

How to claim compensation



We try to provide an excellent service to everyone, but sometimes things don't go according to plan and we need to put things right. This may involve paying you compensation.

This leaflet explains when you may be entitled to compensation from us.

How to make a claim

If you want to make a claim for compensation, contact your local office or speak to the person who provides your support. You don't need to complete a form, but we will need as much information as possible so we can properly assess your claim.

In some cases we may need to visit you at home to inspect damage or to discuss the claim in more detail.

We will acknowledge your claim in writing within five days and send you a full reply within 21 days.

When can you claim compensation?

We may pay compensation in the following circumstances:

Failure to carry out repairs (applies to tenants and licensees)

Under the Right to Repair, you may be entitled to compensation when we don't complete repairs within target response times.

To qualify for compensation, the repair should:

- be our responsibility
- still not have been done after you have reported it twice
- affect your health, security or safety.

We will pay a flat-rate one-off payment of £10, plus £2 a day (up to a maximum of £50) for each day the repair is left unfinished.

We will not pay compensation if:

- you have failed to let us in to inspect or do the work
- the work is delayed because the contractors have had to order spare parts and they have told you about this
- the job has changed since you first reported it, and this has changed the repair priority.

Compensation for improvements you have made (applies to tenants and licensees).

If you have made certain improvements to your home and then decide to leave, you may have the right to compensation.

To qualify:

- you must have got our written permission before making the improvement
- the improvement must be on our qualifying list (available from your housing manager)
- you must show us any guarantees or warranties for the work
- you must claim compensation within 28 days before or 14 days after your tenancy comes to an end.

We pay compensation on the basis of how long we expect the item to last. For example, we expect a kitchen sink to last 10 years. Every year the kitchen sink will fall in value by one tenth. Therefore, if you leave your home after five years you will be entitled to half the original value of the kitchen sink.

Loss and damage to possessions

(applies to homeowners, tenants and licensees)

If our contractors or staff damage anything when they are working in your home, or cause you to lose something, you should report it to us immediately so that we can assess the damage or loss. If we accept we are at fault, we may put right the damage or award compensation.

We won't consider a claim for compensation where you have made good, replaced or disposed of the damaged things.

Service failure (applies to homeowners, tenants and licensees)

It is important that when our service is poor, we find out why problems have occurred and learn from our mistakes. By making a complaint or claiming compensation (or both) you can help us put things right, identify problems and improve what we do.

We may pay compensation if you:

- have had to spend an unreasonable amount of time or money in following up a complaint or getting work done, or
- have suffered unreasonable distress or inconvenience as a result of something we have done or not done.

Missed appointments

(applies to homeowners, tenants and licensees)

If we or one of our contractors misses an appointment, you can claim compensation of £20 or a reasonable amount of lost earnings.

A missed appointment is where we are more than one hour later than the time we agreed with you.

Failure to provide a service if you are paying a service charge for it (applies to tenants and licensees paying a service charge as well as their rent or licence fee)

If you feel we have failed to provide a service stated in your tenancy agreement, you can ask us to repay the amount of service charge you have paid for that service.

Loss of use of facilities or rooms (applies to tenants and licensees)

If you can't use part of your home due to repairs that we are responsible for doing, we may award compensation. This is based on the number of rooms or facilities that are out of use, and the amount of rent you pay. We will only pay compensation for the time between the target date for completion (when we should have finished the job) and the date we did finish it.

If the whole of your property is out of use while we do major work, we will arrange temporary alternative accommodation for you.

If your claim is successful

We will write to you explaining how much compensation we are offering and what it is for. We will ask you to confirm that you accept the offer. Once you've done this, we'll send you a cheque.

If you are a tenant or shared owner and have rent arrears, we may offset compensation against arrears or other debts owed. We will always pay you in full for loss, damage or costs reasonably incurred.

If your claim is unsuccessful or you are not satisfied with the settlement

You can appeal by using the complaints procedure. Your housing manager, support worker or home ownership manager can help or advise you on this. A complaints leaflet is available in our reception areas and on our website at www.bromfordgroup.co.uk.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

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Group The Bromford Group logo icon consists of a stylized, lowercase letter 'g' inside a square. The 'g' is white and the square is orange.