

Tenant Participation

A Guide to Claiming Expenses for Panel Members

■ Who can claim?

If you are a member of a Housing Panel, you are entitled to claim for expenses incurred through attending a meeting and /or carrying out your work as a panel representative.

■ What can I claim?

Any member of a Housing Panel is entitled to claim for the following:

- Childcare/carers Allowance of up to £7 per hour
- Transport costs

Panel reps can claim for the above and:

- Panel meeting payments of £20 per meeting
(excludes Shadow Reps who can only claim payment when standing in for a Panel Rep at a meeting and are a council tenant)

And Panel Chairs can claim from the above and:

- Telephone call charges

For further details on what you can claim and how, please read the following pages.

■ Panel meeting payments

If you are a Panel Rep, you are entitled to claim £20 for each attendance at your Panel meetings four times a year and additionally if you are the Borough-Wide Rep for your panel then your attendance at the Borough Wide Housing Panel meetings.

How to claim?

Just sign the attendance sheet at the meeting and the payment/s will be automatically credited to your rent account.

▪ Childcare/ carers allowance

If you have to arrange for childcare or a carer in order to attend a meeting you can claim £7 per hour, plus up to an extra 1 hour for travel time to and from the meeting. This should be agreed with the officer who has called the meeting.

How to claim?

Simply collect a claim form from your Neighbourhood Office or a member of the Community Participation team. Fill in the required information and return it to a member of the Community Participation team. Generally, a payment will be paid on the receipt of a completed form but it would make the process easier if advance warning is given. Make sure that the forms have been signed by the stated carer before bringing it to a meeting to make a claim.

▪ Transport

Any transport costs such as bus/tube/train fares that are incurred through attending a meeting or event as a panel representative will be reimbursed, providing that you can produce valid receipts for the entire length of your journey. Taxi can be booked by the council under the following conditions:

- no direct bus route is available
- you have a disability which prevents you from being able to use public transport
- using public transport would compromise your safety e.g.: you have to travel at night
- we will consider individuals cases, as agreed with the Community Participation team.

How to claim?

Take all your valid receipts for the length of your journey to the Community Participation and Diversity team at the Woolwich Centre. Again, payment will generally be made on the production of valid receipts but advance warning will make the claim easier.

▪ Telephone charges

Only Housing Panel chairs are entitled to a free council mobile phone.

This can be used for calls that are made in respect of your role as a Panel chair, such as calls to the council, other residents or organisation, can be claimed for. However, the council will not reimburse:

- Personal calls
 - Calls made to the council regarding the claimants own personal circumstances
 - Calls made to premium rate telephone numbers or interest access calls
 - To request your phone speak to your Community Participation & Diversity Officer
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