

Tenant Match Funding Policy

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Service area: Housing Operations

Owner: Head of Housing Operations

Scope		Entity		Business Stream	
Customers	✓	Progress Housing Group Limited (Parent)	<input type="checkbox"/>	Progress Homes	✓
Colleagues	✓	Progress Housing Association Limited (PHA)	✓	RWP	✓
Non-Executive Directors / Trustees	<input type="checkbox"/>	Reside Housing Association Limited (RHA)	✓	Progress Lifeline	<input type="checkbox"/>
Third parties*	<input type="checkbox"/>	Key Unlocking Futures Limited (Key)	<input type="checkbox"/>	Progress Living	<input type="checkbox"/>
		Concert Living Limited	<input type="checkbox"/>		
*Other:					
Exclusions:					

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Section 1: Purpose and Policy Statement

1. Purpose

- 1.1 The Tenant Match Funding policy aims to empower tenants to enhance their living spaces by providing financial support for approved home improvement projects. Through this scheme, tenants can apply for funding to cover up to 50% of eligible improvement costs, with the Group contributing a maximum of £500.

2. Policy statement

- 2.1 The Group will provide eligible tenants with up to 50% of approved expenses, not exceeding a maximum contribution of £500, subject to specified conditions.
- 2.2 The aim of the contribution is to :
- reduce financial barriers for tenants wishing to improve their homes.
 - help tenants make the most of their homes and support sustainable tenancies
 - ensure improvements funded also add value for future lets
 - address community issues—like overgrown trees and parking—through financial help
 - achieve value for money
- 2.3 This policy applies to tenants who have held a tenancy for at least 12 months and meet the qualifying criteria.

Section 2: Policy Guidance

3. Direction

Qualifying Criteria

3.1 Applications are open to any tenant who meets the following criteria:

- Tenant of the Group for at least 1 year
- No rent arrears, unless covered by housing benefit or universal credit
- No Notice or injunction for tenancy breach in the past twelve months
- No match funding payments under this policy in the past 12 months
- Property is not interim accommodation.

3.2 Multiple applications within 12 months may be considered in exceptional cases, assessed individually. The Area/Supported Living Housing Manager may grant exceptions where refusal would negatively impact the tenant or where it would support tenancy sustainability.

Qualifying Works

3.3 Applications can be submitted for enhancements to the property that go beyond standard repairs and maintenance required from a landlord. Below is a list of examples for improvements that are eligible for assistance under this policy. However, it is not exhaustive—additional works can be included at the Group's discretion:

- Installing an electric shower over the bath
- Extra lighting or electrical outlets
- Additional kitchen cabinets
- Fencing installation
- Tree maintenance or removal
- Drop kerbs or driveway work.

3.4 There is flexibility to consider all other types of home improvements.

3.5 If modifications are needed to provide aids or adaptations that help tenants remain independent in their homes, the Group may collaborate with the local authority to explore alternate funding options. Applicants can also request a property assessment to see if further recommendations can be made to better suit their needs.

Applying for Tenant Match Funding

3.6 Applicants must provide a written quote from a qualified contractor for the proposed work. The Group may request additional quotes to ensure value for money and requires a clear outline of the intended work (to an agreed specification).

3.7 Contractors must be suitably qualified; for electrical or gas work, they must be registered (e.g., NICEIC or Gas Safe). The Group will verify contractor credentials and compliance.

3.8 If the improvement becomes part of the property, the Group may take responsibility for future repairs. Applicants will be informed about repair obligations and ownership before any work begins. An asbestos check may

be required for safety. The Group may refuse or intervene in any work deemed unsafe.

- 3.9 Applicants may need to provide additional information about the proposed works or the property before a decision can be reached. If the works are likely to impact on other tenants or neighbours, then The Group may consult with residents before a decision is made e.g fencing where it neighbours with other properties, supported living properties shared with other tenants.
- 3.10 Permissions depend on available budget and are given on a first-come, first-served basis. Applications may be deferred if the yearly budget is exhausted.
- 3.11 Permission granted may be subject to conditions which will be explained in writing.
- 3.12 Once permission is granted and work completed, applicants must notify the Group for inspection. Applicants pay all costs upfront and submit a receipt; reimbursement will be processed within 14 days. Alternative payment arrangements may be made in cases of financial hardship at the Housing Officer's discretion.

4. Roles and responsibilities

Heads of Service

- 4.1 It is the responsibility of the Head of Housing Operations to implement this policy within their service area.
- 4.2 The Head of Housing Operations will ensure the scheme's budget is not exceeded

Manager responsibilities

- 4.3 Housing Operations and Property Service managers are responsible for ensuring that this policy and associated documents are complied with.

Colleague responsibilities

- 4.4 Housing Officers and Technical Officers apply decisions for the Progress Homes, who use their judgement within the policy. For tenants living in an RWP property, the Supported Living Housing Officer is responsible for assessing applications.
- 4.5 Applications for general needs and independent living properties are handled by the Area Housing Coordinators or Healthy Homes Officer, while applications for supported living properties are managed by the Supported Living Housing Assistant.

Customer responsibilities

- 4.6 Tenants may contact the Group if they wish to apply for match funding.

5. Training

- 5.1 Line managers are responsible for ensuring that the training needs of their teams are identified and met through a variety of methods to support delivery of the policy.
- 5.2 The policy will be published on the intranet and websites for the attention of the responsible people.

Section 3: Legal and regulatory

6. Legislation

- None

7. References

- None

8. Definitions

The Group	Progress Housing Group Limited (and subsidiary companies specified within the entities section)
Progress Homes	The brand name the Group uses when referencing general needs and independent living homes
RWP	The brand name the Group uses when referencing supported living homes
NICEIC	The NICEIC is the UK's consumer safety organisation and independent regulatory body for the electrical industry.
Gas Safe	The Gas Safe Register is the official gas registration body for the United Kingdom, the Isle of Man, and Guernsey appointed by the relevant Health & Safety Authority for each area.

9. Associated policies and procedures

Document reference	Name of document
EIA01	Equality impact assessment
DPIA01	Data Protection Impact Assessment
GRSTRFN02	Value for Money Strategy
GRPOLPS14	Gas Servicing, Solid Fuel and Heating Policy
GRPOLPS01	Asbestos Policy

GRPOLHM14	Aid and Adaptations Policy
GRPOLHM28	Complaints and Redress Policy
GRPOLDP03	Data Protection Policy
GRPOLHM30	Reasonable Adjustments Policy
GRPOLPS10	Fencing Policy

10. Equality impact assessment

- 10.1 An Equality Impact Assessment has been undertaken and the outcome deemed to be of low risk to individuals within protected characteristic groups. No changes were required to the policy because of the EIA.

11. Data protection

- 11.1 A Data Protection Impact Assessment has been undertaken, and no changes were required to the policy as a result.

12. Customer Voice and influence

- 12.1 Discussion and policy changes requested by the Tenants Voice group for planned maintenance increasing the number of improvements listed in the criteria.
- 12.2 Aids and Adaptations Satisfaction surveys indicate that tenants benefit from match funding for property improvements and adaptations.

13. Monitoring and review

- 13.1 This policy will be reviewed every 3 years unless an earlier review is prompted by an external or internal change.