

GUIDE TO REWARDING GOOD CUSTOMERS



AIRE VALLEY HOMES LEEDS
CUSTOMER INFORMATION

'We want customers who abide by their tenancy to feel valued and respected'.

During the Summer of 2007 tenants and leaseholders told us at a focus group we should do more to reward 'good tenants'. You helped remind us that thousands of our customers look after their homes, are considerate to their neighbours and do their bit to care for the local environment and community. Our Board and all our staff agreed.

Our reward and incentive scheme hopes to encourage all customers to fulfil their responsibilities as a tenant in exchange for advantages, benefits and extra services through a wide range of initiatives.

We also hope that some people's behaviour will change as customers who are on the margins of being 'good tenants' respond positively.

We reward good customers by:

Aire Card

A discount shopping card used to make savings, typically 10%, at a range of national and local shops and services.

How do I become a member?

To become a member of Aire Card you need to:

- be a tenant or leaseholder with us for at least six months;
- have a clear rent account for three months;
- if you have arrears, you will have made a repayment plan which you have kept to for the last three months;
- have no debt from a former tenancy, or have kept to an agreed repayment plan for at least three months;
- leaseholders to have no arrears of ground rent or service charges for three months;



- have no outstanding complaints relating to your tenancy, including any members of your household;
- have provided reasonable access to your home to allow an annual gas safety check; and
- signed up to our 'Good Neighbour Agreement'.

What's the 'Good Neighbour Agreement'?

This is an agreement, enforceable under the terms of the tenancy agreement, asking customers to:

- be considerate of your neighbours peaceful enjoyment of their homes
- keep your home in a good state of decoration and your garden tidy
- respect communal areas and amenities
- be responsible for your children and anyone visiting your home
- take responsibility for your pets
- park vehicles sensitively and considerately
- report and incidences of crime or vandalism
- be respectful of the differences of others in the community

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



Printed March 2008

Aire Valley Homes Leeds Head Office:

Navigation House
8 George Mann Road
Leeds
LS10 1DJ

email:
avhleeds.enquiries@avhleeds.org.uk

website:
www.avhleeds.org.uk

