

Expenses Procedure (Tenants)

2009/2010

Tenants taking the time to get involved with the decisions made at Coastline Housing mean a lot to us, and we don't want you to be out of pocket in any way. That is why we have developed this expenses policy which explains all the ways that we will support you while you are supporting us!

Travel Expenses

Cars

If you have driven to a meeting in your own vehicle, using your own petrol, then we will pay you 40p per mile. As we strive to achieve value for money, we encourage car sharing as much as possible so please speak to a member of the NITs if you have room in your car to pick someone else up!

If you plan to drive more than 100 miles in total to attend a meeting, please speak to a member of the NITs beforehand as there may be a more cost effective solution to get you there.

Bus/Train Fares

If you are catching a bus or train to a meeting, keep hold of your receipt and we will reimburse you for the full cost.

Taxi

As the **most expensive** form of transport, we ask all tenants to consider other options first before booking a taxi to a meeting. To give you an example – if you drove or shared a car with someone 10 miles to a meeting it would cost Coastline £8. If you took a taxi it would cost Coastline £54!

We have a Coastline approved taxi list; these are the only firms we will cover the costs for. If you use any other taxi company Coastline will not pay.

Please tell your driver the meeting you are attending as they are required to put it on their invoice to us.

Taxi List overleaf 

Coastline Approved Taxi List

Taxi Firm	Area Covered	Phone Number
RIL Cars	Camborne	07719145318 (suitable for disabled use)
Dave's Taxi	Camborne	07901 787292 (wheelchair access)
Jims Cabs	Redruth	01209 216677
Tyrone Bunting	Helston/The Lizard	01326 573000 07980145069
M&M's Taxi	Helston	01326 573773 01326 573131
Meneage Taxis	Helston	01326 560530 07773 817156 (suitable for disabled use)
24/7	Helston	07790 284616 (suitable for disabled use)

Care Costs

We appreciate that attending a meeting can be difficult when you are responsible for a child or loved one. That is why we will also pay the costs of temporary professional care, up to the value of £10 per hour, to enable you to attend and take part. (Not applicable if care is being given by a friend or family member). A receipt is required.

Payment and other rewards

Wherever we can, we will aim to take cash with us to a meeting, ask you to complete a simple expenses form, take your receipt and give you your money immediately. On occasion this will not be possible and we will pay you via cheque in the post or bank transfer within 28 days. To ensure that we have enough money with us at each meeting, please let the member of staff organising the meeting know roughly how much you will require a few days prior to the meeting so they can make the arrangements. **You will not be able to claim any expenses without completing an expenses form and producing a receipt (except mileage claims);** however staff are always willing to help you to do this.

Also, don't forget that we provide food free of charge if we expect you to stay with us over lunch, and there is always free tea, coffee and biscuits ... *and of course you get the pleasure of our company for the course of the meeting!*

What don't we pay for?

We DON'T cover costs for you to attend Residents Association, but we DO cover costs for Sounding Boards, Area Panels, Core Groups, Consultations and Training. If in doubt, check with a member of the NITs first.

If you have any questions about claiming expenses, please do not hesitate to contact any member of the NITs Team on 08082 027728 or email us at getinvolved@coastlinehousing.co.uk