

# COMPENSATION AND REIMBURSEMENT POLICY

On occasions when services do not meet our high standards and customers are inconvenienced, you may have a right to compensation or reimbursement.

This leaflet introduces our Compensation Policy for tenants and leaseholders. The policy sets out under which circumstances you may be able to make a claim for compensation.



## NOT SATISFIED WITH OUR SERVICES?

**If you are not satisfied with our services please let us know so that we can put things right. To make a complaint please visit: [www.winchester.gov.uk/housing/complaints](http://www.winchester.gov.uk/housing/complaints)**

Where an apology is not enough, we will consider a range of other remedies which may include compensation or a goodwill payment.

The amount of compensation or goodwill payment will depend on a number of factors, including the level of inconvenience or distress caused to the resident and any measure of direct financial loss.

Please note, any award of compensation will be used to pay off any outstanding rent or service charge debts.

## COMPENSATION PAYMENTS

**Compensation payments may be made for the following reasons:**

- **Statutory repairs not carried out in target time** – if we fail to carry out certain small, urgent or emergency repairs within specified timescales you can claim up to £10, plus £2 per day for each day that

the repair remains outstanding, up to a maximum of £50.

- **Home improvements** – if you have carried out certain specified home improvements you may be entitled to receive compensation when you leave the property.
- **Home loss & disturbance** – if you need to permanently leave your home through no fault of your own, eg as a result of redevelopment or demolition of your property.
- **Missed contractor appointments** – if a member of our staff or one of our contractors misses an agreed appointment, arrives over two hours late or cancels an appointment within 24 hours you are entitled to compensation in the form of a £15 store gift voucher. You may also be able to claim for loss of earnings if you can demonstrate this.
- **Failure to follow Housing Services procedure** – if our failure to follow a Housing Services procedure has resulted in you experiencing proven financial loss or severe avoidable inconvenience or distress.
- **Damage to property, fixtures, fittings and decoration** – if our staff or contractors cause damage to the decorations, fittings

or fixtures in your home whilst carrying out a repair we may offer compensation in the form of a repair, redecoration, redecoration vouchers, or replacement.

- **Failure of communal amenity** – if a communal service that is our responsibility fails (such as lifts or communal heating in your home) and a repair deadline is missed, each household in the affected block is eligible to claim a £10 store voucher.
- **Loss of a room in your home** – if you cannot use a room in your home because a repair that is our responsibility causes you prolonged and unreasonable disruption you may be able to claim for compensation. The amount depends on the situation and the room affected.
- **Additional heating** – if your heating and hot water supply is continually unavailable for more than three working days you can claim compensation. This is a flat rate of £5 multiplied by the number of bedrooms in your home, multiplied by the number of days without heating/hot water. After the first three consecutive weeks, an additional £5 will also be paid to each household. Vulnerable residents will receive £10 per week paid after the first week.
- **Dehumidifier usage** – if you receive a dehumidifier to dry out your property following a leak or flood you can request compensation of £3 per affected room per day towards the increased electrical costs.
- **Travel payments if you are decanted (placed in alternative accommodation)** – if you are placed in alternative accommodation that is more than 45 minutes away from your home on public transport, you can claim travel costs up to £20 per day.
- **Service delivery failure** – if avoidable delays occur during routine repairs or planned maintenance works that result in you experiencing proven financial loss or severe avoidable inconvenience, distress or detriment you can claim compensation.
- **Ex-gratia payments for miscellaneous items** – requests for compensation that aren't covered in the list above will be considered on a case by case basis, taking into account the impact of distress and inconvenience caused and the level of our responsibility.

For full details of our Compensation Policy including information about instances when a claim can be made and the levels of payment awards please visit [www.winchester.gov.uk/compensation](http://www.winchester.gov.uk/compensation)



## NEED A REPAIR?

If you need a repair in your home please report it online at [www.winchester.gov.uk/repairs](http://www.winchester.gov.uk/repairs) or through your online account at [www.winchester.gov.uk/mywinchestertenancy](http://www.winchester.gov.uk/mywinchestertenancy)

## HOW TO MAKE A CLAIM FOR COMPENSATION

You must make a claim for compensation in writing within three months of the incident by:

- Posting a letter to the Customer Services Manager (Housing), Winchester City Council, Colebrook Street, Winchester, SO23 9LJ
- Emailing [Housing@winchester.gov.uk](mailto:Housing@winchester.gov.uk)

For full details of our Compensation and Reimbursement Policy please visit [www.winchester.gov.uk/compensation](http://www.winchester.gov.uk/compensation)

## APPEALS PROCESS

If your claim for compensation is rejected or you are not happy with the level awarded you can appeal by making a formal complaint at [www.winchester.gov.uk/complaints](http://www.winchester.gov.uk/complaints)

### Alternative formats

If you have any particular needs which affect how you are able to use or be involved in our services or how you would like to receive information for example translation, interpreters, Braille, audio tape, large print, sign language – please contact the Customer Service Centre either by telephone **01962 840 222** or by email [customerservice@winchester.gov.uk](mailto:customerservice@winchester.gov.uk)