



NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Compensation Policy

DOCUMENT MANAGEMENT

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Under review
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Contact Officer:
Customer Excellence Officer

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:

1. Complaints & Feedback Policy
- 2.
- 3.

REVISION HISTORY

Revision date	Previous revision date	Summary of Changes	Changes marked	Version

DISTRIBUTION – This document has been distributed to:

Name	Job Title	Date of Issue	Version
Corporate Wide			

Housing Compensation Policy for Tenants and Leaseholders

Introduction

NPH is committed to providing high quality services to our residents. Very occasionally our high service standards fall down, often due to circumstances beyond our control. If this happens, we will try to put things right and make sure that it doesn't happen again. In some circumstances we accept that if we have failed to deliver our promised commitment, some form of compensation may be the appropriate way to give our apology.

Why do we pay compensation?

This leaflet outlines circumstances where you may be able to apply for compensation, as well as times where we may wish to make discretionary payments or goodwill gestures. The leaflet also explains how we will deal with and respond to any claims we receive. The information in this leaflet is intended as a guide and is not exhaustive.

When will we pay compensation?

The table below shows the main circumstances for which we may consider a compensation claim and the amounts that may be appropriate. This list is intended as a guide and is not exhaustive. Each claim would be considered on its own merit, following a full investigation.

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The table below shows the main circumstances for which we may consider a compensation claim and the amounts that may be appropriate. Each claim would be considered on its own merit, following a full investigation.

NPH would require supporting information to consider each claim. For example, claims for damage to belongings would need to be supported with the appropriate receipts.

Some complaints may result in a goodwill gesture for such NPH would incidents where monetary compensation would not be appropriate

Compensation through the complaint's procedure:

From time to time it may be necessary to offer payments in settlement of complaints.

Any amount of compensation offered will be calculated on an individual basis depending on the nature of the complaint.

Where damage to goods or personal injury has occurred due to alleged negligence on behalf of NPH, the customer can submit a claim to our Customer Liaison Officer:

FAO Customer Excellence Officer
Northamptonshire Partnership Homes
Westbridge Depot
St James Road
Northampton
NN5 5JW

In these cases, the person making the claim must provide evidence to support their claim. Goodwill payments will not be awarded while an insurance claim is in progress.

How do I claim for compensation?

If you would like to claim for compensation, please send a letter or email.

This helps us collect all the relevant information, and deal with your claim quickly and efficiently.

Please include full details of why you think you are entitled to claim compensation, including any additional information, such as copies of letters, receipts or relevant photographs, to support your request.

Letters should be sent to:

Housing compensation claims
FAO Customer Excellence Officer
Northamptonshire Partnership Homes
Westbridge Depot
St James Road.
Northampton
NN5 5JW

Emails should be sent to: LetUsKnow.NPH@nph.org.uk

Please use the subject heading: 'housing compensation claim'

Customer help and assistance

If you need help writing a letter or an email please ask a NPH officer (such as your neighbourhood housing officer) for help.

You may also be able to get help and support from an independent advisor such as the Citizens Advice Bureau (CAB), which provides free information and advice on legal, money, and other issues.

Accepting an offer of compensation

Once your claim has been investigated, we will write to you with the outcome. If we offer monetary compensation, the details of the offer will be in writing, along with a Payment Acceptance Form and a pre-paid envelope.

If you accept the offer you must return this form (Appendix 2) to us before we will pay you.

By signing and returning the form you are accepting the offer made to you in full and final settlement of your claim.

Payment method

All compensation payments will be made directly to your bank/ building society account.

The only exceptions are if you are in rent arrears or have any other debt(s) owed to NPH (such as charges for repairs, or failed gas safety inspection appointments), where the payment will be credited to your account, or if you do not have a bank/ building society account where an alternative method of payment will be arranged.

Right of appeal

If you are not satisfied with the outcome of your compensation claim then you can appeal through our corporate complaints policy and procedure. An appeal must be made within 21 days of the compensation decision.

In the case of home loss and disturbance compensation payments, tenants also have the right to appeal under the Land Compensation Act 1973, by contacting:

Upper Tribunal (Lands Chamber)
5th floor, Rolls Building
7 Rolls Buildings

Fetter Lane
London
EC4A 1NL
United Kingdom
Tel: 0207 612 9723
Email: lands@justice.gov.uk

Leaseholders also have the right to appeal to The First Tier Tribunal by contacting:

Centre City Tower
5-7 Hill Street
Birmingham
B5 4UU

Email: rpmidland@justice.gov.uk
Telephone 0121 600 7888
Fax 01264 785 122

APPENDIX 1

Situation	Recommended Payment
Loss of amenity such as water, gas, electricity, sanitation, heating or hot water (where NPH is responsible for provision or was the cause of the loss) Major avoidable delay in completing a repair within the stated/agreed timescales	£5-£10 per day dependent up to a maximum of £30 in total. Dependant on the circumstances and if alternate means are provided
Failure to provide a service you have paid for	A direct refund of any charges for the period, or a goodwill gesture for all those affected
Failure to carry out certain qualifying emergency repairs that fall within the Right to Repair scheme	An initial £10, plus an additional £2 for each day's delay until the repair is completed, up to a maximum of £30 compensation
Major avoidable delay in completing a repair within the stated/agreed timescales	Dependent on any loss suffered and circumstance
*Damage to your belongings, that are not covered by your home contents insurance that covers accidental damage (if NPH is liable)	*Goodwill payment dependent on circumstances and production of relevant evidence and receipts
*Damage caused by a contractor employed by NPH undertaking a repair, if they are deemed liable following investigation of the situation	*Goodwill payment dependent on circumstances and production of relevant receipts
A contribution towards electricity costs for heavy duty items used as part of a repair, eg dehumidifiers, or heaters used if heating has failed	Compensation dependent on circumstances and production of relevant receipts
The cost (depreciated) of certain qualifying improvements you have made to your home which qualify for reimbursement on leaving the property	This is calculated using a standard formula in accordance with set guidelines and depreciation values
The loss of the use of your home or a room within your home (except for situations involving modernisation/ planned works programmes, fire or flood) You being moved from your home, either on a permanent or temporary basis – in some circumstances you will be entitled to a Home Loss Payment which compensates for the permanent loss of the home due to redevelopment, improvement or major repair work	Compensation dependent on circumstances. Room loss payments are calculated using a set standard formula This payment is statutorily set by the government



Compensation Acceptance Form

Name _____

Address _____

Postcode _____

I accept the offer from NPH of £ _____ in respect of

_____ in full and final payment.

Signed _____

Date _____