

THE SMILE FUND

Ever looked around your neighbourhood and wished you could do something to make it look better? Well now you can! All you have to do is SMILE!

WHAT IS SMILE ALL ABOUT?

SMILE stands for Spending Money Improving Local Environments. Every year we set aside money to spend helping our customers work together to make improvements to where they live. This could be arranging local skips, adding flower beds, improving fencing, communal patios, gravelled areas, new benches, water butts and much, much more. It really is down to you and your improvement ideas!

To get money for your idea/project you need to make a **SMILE** application. There are no limits to how many applications you can make, but all those completed are assessed by the **SMILE** fund sub-committee - a group of customers who work together to decide which applications will bring the biggest benefits to the area they are located in; and how the fund should be spent.

MAKING A SUCCESSFUL SMILE APPLICATION

For your proposed idea/project to be successful it must do at least one of the following:

- Create an attractive, safe environment
- Prevent crime or reduce the fear of crime
- Provide or improve social or recreational facilities

It must also:

- Benefit the local community
- Be on our land, and in an area that will benefit a minimum of 6 tenant and/ or leaseholder homes
- Have the support of other local tenants or leaseholders – you will need to show you have talked to them about the idea/project and have their support.

PLEASE REMEMBER:

Ideas/projects must be:

- For the benefit of the whole community **not** individuals
- Supported by other tenants and leaseholders in the area



- Easily continued and/or maintained by the community supporting the project with no long-term cost implications for Fortis Living.

If your project is found to be too expensive for **SMILE**, (each project should total no more than £5000) you may be asked to show how you will work to raise funds from other places. We can help and support you with this work.

MATCH FUNDING

As much as we can, Fortis Living works in partnership with local agencies on **SMILE** fund projects to help reduce labour costs and maximise best value for money. We like to encourage applicants to investigate other alternative routes of funding, so it may be worth you looking into other streams of funding that the SMILE Fund can match. Examples include local businesses such as the Co-Op, the Duckworth Trust or Probation Service.

SMILE SUCCESSES SO FAR

Here's a taster of the sort of things that **SMILE** can fund, or has helped fund already:

- Communal seating areas
- Raised planters
- Fencing
- Landscaping underused or disused areas of housing land
- Communal Area Improvements

WHAT'S NOT ELIGIBLE FOR A SMILE

There are not many hard and fast rules but we can't fund:

- Projects not on our land
- Projects requiring white goods or soft furnishings
- Street Lighting, 'Dog Bins' or Traffic Calming measures (the City Council are responsible for these)
- Projects that could be considered detrimental to public health
- Projects that would need lots of ongoing maintenance from Fortis Living
- CCTV cameras (maintenance is too costly for this fund)
- Work we have a duty to carry out anyway under the tenancy agreement



MAKING AN APPLICATION

Making an application couldn't be easier. Just fill in the application form at the end of this information , or if you feel you need some support to help you with will filling this out, just give us a call on **0330 123 0700** and ask to arrange an appointment with a Communities and Co Regulation Team member.

When making your application, please make sure you give as much information as you can about your idea. Please include any plans, drawings or photographs that may help us to understand what you are proposing. The information you give will help the SMILE fund sub-committee to assess your bid.

WHAT HAPPENS NEXT?

Once we receive your completed form here's what will happen:

- Once we can see that your application has been completed with everything we need, and it includes evidence that you have consulted with your neighbours, it will be passed to the relevant Fortis Living team for a estimation of cost.
- Our teams will take a look at your proposals, and work out an estimated cost for your proposed project. To help us do this, we will need to visit the site to take photos, measurements and we will need to speak to you and your neighbours to fully consider what implications the project may have.
- Once a number of applications have been estimated, your application will be presented to the SMILE Fund sub-committee. This group is made up of customers like you, and all are members of the Customers and Community Panel. The sub committee will review your application amongst others and decide which they would like to recommend to receive funding.

NOTE - By the sub-committee's agreement, if the estimated cost of your project is under £200, it may be possible for Fortis Living to agree the funding outside of a sub-committee meeting.

IF YOUR APPLICATION IS SUCCESSFUL

We will be in touch to tell you the good news.

- We will arrange to visit once more to finalise details for your project and seek formal quotes for materials/labour.



- We will discuss with you how much you and your neighbours how you would like to be involved in delivering the project. The more the better!
- We will agree with you how you will ensure the project is to be maintained once it is complete.
- We will agree dates for the work to take place and look to you to oversee the project whilst it is happening. That way you keep ownership and we ensure that the project stays true to it's 'customer-led' SMILE fund roots.

IF YOUR APPLICATION IS UNSUCCESSFUL

- We will contact you to explain the outcome and to tell you the reasons why your application was unsuccessful.
- You then may want to alter details and re-submit it if you wish.
- If you prefer, you are welcome to enter a totally new application with a fresh idea/project.

GOT ANY QUESTIONS?

Then give us a call on **0330 123 0700**. Ask for the Communities and Co regulation team and we will do all we can to help.



YES, YES, YES!

I would love to make a SMILE fund application. Here's more about it...

CONTACT DETAILS	
YOUR NAME	
YOUR ADDRESS	
YOUR CONTACT NUMBERS	
CONTACT EMAIL	
DATE OF APPLICATION	

YOUR IDEA/PROJECT	
<p>My idea/project will (please tick all that apply):</p>	<input type="checkbox"/> Create an attractive, safe environment <input type="checkbox"/> Help to prevent crime or the fear of crime <input type="checkbox"/> Provide or improve social or recreational facilities
<p>Here's more about my idea/project and what it involves: <i>Don't forget, your idea/project must:</i></p> <ul style="list-style-type: none"> • <i>Be beneficial to the whole community</i> • <i>Supported by other customers and leaseholders in the area</i> • <i>Easily continued and/or maintained by the community supporting the project</i> 	



<ul style="list-style-type: none">• <i>Have no long-term cost implications for Fortis Living.</i>	
<p>The area that will benefit from my idea/project is:</p> <p><i>Don't forget: Be specific and include maps, plans, photos, drawing and addresses</i></p>	
<p>Here's how I decided on this idea/project and here's how I consulted other tenants and residents about it:</p>	



Here are the names, addresses, contact numbers and signatures of others in the area that support my idea/project:

If your idea/project is too expensive for SMILE funding, are you willing to pursue other avenues to raise additional funds?

- Yes
- No

My ideas for extra funds are:

PLEASE RETURN YOUR FORM TO:

Communities and Co Regulation Team, Fortis Living, Progress House, Midland Road, Worcester, WR5 1DS

