

Compensation and Goodwill Payment Policy

(Accessible version to full policy)

Date Reviewed	October 2022	Next Review Date	April 2024
Consultation	Customer	Reviewed By	Head of Customer Voice
EIA		Responsible Officer	Head of Customer Voice
DPIA		Approval By	Executive Team

Purpose

We are committed to providing high quality services but accept that from time-to-time mistakes may occur. Where this happens, we aim to put things right quickly but, in some instances, it is reasonable to also offer compensation or a gesture of goodwill.

In making compensation and gesture of goodwill payments, we will be fair and consistent, and apologise for any inconvenience caused.

Definition

Compensation is a payment that we offer our residents in certain situations. For example, if we have not met the service standards that we aim to achieve, to restore a loss, or because we have legal requirement, for example where you are required to move out of your home for us to do work to our property.

We recognise that there are other circumstances where you may be significantly inconvenienced should our service fall short. If this happens, we will make gestures of goodwill as guided by this Policy.

What you can expect from us

Home loss and disturbance payments

Home loss payments may be made to a resident who has lived in their property for a minimum of 12 months and are required to move home permanently because of redevelopment or demolition of their home. Disturbance payments may be made where a resident is required to move and covers removal and disconnection and reconnection costs.

Home Improvement

Some tenancies we operate means that you can get compensation for qualified improvements carried out with our consent, and your tenancy ends before the life of the improvement expires. Please note this is not payable if a tenancy ends by court action.

Right to Repair

The Right to Repair scheme covers specific repairs for secure tenants, known as 'qualifying repairs' which cost less than £250 and should be done within a set time limit.

Where such repair is not carried out within that time the tenant may be entitled to compensation. We will need to let you know if your repair is a 'qualifying repair.'

Loss damage to belongings

We take responsibility to insure the building and it is the resident's responsibility to insure the contents of their home. If damage has occurred to your property and you think you may want to make a claim, please speak to us for details on how to do so, we have details in our Policy at Appendix 1.

Gestures of goodwill

We will take a discretionary view in paying gestures of goodwill, and take the following factors into account:

- Rooms and services are out of use for certain periods of time.
- Your heating breaks down and an extra energy cost incurred for alternative ways to heat the home, or you incur extra cost because of using dehumidifier.
- Your belongings are damaged because of negligence by us.
- At our discretion we will consider any inconvenience or distress that you were placed under because of delay or failure of ours.

There are times we will not offer compensation or goodwill where:

- We were unable to carry out a repair to target time because reasonable access was not given to your home.
- Situations occurred outside of our control.
- Damage occurred by the occupants.
- It is covered by home content insurance.

Making a claim for compensation?

- You should do it as soon as possible, and in writing with any supporting evidence of the loss.
- We will decide if your claim will be upheld by applying this, Policy.

If you are in arrears, and your arrears is not due to be paid by housing benefit, we will usually credit any compensation or other payment to your rent account unless the compensation is meant for the reimbursement of the cost of a specific item that has been damaged. If this is the case, you will need to provide your bank account details for the payment to be made by the BACS system.

Other things you need to know.

Data Processing

It means collecting, storing, using, sharing and deleting your information. We will need to collect supporting evidence and record the amount paid. This will be kept for as long you have a tenancy with us. Records are held securely on our computer systems.

Legal and Regulatory Considerations

We will take account of the Housing Ombudsman guidance and changes to laws that affect this, Policy.

Equality Diversity & Inclusion

It means treating all people fairly and giving the right amount when we apply this, Policy.

Compliance, Monitoring & Reporting

It means we tell how much we pay and why to our senior management team, so they know what is going on. It helps us to identify where we can improve.

Please note this easy read version is taken from the full Compensation and Goodwill Payment Policy