

# Resident Hardship & Support Fund Policy

Version 1.2



## 1. Introduction

- 1.1 Heylo Housing Group Limited (HHGL) is the immediate parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP). Also within the Group are a number of property owning investment vehicles (Pods) which are subsidiaries of HHGL, with HH No. 7 Ltd being a direct subsidiary of HHRP. This policy covers all Group entities, (collectively referred to in this policy as 'Heylo'). The Heylo Group's purpose is to help aspiring homeowners and renters find a place to call home, provide home ownership solutions across England. Heylo currently provides three different Shared Ownership products – Home Reach, Home Reach Flex and Your Home.
- 1.2 All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

## 2. Purpose

- 2.1 The purpose of this policy sets out Heylo's approach to assessing and awarding customers for the Resident Hardship and Support Fund policy.

## 3. Policy detail

- 3.1 This policy and associated procedure is discretionary. It places Heylo under no obligation to consider or award applications for the Resident Hardship and Support Fund. However, it can provide a safety net for residents in an emergency situation or under exceptional pressure.
- 3.2 This fund is not intended to replace statutory services or other arrangements that would otherwise be available, and applications will only be granted to those deemed eligible as set out in this policy and the associated procedure.
- 3.3 Money allocated to the fund will be approved by the HHGL And HHRP Boards, and an annual cap on the amount of funds that can be approved through the Resident Hardship and Support Fund may be applied, after which no further applications will be considered in that financial year.
- 3.4 To be eligible for the Resident Hardship and Support Fund, applicants must:
  - (a) Be a customer of a Heylo;
  - (b) Be unable to access funds or payments through any statutory service or other means available; and
  - (c) Have circumstances under which the hardship situation has arisen which are not ongoing or persisting, such that the applicant would require continuing hardship support or could become dependent upon it.
- 3.5 Customers of Heylo can apply to the fund by contacting Heylo by telephone, email, in writing or in person. Every request is carefully considered on a case-by-case basis. Applications will not generally be considered for payment of rent or arrears.
- 3.6 If an application is not successful, the reasons why will be explained to the applicant. There is no specific timescale in which an application to the fund will be determined, however Heylo will endeavour to assess the application in a timely manner.

- 3.7 If the Property Management Team determine that an application is successful, it will be directed to the appropriate authority for sign off and the customer advised:
- (a) An amount under £250 - Director of Property Management
  - (b) An amount between £250 and £1,000 – Director of Public Sector Engagement
  - (c) An amount over £1,000 – Chief Executive Officer

## 4. Appeals

- 4.1 There is no formal appeal process once a decision is made, although customers can use the Customer Feedback and Complaints Policy if they wish to complain about how their application has been dealt with.

## 5. Reporting and Monitoring

- 5.1 Expenditure against the fund is monitored by the Property Management Team, and is reported to the ResiManagement Executive Committee, to HHGL and HHRP Board, and on the website, at least annually.
- 5.2 This policy and associated procedure are published on the website.

## 6. Review and Ownership

- 6.1 The Property Management Team will review this Policy every two years, unless there is a significant development that would require a more urgent review e.g. new legislation or regulation.
- 6.2 The policy will also be reviewed by the ResiManagement Customer Committee.

# Version Control

Version	Date	Author	Verifier	Comments
1.0	January 2024	Director of Governance	HHRP & HHGL Boards	Policy established
1.1	August 2024	Director of Property Management	HHRP and HHGL Boards	Policy updated
1.2	July 2025	Governance Manager	HHRP & HHGL Boards	Adoption of standard format and standard introductory wording
Next review due: July 2025				



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The Registered Office of each of the group companies is:  
6 Wellington Place, 4th Floor (Ref: CSU), Leeds, LS1 4AP

HHRP is a private limited company (Companies House Number 06573772) and is  
a for profit Registered Provider (registration number 4668) regulated by the  
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