



Broxtowe  
Borough  
COUNCIL

# Claiming Expenses for Your Involvement with Housing

Broxtowe Borough Council's customers can get out of pocket expenses reimbursed for involvement with the Housing Department. This booklet provides guidance on eligible expenses and how these can be claimed.



[www.broxtowe.gov.uk](http://www.broxtowe.gov.uk)



# INTRODUCTION

This guidance sets out what out of pocket expenses can be reimbursed for customers involved with the Housing Department and how to make a claim.

The Housing Department recognises the positive contribution that individual engaged customers make in developing Housing services; and is committed to ensuring that any customer involved with developing Housing services is able to participate without being financially disadvantaged.

For further information about Housing Engagement Expenses and current reimbursement rates, please contact the Engagement Team using the details at the end of this booklet.



# WHO CAN CLAIM?

Housing customers of Broxtowe Borough Council who have:

- Attended a meeting or event where your views or opinions have been sought on the work of the Housing Department.

Or

- Attended a meeting in an official capacity as an engaged customer to represent the Council.



## What expenses can be claimed for?

Eligible expenses are:

- Travel Expenses
- Carer/Support expenses
- Subsistence Expenses

**There will be no compensation for loss of earnings.**



# TRAVEL EXPENSES

**LOCAL TRAVEL** – Where possible the cheapest appropriate form of transport should be used, such as buses and trams. Tickets, including electronic tickets, need to be submitted with the approved claim form.

**CAR** – Car sharing is encouraged. Mileage expenses will be paid in line with current HM Revenue & Customs approved rates, under the Mileage Allowance Payments (MAPs). The approved rates take into account depreciation and other running costs, as well as fuel.

## **CAR PARKING FEES** –

Parking fees can be claimed for the period of the meeting attended. Valid parking tickets should be submitted with the approved claim form.

**TAXIS** – Taxi sharing is encouraged. Broxtowe Borough Council has an account with a local taxi company and taxis will be booked in advance by the Housing Department.

Customers attending meetings that finish in the evening may request a taxi for the return journey. This will be booked by the Housing Department.

Travel Outside of Broxtowe Borough – The Engagement Team will advise on appropriate travel arrangements and these will be made in advance.



In exceptional situations, where there is disruption to travel arrangements customers can make appropriate arrangements to continue their journey. The Housing Department must be made aware of the situation as soon as practically possible. Where available receipts/tickets must be obtained and submitted with the approved claim form to enable these expenses to be reimbursed.

# CARER/SUPPORT EXPENSES

**CARER EXPENSES** – Additional costs incurred for someone to look after children, or someone else cared for, as a direct result of attending a meeting or event can be reimbursed. Expenses for the care of children are restricted to children of primary school age and cannot be reimbursed for meetings taking place outside of school hours. Reimbursement will be made at the current National Minimum Wage rates.

**SUPPORT EXPENSES** – Assistance can be offered to those who require additional support to attend and participate in events. For example if a carer needs to attend the event with an engaged customer. This will be discussed and arrangements agreed in advance.



Carer expenses cannot be claimed for care provided by a member of the same household as the claimant, or from a person not registered as a care provider. Valid receipts must be submitted with the approved claim form.

## SUBSISTENCE EXPENSES

**MEALS** – Light refreshments will be organised where meetings are expected to run over four hours. Invitations to events will indicate if refreshments are to be provided.

Where refreshments are not provided any subsistence expenses must be discussed and agreed in advance. Valid receipts for agreed subsistence expenses must be submitted with the approved claim form.

**OVERNIGHT ACCOMMODATION** – Where attendance at training or conferences requires overnight accommodation appropriate arrangements will be made in advance by the Housing Department.



# PRINTING COSTS

Engaged customers will only be expected to print agendas and minutes for meetings they attend. Any documents relating to meetings will be printed by the Housing Department on request. It is therefore not deemed necessary to reimburse these costs.



# OTHER EXPENSES

Other expenses not covered by this guidance will be considered on their own merits. Approval must be sought from the Housing Department before any expenses are incurred. Details of agreed expenses must be submitted on the approved claim form, with required supporting evidence.

## HOW TO CLAIM

All expenses must be fully detailed on the Housing Engagement Claim Form and submitted to the Engagement Team. The declaration on the form must be signed by the customer submitting the claim. Expenses should be submitted no later than three months in arrears.

Where incomplete forms are submitted they will be returned to the customer to complete. Claims not submitted with the required supporting evidence are subject to approval by the Engagement Team.

Where assistance is needed to complete the claim form, officers in attendance at meetings or events can provide this.



# PAYMENT OF EXPENSES

Expenses are usually reimbursed by cheque. Arrangements can be made to set up payment by BACs. If there are exceptional circumstances as to why payments cannot be made

by these methods, this should be discussed with the Engagement Team to agree payment arrangements prior to expenses being incurred.

## FRAUDULENT CLAIMS

It is the claimant's responsibility to ensure their claim is accurate. They must sign the declaration on the claim form to this effect. If requested the claimant must provide supporting evidence for their claim. Claims may be refused if there is any doubt about any part of a claim.



Expenses claims may be checked/audited at any time, either by the Housing Department or by Broxtowe Borough Council's internal auditors.

## BENEFITS/TAXATION

For tax and legal reasons it is important to reimburse volunteer expenses as accurately as possible. Money over and above out of pocket expenses is regarded as income by HM Revenue & Customs and is therefore taxable. It is important to note that the entire sum reimbursed would be taxed and not just the portion above the actual expenses.

Reimbursement of out of pocket expenses will not usually affect any welfare benefits a claimant may receive. However, it is the claimant's responsibility to check with the relevant agency for clarification of their individual position.

# REVIEW

This guidance will be reviewed annually to take into account any changes made to approved rates for HM Revenue & Customs Mileage Allowance Payments and the National Minimum Wage.

The Resident Involvement Group will be consulted on any changes made to this guidance.

## CONTACT DETAILS

For further information about Housing Engagement Expenses contact:

**Engagement Team**

**Broxtowe Borough Council**

**Council Offices, Foster Avenue**

**Beeston, Nottingham NG9 1AB**

**EMAIL:** [housingengagement@broxtowe.gov.uk](mailto:housingengagement@broxtowe.gov.uk)

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