 x £3.50, i.e. £1050.50. If the group has less than £1000 in their bank account they can claim a second grant during the financial year.

How can organisations ensure they receive their grants ?

Grants are paid throughout the financial year. To ensure grants are paid to your tenants group, applications should be returned at the earliest opportunity. For the financial year 2008-09 the official closing date is 27th February 2009. Application forms should be completed, signed and sent to us together with any additional information requested such as:

- Verified accounts (including an income and expenditure account and a balance sheet)
- Numbers of tenanted properties (verified by your Area office)
- A copy of your constitution.

Payment will be delayed if this information is not enclosed. An acknowledgement will be sent within 10 working days of receiving the necessary information.

Who can we contact if we have a query ?

Please contact the Administrators at Lewisham Tenants Fund office if you have any queries. They will be happy to help.

Tenants' groups are expected to take responsibility for ensuring that grants made are only spent on acceptable items. In cases where groups continually misuse their grant, Lewisham Tenants Fund can withhold funding. If you have any queries please contact the LTF office.

Lewisham Tenants Fund, Capital House, 47 Rushey Green, London SE6 4AS
Tel/Fax: Tel/Fax: 020 8698 4727
Email: l-t-f@btconnect.com

Auditing of Accounts

It is the responsibility of each tenants group to make suitable arrangements for the auditing of the accounts.

Who can audit the accounts?

The person you select, as an auditor should:

- Be an independent person, not a member of the tenants group, or a relative of a member.
- Have experience and ability in accountancy matters.
- The auditor must be asked to sign and date the accounts confirming that they are accurate.

Please contact the LTF Administrator if you would like a list of approved auditors.

If you need more information about aspects of book-keeping, such as keeping a Petty Cash Book, or preparing a Bank Reconciliation Statement please contact Lewisham Tenants Fund or the Lewisham Homes Community Involvement Team.

Complaints procedure

The Complaints Procedure or Appeal Procedure can deal with any dispute arising between Lewisham Tenants Fund and a Fund recipient. A copy of these procedures can be located from pages 27-29 of this document.

Fundraising

Groups can also raise funds by organising some activities. Here are some ideas of fundraising activities.

Barbecue	International Evening	Plant Sale	Raffle	Quiz Nights
Magic Show	Garden Festival	Keep Fit Class	Bingo	Fun Run
Nearly New Sale	Jumble Sale	Tea Dance	Disco	Outings
Zodiac Evening	Vegetable stall	Recipe Books	Appeal	Health Fair

There are also other bodies/organisations to which TRAs can apply for grants. They include:

- **Comic Relief, UK Grants Team**
Funds projects benefiting people in need such as the elderly, disabled people, young people etc.
5th Floor, 89 Albert Embankment, London SE1 7TP
Tel: 020 7820 5555.
Email: red@comicrelief.org.uk
- **Co-Operative Partnerships Community Award Scheme**
Offers grants to voluntary organisations and other grassroots community based groups working in their communities to prevent crime. Groups must be within 5 miles to a Co-op food store or 10 miles to a non-food store.
Sandbrook Park, Sandbrook Way, Rochdale, Lancashire OL11 1SA
Tel: 01706 891 365.
- **Countryside Agency**
Provides grants along with technical expertise and support for local communities to design and create green spaces.
Tel: 0121 233 9399
- **Dulux Community Projects Scheme**
Considers applications for free paint for community projects
PO Box 343, London WC2E 8RJ. For application pack send 60p to the above address.
- **The Big Lottery Fund**
Grants awarded to projects that help meet the needs of disadvantaged people and improve the quality of life of the community. (Applications available from 1st April 06 for grants of £300 - £10,000 over a two year period)
Tel - 0845 600 2040 for an application pack.
Website: www.nof.org.uk
- **B & Q (Better Neighbourhood Grant)**
Funding available for community groups for projects to benefit local community, up to £300 worth of material/equipment.
Apply to local store, and ask for environment officer: WWW.diy.com for detail of local stores.

- **Wakeham Trust**

The trust is keen to support small groups who are doing something 'new'. It could be a new activity in the local area or a new way of approaching a problem. The Trust likes to support projects that are small and self-contained, which do not normally employ staff. Grants tend to be for up to £500.

Wakeham Lodge, Rogate, Petersfield GU31 5EJ.

Tel - 01730 821 748

Please contact your Community Involvement Officer for other grant giving bodies and for help/support in making applications for grant funding they also have access to a 'Fund Finder' CD. This is also available, to tenants.

Small Grants

Guidance notes

- Grants from this fund can only be given to assist participation in the consultation process between Lewisham tenants and Lewisham Homes. Applicants must be accredited tenants organisations or groups as outlined by the criteria in the Lewisham Residents' Charter.
- The total amount that is available to groups from April 2008 to March 2009 is £20,000. The maximum grant for IT equipment is £800.00 plus £200.00 for warranty and £1,000.00 for all other items / events. Applications are invited for single items/events or a number of items/events, such as computer equipment, photocopiers, and promotional events to encourage new members, training events for individual members or for the group as a whole.
- LTF will need to see exactly what you intend to spend the grant on. You need to show how you will spend the grant in one of the following ways:
 - (a) if it is to cover a social event, please show each cost separately for example: the hire of the hall, refreshments, food and entertainment.
 - (b) If it is to buy a computer, please give an outline of the model, make and specification you are aiming to buy. Call LTF if you need help with any of this.
- Requests for grants must be made by the committee and shown in the TRA minutes, not by individual members.
- A copy of the last audited accounts must accompany applications (unless already sent to LTF).
- Organisations who receive money from this fund will be monitored. The monitoring will involve copies of all expenditure receipts being sent to LTF, and a short report outlining the actual benefits following the expenditure being submitted to the fund.
- Items purchased with grant money must be added to the inventory of the organisation.
- Grant money must be used for the purpose requested within 90 days of the grant being received or Lewisham Tenants Fund must be notified. LTF reserve the right to reclaim the unspent small grant money paid.
- All payments should be made within 10 working days.
- There is a right of appeal against any decision made by the Lewisham Tenants Fund in respect of small grants applications. In the event of your application being unsuccessful details of the appeals procedure will be sent to you.

Kick start grant policy

- Maximum grant payable for work with any one group of tenants is normally £1,000
- Grants to be used to cover the cost of community open days, venue hire/refreshment costs, crèche facilities, transport.
- Requests for grants to be made to the Fund by telephone, fax or email by tenant participation staff at least seven days before required. A response will normally be made within one working day.
- Kick start grant application form must be authorised by Community Involvement Officer.
- If a grant is refused, a reason will be given. An appeal can be made to the Chair of LTF immediately either by telephone, email or by fax who will respond normally within one working day. Appeals should be set out in a letter to Directors if possible.
- Invoices and receipts to be sent to LTF and payment, only by cheque, to be made within seven working days.
- Outcomes of approximately one paragraph to be sent to the Fund within one month of expenditure.
- LTF Administrator to keep accounts of expenditure and receipts.
- Full report of all expenditure and outcomes to be presented to the Management Committee at the end of each financial year or earlier if grant fund is exhausted prior to this date.
- If the administrator is on leave, emergency grant applications should be made to the Chair of LTF at the LTF office.

Reviewed 30 January 2008

Next Review date: January 2009

Kick start grant checklist

Name of group:

Name of Community Involvement Officer:

Date:

	Met	No & Why
Maximum grant payable for work with any one group of tenants £1,000.00		
Grants to be used to cover the cost of community open days, venue hire/refreshment costs, crèche facilities, transport.		
Requests for grants to be made to the Administrator by telephone or email by tenant participation staff at least 7 days before required.		
Response to be made within 1 working day		
Invoices/receipts to be paid by cheque within 7 working days.		
Outcomes of approximately one paragraph to be sent to the Fund within 1 month of expenditure.		
Staff to keep account of expenditure and receipts.		
Full report of all expenditure and outcomes to be presented to the Management Committee at the end of year or earlier if grant fund is exhausted prior to this date.		
Signed and authorised		

COMMENTS:

Administration grant Policy

During the grant year 2008-2009 an administration grant will be paid to all tenant groups based on a basic grant according to the number of tenanted properties covered by a group plus £3.50 per tenanted property.

Any group with more than £1,000 in their bank account with no expenditure of this sum planned will not be eligible to claim Administration Grant until their account balance falls below £1,000.01

Any tenant group with less than £1,000 in their bank account will be able to claim a second administration grant during the year. An example of this is:

10 or less tenanted properties	£50 + £3.50 per tenant
50 or less tenanted properties	£100 + £3.50 per tenant
100 or less tenanted properties	£150.00 + £3.50 per tenant
200 or less tenanted properties	£200.00 + £3.50 per tenant
300 or less tenanted properties	£250.00 + £3.50 per tenant
Over 300 properties	£300.00 + £3.50 per tenant

Every eligible group would receive the minimum. More active groups, with less than £1,000 in their bank account, would receive the maximum. This would result in the following:

	Minimum Grant	Maximum Total
Groups with 10 tenanted properties would receive	£85.00	£170.00
Groups with 50 tenanted properties would receive	£275.00	£550.00
Groups with 100 tenanted properties would receive	£500.00	£1,000.00
Groups with 200 tenanted properties would receive	£900.00	£1,800.00
Groups with 300 tenanted properties would receive	£1,052.50	£2,105.00
Groups with 400 tenanted properties would receive	£1,700.00	£3,400.00

Groups will be notified of outcomes and cheque payments (if agreed) made within 10 working days. Reports will be presented quarterly to the Management Committee and added to the finance monitoring information provided to the Management Committee.

Reviewed 30 January 2008

Next Review date: January 2009

Administration grants - how to apply

Administration grants are only for accredited tenant groups. In order to qualify for an administration grant, tenants groups must submit the following documents.

- A new registration form must be completed for each financial year.
- A signed and dated copy of the group's constitution (for new groups or if an existing groups constitution has been amended).
- Confirmation of the number of tenanted properties the group represents, signed by a member of the neighbourhood housing staff in writing.
- An audited statement of accounts signed and confirmed as a true record by and with the name and address of the Auditor, as presented to your last AGM. The Treasurer must also sign the accounts. This does not include groups who have just started up.
- You must complete and return details of the Officers of your Committee, along with details of all members who are authorised to sign cheques on behalf of your group.

Lewisham Tenants Fund Ltd

Administration Grant Application Form 2008 – 2009

Please enclose a copy of the accounts that were presented to your AGM if LTF have not already received them. These must have been signed and dated by the person who audited your accounts, and your Treasurer. Also please enclose a copy of your constitution if you have amended it since you last claimed a grant from LTF.

1. Name of your organisation

2. Name of person who cheque should be sent to

Address the cheque should be sent to

3. Name of bank/building society

Address of bank/building society

Account number _____ **Sort code** _____

Account balance _____

Names of person/people who can authorise withdrawals

4. Name of person who audited accounts

Address of person who audited accounts

Telephone number _____

5. Were your accounts presented at your AGM? Yes
6. Does your organisation pay for equipment insurance cover? Yes
7. Does your organisation pay for liability insurance cover? Yes

Equipment owned by your organisation	Where equipment is kept

Please continue on a separate sheet if necessary and attach to this form

When completed please send to:

Lewisham Tenants Fund, Capital House, 47 Rushey Green, London SE6 4AS

Tel/Fax: Tel/Fax: 020 8698 4727

Email: l-t-f@btconnect.com

Declaration

We hereby agree that all money received will be spent on our tenants' organisation. On behalf of the organisation we agree any money not spent from the total grant will be refunded immediately. Should the tenants' organisation stop functioning any re-useable items financed by the grant will be passed to Lewisham Tenants Fund for re-distribution to benefit other Lewisham tenants' organisations. We also understand that any damage or loss to items purchased with Lewisham Tenant Fund grant money is the responsibility of the tenants' organisation. We authorise Lewisham Tenants Fund to make any enquiries necessary to satisfy themselves that all expenditure is properly accounted for.

Officers of the Tenants' Organisation must sign below.

Name of Chair

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Vice Chair

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Secretary

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Treasurer

Address

Telephone number _____ Email _____

Signature _____ Date _____

Computer grant policy

- The item claimed for should enhance and encourage greater tenant involvement.
- Grants cannot normally be applied for after expenditure has been incurred.
- For items costing more than £300 please give details of three quotations. You do not need to buy the cheapest quote but please give a reason for not doing so.
- All items of expenditure over £250 should be insured. Please send confirmation of this with your application.
- Please advise LTF where the item will be kept.
- Copies of your TRAs or Accredited Tenants Groups last audited accounts and proof of your current cash balance must be sent with your application. (Copy of bank statement or pass book).
- All applications will be acknowledged within five working days.

Purpose of the grant	To enable accredited tenants groups to purchase computer equipment
Who can apply?	Accredited tenants groups Paid once in any three year period Groups must have less than £1,000 in their bank account
How application is made	Complete general grant application form and indicate the application is for a computer. All applications must be agreed by the group and minuted by the committee
Maximum grant available	£1,000 for computer equipment
Insurance	Should be covered by insurance
Receipts	Equipment must be purchased within three calendar months or grant returned to LTF. Copies of receipts must be sent to LTF, within three weeks after purchase of goods or service. Any unspent grant money must be returned to LTF.
Decision made by	Administrator Reports to LTF management committee quarterly
Timescale	Decision made within 10 working days Paid within 10 working days of decision or group is written to giving reason for non payment within 10 working days of decision
Appeal	Groups can appeal using LTF's appeals procedures

Reviewed 30 January 2008

Next Review date: January 2009

Equipment grant policy

- The item claimed for should enhance and encourage greater tenant involvement
- Grants cannot normally be applied for after expenditure has been incurred.
- For items costing more than £300 please give details of three quotations. You do not need to buy the cheapest quote but please give a reason for not doing so.
- All items of expenditure over £250 should be insured. Please send confirmation of this with your application.
- Please advise LTF where the item will be kept.
- Copies of your groups last audited accounts and proof of your current cash balance must be sent with your application. (Copy of bank statement or pass book).
- All applications will be acknowledged within five working days.

Purpose of the grant	To fund items of equipment to the value of £1,000
Who can apply?	Accredited groups with less than £1,000 in their account after planned expenditure.
How application is made	Complete general grant application form and indicate the application is for equipment. All applications must be agreed and minuted by the committee.
Maximum grant available	£1,000 per item.
Insurance	Any item purchased for more than £250 should be insured.
Receipts	Grant must be spent within three calendar months or grant returned to LTF. Copies of receipts must be sent to LTF within three weeks, of purchase of goods or service. Any unspent grant money must be returned to LTF.
Decision made by	Administrator Reports to Management Committee quarterly
Timescale	Pay within 10 working days of decision or write to group, giving reason for non payment within 10 working days of decision
Appeal	Groups can appeal using LTF's appeals procedure.

Reviewed 30 January 2008

Next Review date: January 2009

Community event grant policy

- The item claimed for should enhance and encourage greater tenant involvement
- Grants cannot normally be applied for after expenditure has been incurred.
- If you are claiming a grant for an event, please check with Resident Involvement staff whether you will need liability insurance and advise us accordingly.
- Copies of your Group's last audited accounts and proof of your current cash balance must be sent with your application (copy of bank statement/pass book).
- All applications will be acknowledged within five working days.

Purpose of the grant	To enable accredited Groups to hold a community event to encourage members to be more active.
Who can apply?	Accredited Groups must have less than £1,000 funds after planned expenditure.
How application is made	Complete a general grant application form and indicate it is for a community event. All applications must be agreed and minuted by the committee.
Maximum grant available	Maximum of £1,000 paid in any one financial year to each group.
Insurance	Check with Community Involvement staff
Receipts	Grant must be spent within three calendar months or grant returned to LTF. Copies of receipts must be sent to LTF within three weeks after purchase of goods or service. Any unspent grant money must be returned to LTF.
Decision made by	Administrator Reports to Management committee quarterly
Timescale	Pay within 10 working days of decision or Write to Group, giving reason for non payment within 10 working days of decision
Appeal	Groups can appeal using LTF's appeals procedure.

Reviewed 30 January 2008

Next Review date: January 2009

Venue hire grant Policy

- The item claimed for should enhance and encourage greater tenant involvement
- Grants cannot normally be applied for after expenditure has been incurred.
- Please check with Resident Involvement staff whether you will need liability insurance and advise us accordingly.
- Copies of your Group's last audited accounts and proof of your current cash balance must be sent with your application (copy of bank statement or pass book).
- All applications will be acknowledged within five working days.

Purpose of the grant	To enable accredited Group's that do not have free access to community rooms to meet the cost of hiring a suitable venue.
Who can apply?	Accredited Groups must have less than £500 in their accounts.
How application is made	Complete a general grant application form and indicate it is for venue hire. All applications must be agreed and minuted by the committee.
Maximum grant available	No maximum but must be at the going local rate. Community Involvement staff will be consulted.
Insurance	Must be covered by insurance.
Receipts	Grant must be spent within three calendar months or grant returned to LTF. Copies of receipts must be sent to LTF within 3 weeks, after purchase of goods or service. Any unspent grant money must be returned to LTF.
Decision made by	Administrator Reports to committee quarterly
Timescale	Decision made within 10 working days Pay within 10 working days of decision or Write to Group, giving reason for non payment within 10 working days of decision
Appeal	Group's can appeal using LTF's normal appeals procedure.

Reviewed 30 January 2008

Next Review date: January 2009

Special grant policy

- The item claimed for should enhance and encourage greater tenant involvement
- Grants cannot normally be applied for after expenditure has been incurred.
- All items of expenditure over £250 should be insured. Please send confirmation of this with your application.
- If you are claiming a grant for an event, please check with Resident Involvement staff whether you will need liability insurance and advise us accordingly.
- Copies of your Group's last audited accounts and proof of your current cash balance must be sent with your application. (Copy of bank statement or pass book).
- All applications will be acknowledged within five working days.

Purpose of the grant	To enable accredited group's to apply for funding for an extra ordinary purpose, which should enhance and encourage greater tenant involvement.
Who can apply?	Accredited groups with less than £1,000 in their account after planned expenditure.
How application is made	Complete a general grant application form and indicate it is for venue hire. All applications must be agreed and minuted by the committee.
Insurance	To be decided by the Management Committee on an individual basis.
Receipts	Grant must be spent within three calendar months or grant returned to LTF. Copies of receipts must be sent to LTF within three weeks, after purchase of goods or service. Any unspent grant money must be returned to LTF.
Decision made by	The Management Committee who meet during the last week of January, April, July and October each year. Requests must be received 10 days beforehand.
Timescale	Pay within 10 working days of decision or Write to Group, giving reason for non payment within 10 working days of decision
Appeal	Groups can appeal using LTF's appeals procedure.

Reviewed 30 January 2008

Next Review date: January 2009

GENERAL GRANT APPLICATION FORM

1. Which grant are you applying for:

- Computer grant
- Equipment grant
- Community events grant
- Venue grant
- Special grant

2. Name of organisation:

3. Name and address of person who cheque should be sent to:

Please answer the following questions:

• Date of meeting where members agreed to make a request for the grant.	
• We have read the policy and agree to the terms and conditions of grant funding	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Copy of last audited accounts, if not already sent and a copy of bank statement or pass-book, showing the organisation's current bank balance enclosed.	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Three quotes, showing the amount of any single item of equipment requested if over £300 enclosed	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Will the item/event be covered by insurance	<input type="checkbox"/> Yes <input type="checkbox"/> No
• Will all members of your TRA benefit from this grant	<input type="checkbox"/> Yes <input type="checkbox"/> No

4. Please give a breakdown of all the items you are applying for:

<i>Item</i>	<i>Cost £</i>
Total Cost	

Please sign the declaration on page two and return to:
 Lewisham Tenants Fund, Capital House, 47 Rushey Green, London SE6 4AS.
 Tel/Fax: 020 8698 4727
 Email: l-t-f@btconnect.com

Declaration

We hereby agree that all money received will be spent on our tenants' organisation. On behalf of the organisation we agree any money not spent from the total grant will be refunded immediately. Should the tenant's organisation stop functioning any re-useable items financed by the grant will be passed to Lewisham Tenants Fund for re-distribution to benefit other Lewisham tenant's organisations. We also understand that any damage or loss to items purchased with Lewisham Tenant Fund grant money is the responsibility of the tenant's organisation. We authorise Lewisham Tenants Fund to make any enquiries necessary to satisfy themselves that all expenditure is properly accounted for.

Officers of the Tenant's Organisation must sign below.

Name of Chair

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Vice Chair

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Secretary

Address

Telephone number _____ Email _____

Signature _____ Date _____

Name of Treasurer

Address

Telephone number _____ Email _____

Signature _____ Date _____

Claim for Mileage Allowance

PART 1 TO BE COMPLETED BY REPRESENTATIVE CLAIMING ALLOWANCE

PART 2 TO BE COMPLETED BY AN OFFICER OF THE MEETING ATTENDED

PART 1

Members Name _____

Address _____

I claim the sum of £ _____ (40 pence per mile) as mileage allowance to enable me

to Attend the meeting of the _____

On _____

I confirm that I have incurred the costs as set out in part 1, whilst attending the meeting detailed above.

Signed _____

Date _____

PART 2

I confirm that _____

Attended the meeting of _____

On _____

Signed _____

Date _____

Mileage is only paid from home to the meeting venue and a return journey

This form is to be returned to the Treasurer of your TRA, if your TRA has insufficient funds in its account you will need to apply for a general grant from LTF.

A copy of this form must be given to the auditor with receipts.

Claim for Carer's Allowance

PART 1 to be completed by the representative claiming the allowance

PART 2 to be completed by the carer

PART 3 to be completed by an independent person

PART 1

Name

Address

I claim the sum of £ _____ as Carer's allowance to allow me to

attend the meeting/course

on _____ from _____ am/pm to _____ am/pm

I confirm that I have paid/shall be paying the person named below, who is not a member of my household.

Signed _____

Date _____

PART 2

Name of carer

Address of carer

I confirm that I have received £ _____ for caring for

on _____ from _____ am/pm to _____ am/pm

Signed _____

Date _____

PART 3 to be completed by an officer at the meeting/event/training session

I confirm that the above name person attended the above meeting/course

On _____

Signed _____

Date _____

Carer's allowance is payable to representatives at a rate of £5.00 per hour, to a maximum of £30 per day.

This form is to be returned to the Treasurer of your TRA, if your TRA has insufficient funds in its account you will need to apply for a general grant from LTF.

A copy of this form must be given to the auditor with receipts.

Contact details

Lewisham Homes Community Involvement Team		
Name	Title	Telephone number
Alanna Curd	Community Involvement Manager	0208 314 8507
Briony Pocklington	Community Involvement Officer	020 8314 9267
Christina Ewrierhoma	Community Involvement Officer	020 8314 7748
Joy Burnett	Community Involvement Officer	020 8314 3714
Olivia Walkden-Brown	Project Assistant	0208 314 9024
<p>Alternatively, email the Community Involvement Team: getinvolved@lewishamhomes.org.uk</p> <p>Text involved to 07781481783</p> <p>Write to: Lewisham Homes Freepost (no stamp required) The Community Involvement Team Holbeach Housing Office 9 Holbeach Road Catford London SE6 4TW</p>		

Lewisham Tenants Fund		
Name	Title	Telephone number
Gloria Biggs	Independent Advice Administrator	020 8698 4727
<p>Alternatively, email Lewisham Tenants Fund at l-t-f@btconnect.com</p> <p>Write to: Lewisham Tenants Fund Capital House 47 Rushey Green London SE6 4AS</p>		

Other services

Comments and complaints procedure

It is important to have a properly organised arrangement of dealing with complaints, which fits into the way LTF finds out what Tenant and Residents Associations and others think about our services at LTF.

Such a procedure should not be seen as a threat, but as a positive means of identifying weak points with the aim of improving the overall quality of the service provided.

Grievance Procedure and Complaints Procedure

The complaints procedure is separate from the *grievance procedure*, which is for the staff of LTF.

A member of staff shall not normally use the grievance procedure to prevent the complaints procedure from running its course. A member of staff may use the grievance procedure if:

- the agreed complaints procedure is not adhered to; or
- the same person persists in making complaints, which are found to be unwarranted.

Disciplinary Procedure and Complaints Procedure

If the Chair and/or Management Committee consider there is a disciplinary issue arising from the investigation of a complaint, this shall be dealt with in accordance with the agreed disciplinary procedure after the complaints procedure has been completed.

Having a complaint made against a member of staff can be worrying and stressful. Staff need support and it will be up to the Staff and Employment Sub Committee or the Chair of the Management Committee or other designated person(s) to ensure this is given in an appropriate way.

Attached is the "Comments & Complaints" procedure, which aims to ensure:

- Users can have a constructive say in what LTF is doing;
- Concerns and problems can be sorted out before they turn into formal complaints;
- There is a mechanism for handling complaints in a formal way where necessary.

Complaints Procedure

What does Lewisham Tenants Fund do?

LTF is a Borough-wide organisation for all Council tenants in the Borough of Lewisham. The Tenants via LB Lewisham finance the fund. It is an independent limited company managed by a voluntary management committee of elected tenant association representatives and employs 2 part time members of staff.

The Fund provides financial aid to set up and support tenant and resident associations. They also match fund with the LB Lewisham to provide training for TRA's. A monitoring function is also carried out to oversee the stewardship of grant funds.

Making Comments and Complaints

As a busy organisation we may occasionally make mistakes or our services might not always be up to the standard of expectation of our users.

We are keen to hear from you if you have any constructive comments to make about the Fund and the services we provide. At the same time anyone who uses the services has the right to complain if they are not satisfied with the quality of service they have been given.

We welcome your views and will do our best to deal with complaints promptly and efficiently. Lewisham Tenants Fund would like to hear from you if you have any comments or complaints to make:

- On the service you are getting from the Fund
- Because of being refused a service without an acceptable reason.
- Because of unnecessary delays in the Fund providing a service.
- Because of a failure to provide information or giving out inaccurate information
- Because of decisions or actions of a member of the Fund staff
- Because the way the fund is run, i.e. ways of working that are contrary to the policy on equal opportunities.
- Because you believe you have been discriminated against.

Making a complaint

An informal Chat

Most complaints may easily be resolved by talking the problem over with either a member of staff you are in contact with at Lewisham Tenant Fund or a member of the management committee. An informal chat may resolve the problem or clear up any misunderstandings.

If this action is inappropriate or if after a chat you are still not satisfied with the way that your complaint has been handled, please follow the procedure outlined below:

Making a formal complaint

(N.B. Complaints against members of staff should normally be put in writing. Anonymous complaints and, unless there is a special reason, complaints not in writing will be disregarded.)

Stage One

Send your complaint in writing to the Chair of Lewisham Tenants Fund at the address given at the end of this document.

Upon receipt of your complaint the Chair will:

- send an acknowledgement (within 5 working days) that the complaint has been received.
- investigate your complaint and reply, in writing, within 28 days of receipt of your complaint.
- (as part of her/his investigation, the Chair may arrange to hold a meeting with you (and, where appropriate, the person against whom the complaint has been made) in an effort to resolve the issue).

Stage Two

If you are still not happy after receiving the Chair's response, you can ask that your complaint be referred to the Management Committee. Such a request should be made in writing to the Chair and be received within 21 days of the written reply to Stage One.

You will be invited to attend a meeting of the Management Committee at which your complaint is to be considered and will be entitled to bring a friend or companion with you if you wish.

The decision of the Management Committee will be given to you within 7 working days of its meeting and will be final as far as Lewisham Tenants Fund is concerned.

At all stages the time limits can be altered by mutual consent.

Please address your complaints to:
The Chair
Lewisham Tenants Fund
Room 215 Capital House
47 Rushey Green
LONDON SE6 4AS

Mark Private & Confidential

Taken to the MC on the 27th February 2002

Grant appeals policy and procedures

If an organisation feels that it has been treated unfairly they have the right to appeal against any decision regarding grant funding to an independent Appeal Panel.

The Appeal Panel will be made up as follows:

Chair of Joint Partnership Board *
An officer representative from an LBL appointed Housing Management Service provider **
Housing Panel Chair ***

** If there is a conflict of interest or the chair is not available then the Vice Chair will attend or a tenant member of JPB*

*** An officer from a different organisation than the appellant*

**** Housing Panel Chair must not be from the same Housing Panel area as the appellant or be related in any way.*

Appeals can be made in writing or verbally to Lewisham Tenants Fund within 14 days of receipt of the decision regarding a grant award. After 14 days an appeal will not normally be accepted unless there are exceptional circumstances.

Tenants will need to cite grounds on which the appeal is being made. They will be invited to attend the hearing (with a friend if required), and make representation.

The Appeal Panel will try to meet within 28 days of the appeal being lodged.

The organisation will be notified of the decision in writing within 7 days of the Appeals Panel decision.

The LTF Administrator will attend and service the meeting. A Director will also be asked to attend the meeting.

The decision of the Appeals Panel is final and Lewisham Tenants Fund Management Committee agrees to abide by its decision.

Amended by the Management Committee – 30 July 2008
Next Review Date – July 2010