



BUIDHEANN TAIGHEADAS LOCHABAIR

Appendix 4

Decorating Vouchers Procedure

1.0 Issuing the vouchers

- 1.1 The Maintenance Operative will decide at post-inspection of a void if a decoration allowance is to be given, and its value. The Maintenance Operative will then complete the decoration form (VP06/1) and pass it to the Housing Officer.
- 1.2 The Housing Officer will then log the issued voucher details in the decoration voucher record log, and request the appropriate vouchers from the Office Co-ordinator.
- 1.3 The Housing Officer must then complete each voucher appropriately, completing the tenant details, and signing off each voucher.
- 1.4 An expiry date must be stamped on each voucher – usually 2 months after issue. If there are exceptional circumstances requiring an extended period of validity, this must be approved by the Operations Manager, who must then sign each voucher.

2.0 At sign-up

- 2.1 The Housing Officer will give the tenant a copy of the Association's "Decorating Vouchers" leaflet. The Housing Officer will fully explain the decorating voucher process to the tenant, including
 - the supplier will not accept a voucher unless it is countersigned by the tenant in person, and that vouchers which have been signed beforehand will not be accepted;
 - vouchers cannot be redeemed, nor will they be replaced if unused by the tenant after the expiry date;
 - exactly what decorating vouchers can and cannot buy;
 - the procedure for lost or stolen vouchers.
- 2.2 The Housing Officer will require the tenant to sign two copies of the Decorating Voucher Agreement form (DV02), giving one copy to the tenant before issuing the vouchers. Six months from the date of issue will be given for the tenant to complete the specified decoration. The tenant will also be required to sign the vouchers in the presence of the Housing Officer. Where there is only one tenant, the space for the second signature on all vouchers and forms should be voided by the Housing Officer with "//////////".

2.3 The Housing Officer will then file the DV02 in the Decorating Voucher Agreement file, in order of the voucher's expiry date, with the oldest expiry date at the top. A photocopy of the DV02 will also be taken for the tenant's house file.

3.0 Inspection of decoration

3.1 The Maintenance Operative will inspect approximately 25% of properties where the tenant has been issued with a decorating voucher, and these properties will be selected at random.

3.2 Where a tenant has not completed the works agreed or to a satisfactory standard, the Maintenance Operative will allow them a further month to complete or redo the works, sending letter DV04 or DV05 as confirmation.

3.3 The Maintenance Operative will then inspect the property after the month has passed, and if the work has still not been completed, refer the matter to the Administrative Officer to recharge the tenant the amount issued in decorating vouchers.

4.0 Suppliers' invoices

4.1 When a supplier submits an invoice for goods supplied in exchange for decorating vouchers, they must enclose the redeemed vouchers countersigned by the tenant with the invoice.

4.2 If an invoice is submitted without the redeemed vouchers, a member of the Finance team must contact the supplier. The supplier must be requested to forward the redeemed vouchers in order for the invoice to be processed and payment made.

4.3 The member of the Finance team who is processing the invoice for payment should check that the corresponding signatures on the decorating vouchers match, and that the amount claimed on the invoice does not exceed the value of the vouchers. They should then sign the vouchers off in the decoration voucher log, and process the invoice for payment.

5.0 Lost or stolen vouchers

5.1 If a tenant reports that decorating vouchers have been lost or stolen, an officer from the Maintenance section must fax form DV03 to all suppliers to advise them that the vouchers have been lost or stolen. Once the form is faxed through, the Association will not accept any invoices for the notified vouchers.

5.2 Lost or stolen vouchers will not be replaced unless the vouchers have been recovered and not exchanged for goods, or the expiry date has passed and the vouchers have not been exchanged for goods. Vouchers will only be replaced at the sole discretion of the Operations Manager.

5.3 Any tenant who informs the Association that their vouchers have been lost or stolen should be advised to comeback after the expiry date to collect a new set of vouchers, and should the vouchers be recovered before the expiry date that the Association will contact them.

5.4 In the event of lost or stolen vouchers, the Operations Manager should authorise the issuing of replacement vouchers, and the replacement vouchers will only be valid for one month from date of issue. (refer to item 5.2)

6.0 Storage and security of vouchers

6.1 Decorating vouchers will be kept in the safe at all times, and *must* be logged out when issued.

6.2 The Finance Manager will check the stock of vouchers on a monthly basis, and sign them off in the decorating voucher log.

6.3 The Finance Manager will monitor the supplies of the vouchers, and will order new supplies at least one month in advance of the anticipated end of the supplies. The starting reference numbers for the new supplies must be immediately consecutive to the number of the final decorating voucher in the existing supply.

6.4 If vouchers need to be cancelled for any reason, the reason must be noted on the decorating voucher log, and each voucher must have the word “cancelled” written on it. Cancelled vouchers must be stored in the safe until destroyed.