

Customer Referral Incentive



Plain English Summary – Part of the L&Q Incentives Suite

How this document fits with the Incentives Suite

This document should be read together with the L&Q “Incentives – Plain English Guide”. That Guide explains the general rules that apply to all incentives. This document explains the extra rules that apply specifically to the Customer Referral Incentive.

What the referral incentive is

L&Q offers a referral incentive where an existing tenant refers someone who then becomes a tenant of an eligible home. All general incentive rules in the Incentives – Plain English Guide apply, along with the specific rules below.

Who can take part?

There are two people involved in a referral:

- The Referrer: an existing L&Q tenant who makes the referral.
- The Referred Applicant: the person being referred who applies for a home.

Rules for the Referrer (existing tenant)

To qualify for a £150 referral voucher, you must:

- Be an eligible L&Q London Living Rent, Rent to Buy or Intermediate Market Rent tenant.
- Refer the applicant before they submit their Expression of Interest.
- Remain in your L&Q home for at least 12 consecutive months.
- Pay your rent and not breach your tenancy agreement.
- Not breach any good neighbourhood agreement.
- Note: You can refer more than one person, but you can only receive up to three voucher under this programme.

Rules for the Referred Applicant

To qualify for a £150 referral voucher, the referred applicant must:

- Be eligible for a London Living Rent, Rent to Buy or Intermediate Market Rent home.
- Declare the referral when submitting their Expression of Interest form.
- Pass eligibility, affordability, referencing and Right to Rent checks.
- Sign a tenancy agreement and move into the property.
- Remain in the property for at least 12 consecutive months.
- Pay the rent and not breach their tenancy agreement or any good neighbourhood agreement.

If the referral is declared after the Expression of Interest has been submitted, the referral will not be eligible.

Voucher payment

- The voucher value is £150.
- One £150 voucher is paid to the Referrer and one £150 voucher is paid to the Referred Tenant.
- Vouchers are only paid after the Referred Tenant has completed 12 months of their tenancy.
- If the tenancy ends or is breached within the first 12 months, no vouchers will be paid to the Referred Tenant.

Important information

- Referral incentives are non-transferable and cannot be exchanged for cash.
- A maximum of three referral incentives may be paid to any Referrer.
- If the referred person does not move into an eligible home, no incentive will be paid.
- L&Q may amend or withdraw this incentive at any time.
- Any decisions about eligibility or payment are made by L&Q.

Contact

If you have questions about the referral incentive, please contact the Intermediate Rent Team.
