



Service Plus



How does Service Plus work?

To be eligible for the Service Plus Scheme, ANCHO tenants must, as at last day of each month:

- have had a clear rent account for the previous 6 months (excluding technical arrears – i.e. due to Housing Benefit payment in arrears); AND
- have had no verbal warnings or warning letters in respect of breach of tenancy conditions during the previous 6 months (including access for gas servicing).

A review of all tenants eligibility for Service Plus is undertaken on the last day of each month. Qualifying tenants are automatically admitted to the Scheme – they do not need to apply. Tenants are notified by letter when they qualify, and also when they cease to qualify. Qualifying tenants are entered into all prize draws for as long as they remain members of the Scheme.

What kind of rewards do Service Plus tenants enjoy?

Prize draw

Each quarter, there is a prize draw for all eligible Service Plus tenants. Six names are drawn at random for prizes as follows:

- first prize £150
- second prize £75
- third prize £50
- fourth prize (x3) £25

All Service Plus Members are also eligible for the Christmas Prize Draw.

- first prize £150
- second prize (x4) £100
- third prize (x2) £75
- fourth prize £50
- fifth prize (x4) £25

Awards

Each year all ANCHO Service Plus Members are invited to nominate any neighbour (of any tenure – they do not need to be Service Plus or even ANCHO tenants) who has been a ‘Good Neighbour’ – i.e. who has provided help at the time of crisis, or who has made a positive contribution to community life’. A prize will be given to both the award winner and the Service Plus tenant nominating them, as follows:

- First prize £100 for each
- Second prize £50 for each
- Third prize £25 for each

Questions

We're happy to help if you're unsure about what to do. Just call our Freephone number **03030 300 999**



Telephone: 01294 313121



Email: mail@ancho.co.uk



Web: www.ancho.co.uk

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