
Resident Engagement – Resident Expenses

From time to time we may invite residents to meetings or events away from their estate. Or, residents may join a residents' group that meets in other locations e.g. Pro-active (our group for LGBT+ residents) and Residents' Council. If you need to travel to a residents' meeting or event, we reimburse reasonable out-of-pocket expenses.

Claiming expenses

Expense claim forms will be available at the event or from your Estate Manager or our Service Development Team. Receipts or travel tickets must be attached to the expense claim form. We will not pay claims without appropriate receipts or those with insufficient detail for HM Revenue and Customs (HMRC). When we receive the completed form, payment will usually be made by cheque or by BACS transfer within 14 days.

Tax and benefits

Expenses paid to residents are not classed as earnings. They cover out-of-pocket expenses and should not affect your entitlement to benefits, but may affect your tax position. Claims are subject to audit by internal and external auditors and HMRC. We strongly advise residents to check their position.

Car insurance

Some insurance companies may class travel to resident events as business and therefore this type of journey may not be covered by a normal policy. We advise you to check if you are covered by your regular motor insurance policy and include miles driven to resident meetings and events when declaring your annual mileage to your insurer. The [Association of British Insurers](#) can provide a list of insurance companies who do not charge extra for this type of driving and have signed up for their 'Volunteer driving – motor insurance commitment'.

Hanover has no responsibility for your insurance or the costs incurred, and our mileage repayment rate is designed to cover all costs including insurance.

Expenses covered by Hanover

We will pay standard class train fares, car mileage costs (45p per mile), bus and car parking costs, but not parking fines. We will pay taxi fares when necessary; e.g. for residents with mobility difficulties, or to and from the nearest railway station if that is the only means of transport. You normally have to pay your own fares and reclaim the cost from us.

We will only pay expenses for those meetings, events or training to which we have invited you. This may be by a personal letter, through your estate or housing manager or a poster/leaflet on your notice board.

Equality and diversity

Hanover is committed to respecting diversity and we provide a range of ways you can give your views. We recognise that some groups and individuals have specific needs. If you feel that you may need additional support or will incur expenses to give your views that are not outlined above, please speak to your Estate Manager or contact our Service Development Team.

Planning your journey

Before travelling, you should consider the total cost of the journey to decide which form of travel provides best value for money.

Car sharing should be considered where possible. When two or more residents travel together by car, we will pay mileage and parking expenses to the driver only.

If expenses may occur that are not referred to in this help sheet please contact the Service Development Team for guidance.

For further guidance, please contact the Service Development Team on 01784 446 117 or by email to engagement@hanover.org.uk.

Further information

Association of British Insurers www.abi.org.uk.