

# Get Online Incentive Scheme

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## DO YOU QUALIFY FOR £100?

Thousands of you are already online, managing your tenancy, making payments, reporting repairs and submitting enquiries. At the same time, many more of you are also acting responsibly by paying your rent, looking after your homes and generally being a good neighbour.

We are encouraging more people to use online services. Doing things online is every bit as reliable, and in many cases offers a better service than when you phone us. Online services are also available 24 hours a day, not just during normal office hours.

Between 2017-2019, Derby City Council tenants have the chance to qualify for a one-off £100 credit to your rent account. There are three areas where you may need to take action to ensure you qualify. These are:

1. Managing your tenancy online
2. Paying your rent
3. Being a responsible tenant and a good neighbour

In order to receive the £100 credit onto your rent account, you must be eligible and meet all the criteria across each of the three steps within one of the qualifying periods. The steps are explained in detail below.

## 1. Eligibility

- 1.1. The Get Online Incentive Scheme is only open to current Derby Homes tenants and Derby City Council tenants whose homes are managed by Derby Homes.
- 1.2. Qualifying tenancies must have been held for the full duration of either of the qualifying periods.
- 1.3. Only one payment will be made per household.
- 1.4. You must meet all the criteria to qualify (for quick reference, the full-qualifying criteria points are: **3.1**, **4.1.1**, **4.2.1**, **5.1.1** and **5.2.1**)

## 2. Qualifying periods

- 2.1. The scheme runs for two years and has two qualifying periods.
  - 2.1.1. The first period is from 1 April 2017 until 31 March 2018.
  - 2.1.2. The second period is from 1 April 2018 to 31 March 2019.

- 2.2. The £100 credit will only be paid once per tenancy. If you have qualified for the payment in the first year, you will not be eligible to claim in the second year.
- 2.3. Individual tenants are only eligible to qualify once in this scheme (except where part payment applies, see 4.3). No more than £100 will be paid to any individual.
- 2.4. If you do not meet the criteria at the end of the first year, you will still be able to qualify in the second year providing you meet all the conditions.
- 2.5. If you qualify for part payment on the rent requirement in the first year (2017/18) and meet all other requirements, you will receive £50. You will only receive the remaining £50 if you meet all criteria the second year.
- 2.6. If you end your tenancy during the qualifying period, you will not be eligible for the reward. However, you may qualify for our Golden Goodbye Scheme: to find out more go to [www.derbyhomes.org/golden-goodbye](http://www.derbyhomes.org/golden-goodbye)

## Qualifying Criteria

### 3. Manage your Tenancy Online

- 3.1. You must be registered with our online services (Your Account) with a valid email address before the end of the qualifying period.

### 4. Paying Your Rent

#### 4.1. Pay Online

- 4.1.1. You must have made Direct Debit or any of the other online payments methods mentioned below for at least three consecutive months prior to the end of the qualifying period.

- 4.1.2. Online Payments includes Housing Rent or Service Charge Payments by the following methods:

- 4.1.3. at <https://www.civicaepay.co.uk/DERBYCITYESTORE/ESTORE/> (which can be accessed via [www.derby.gov.uk/pay-it](http://www.derby.gov.uk/pay-it))

- 4.1.4. Standing Order payments to Derby Homes arranged with a bank or set up via a banks online banking service

- 4.1.5. Direct (“faster”) payments made via a banks online banking service

#### 4.2. Pay in Advance

**4.2.1. You must be at least one week in advance on your rent at the end of the financial year (31 March) and have no other relevant debts (see 4.2.3 below).**

4.2.2. The amount in advance on your rent account should equal one weeks rent debit.

4.2.3. 'Other relevant debts' are defined as the following:

- Rent arrears from a previous tenancy (former tenant arrears)
- Rechargeable repairs costs
- Court costs

### **4.3. Part Payment qualification (rent criteria only)**

You may qualify for a reduced payment of £50 if you meet one of the following conditions, in addition to the rest of the criteria.

4.3.1. You are one week in advance with your rent account, but you have other relevant debts (as defined in 4.2.3) which are reducing in line with a payment agreement.

4.3.2. You are not in advance with your rent account or have arrears of less than £500 that you are reducing in line with a payment agreement and have either no other relevant debts (as defined in 4.2.3) or debts that are reducing in line with a payment agreement.

**If you have any difficulties paying your rent, you must contact us immediately, as there are ways we can help.**

## **5. Be a Responsible Tenant and Good Neighbour**

### **5.1. Gas Safety**

**5.1.1. You must keep the first appointment for your annual gas safety check.**

5.1.2. If the first gas safety appointment is not convenient, you must request an alternative date and keep that appointment.

5.1.3. If you do not keep your first Gas Safety appointment and fail to rearrange a suitable, alternative appointment, you will not meet the criteria.

### **5.2. Anti-social Behaviour**

**5.2.1. There must be no current, legal action being taken against you for causing anti-social behaviour or the condition of the outside of your**

**property and/or garden (in line with your tenancy conditions) at the end of the qualifying period.**

5.2.2. Legal action is defined as:

- 5.2.2.1. Notice Seeking Possession or Notice for Possession proceedings for Introductory Tenancy,
- 5.2.2.2. a Summons for Possession,
- 5.2.2.3. a Possession Order,
- 5.2.2.4. a Demotion Notice,
- 5.2.2.5. a Demotion Order,
- 5.2.2.6. granting of an Legal Undertaking,
- 5.2.2.7. an Injunction for housing related Anti-Social Behaviour,
- 5.2.2.8. a Closure Order
- 5.2.2.9. a crime in the home or locality that would be considered a breach of tenancy conditions,
- 5.2.2.10. a Community Protection Notice in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)
- 5.2.2.11. a Criminal Behaviour Order in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)
- 5.2.2.12. a Public Space Protection Order in relation to a housing matter (ASB, Crime & Policing Act - October 2014 onwards)

## **6. Notification and payment of the award**

- 6.1. You will only be notified if you have qualified for the payment.
- 6.2. We will notify you via your registered email address between April and May following the end of the qualifying period.
- 6.3. The reward will be credited directly to your rent account.

## **7. Appeals**

- 7.1. If you disagree with any decision made by Derby Homes in relation to qualifying for this scheme, please refer to the **Get Online Incentive Scheme Appeals Procedure**.

[www.derbyhomes.org/getonline](http://www.derbyhomes.org/getonline)