

Policy Section	Suggested Change	Reason for Change
1.0 Scope	Add: leaseholders	Minor amendment for consistency
2.0 Purpose	Minor amendment to wording: <ul style="list-style-type: none"> • For the purposes of this policy, all references to “customer” include tenants of Broxtowe Borough Council, leaseholders and applicants registered on the Choice Based Lettings system for social housing with Broxtowe Borough Council. 	Minor amendment for consistency with other policies- “tenants” changed to “customers”. This changed has been applied through the policy where appropriate.
	Add: leaseholders	Minor amendment for consistency
3.0 Aims and Objectives	Minor amendment to wording: <ul style="list-style-type: none"> • Assisting tenants to complete forms and act as an advocate for tenants requiring advice; 	For clarity
	Add: <ul style="list-style-type: none"> • Providing education regarding to affordable, accessible contents insurance 	For clarity. Advice is already provided but this was not previously detailed in the policy.
5.1 Financial Inclusion Service	Add: leaseholders	Minor amendment for consistency
	Add: Financial Inclusion Officers will work in partnership with other agencies but there may be times when customers are already receiving support therefore it would not be	Feedback from Policy Overview Working Group

	appropriate for the Financial Inclusion Service to be involved e.g. Care Leavers receive support from the Leaving Care Team.	
5.3 Post-tenancy commencement	Add: tenants	Minor amendment
	Add: <ul style="list-style-type: none"> Promote the Tenants' Home Contents insurance scheme 	For consistency as this is included in section 3.0
6.0 Related Policies, Procedures and Guidelines	Minor amendment: <ul style="list-style-type: none"> People Focused Housing Services Policy 	Minor amendment: updated policy name