



Dovecotes Tenant Management Organisation COVID-19 Hardship Fund

Introduction

Dovecotes TMO manages approximately 770 tenancies on behalf of the City of Wolverhampton Council. Nationally, we are facing unprecedented times as a result of the recent global pandemic of COVID-19 (coronavirus). Many of our tenants could find themselves on the frontline of the financial crisis, in precarious jobs in retail or hospitality industries experiencing a reduction or sudden loss of income.

A hardship fund is available to alleviate some of the problems associated with extreme indebtedness associated with the effects of COVID-19. A total £20,000 will be allocated from TMO allowances to the fund. Access to the fund will be allocated on a need basis and until such time that the fund is exhausted. The fund will operate throughout the financial year 01/04/2020 – 31/03/2021.

Purpose of the fund

- To assist tenants who are prevented from attending work due to contracting COVID-19
- To assist tenants who experience a loss of income as a result of self-isolation due to exposure to COVID-19
- To assist tenants who experience a loss of income as a result of statutory sick pay or imposed leave from their normal place of work
- To assist tenants who are unable to attend work to enable them to care for family members affected by COVID-19
- To assist tenants who have been required to take unpaid leave to care for a child who is unable to attend school as a result of an enforced school closure.

The fund is available to all tenants of Dovecotes Tenant Management Organisation. Members of the TMO who live in the private rented sector or hold a tenancy with a registered social landlord are not eligible for the fund.

Tenants who receive universal credit as an allowance to supplement their earnings are eligible to apply for this fund. The fund is only available to tenants who experience a loss in earnings as a result of COVID-19

Applying for the COVID-19 Hardship Fund

Applications to the fund are available online and at the local housing office. The application must be completed by the tenant. If the tenant is unable to complete an application, a nominated person who holds a 'power of attorney' may complete the form on their behalf. In instances where a tenant has been hospitalised for a period of time a retrospective application may be made no later than 1 month after discharge.

Evidence List

- Wage slips showing loss of income
- Letter from employer
- Letter from GP or discharge notes
- Letters from school or childcare provider
- Proof of power of attorney
- Bank statements showing change in income

Assessing the Claim

The TMO Chief Officer will ensure that the qualifying criteria has been met by the tenant. A letter will be sent to the tenant confirming receipt of the application with a timescale of expected decision.

A panel of 2 members of staff from the TMO will consider the completed application within 10 working days. Following the decision, the tenant will be informed in writing within 5 working days.

The panel, when making a decision will consider the following;

- The reason for the application
- Evidence of loss of income
- Mitigating circumstances, such as school closures
- Vulnerability

All applications will be given full and unprejudiced consideration.

Tenants will be permitted to one application per household. Following a decision to award funding a maximum payment of 4 weeks rent will be paid direct to the rent account on the last working day of the month that the application was considered. No cash payments will be made and there is no right to appeal as the fund is a voluntary arrangement offered by Dovecotes TMO.

Details of how applications are processed can be found in Dovecotes TMO's Data Privacy Policy. A tenant must agree that Dovecotes reserves the right to contact a third party to validate a claim for payment under this fund.

Dovecotes Tenant Management Organisation COVID-19 Hardship Fund
Application

Name				
Address				
Payment Reference				
Employment Status (please circle)	Full time	Part time	Claiming UC	Y/N

Details of case

Use this space to explain how you have been financially affected by COVID-19 and why you should be considered for funding.

Signed:

Date:

If this application has been completed by someone else, please enter their details here
I declare that the information provided by me on the above form is true and correct to the best of my knowledge and belief. I also confirm that in the event of any information provided by me is not true and incomplete is a violation of my tenancy agreement.

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Date reviewed by panel				
Panel members	1.	2.		
Decision	Approved/Refused			
Rent weeks awarded	1	2	3	4
Comments				
Decision letter sent				
Date paid to account				

