

Compensation

CHP wants to provide you with the best possible services but in some circumstances you may feel you have suffered inconvenience, loss or disturbance. In such circumstances you may wish to claim compensation. Additionally as a housing association tenant you may have the legal right to claim compensation in specific circumstances.

This leaflet describes the circumstances in which you can claim compensation and provides details on how claims are treated.

Types of compensation

CHP will consider two main types of compensation. The first relates to circumstances where you may have a legal right to claim compensation and the second relates to circumstances where CHP will consider compensation on a discretionary basis as a gesture of goodwill.

Compensation based on your legal rights

A. Home loss and disturbance

As a housing association tenant you may be entitled to compensation if you are asked to move out of your home permanently to allow improvement or redevelopment work. Compensation levels are set by the government and are made up of a one-off 'home loss' payment and a separate 'disturbance' payment covering reasonable moving expenses.

B. Right to repair

If CHP fails to carry out a 'qualifying repair' within the published timescales more than once, you may be entitled to compensation under the government's 'right to repair' regulations. Compensation levels are set by the government. There are more details in your Tenancy Handbook.

Compensation based on CHP's discretion

C. Compensation for improvements

If you end your tenancy, you may be entitled to compensation for certain types of improvement that you may have carried out to your property. Only certain types of improvement will be considered and you must have had permission to carry out the work. Compensation amounts will be £50 minimum rising to a maximum of £3,000 and must be claimed by the tenant responsible for improvement at the end of their tenancy.

It is important that all receipts relating to the work are kept – claims must be accompanied by proof of expenditure.

D. Failure to provide a service for which a service charge is payable

If CHP fails to provide a service for more than one week for which you pay a service charge, you may be entitled to compensation. This would be an amount equivalent to the cost charged for the service you did not receive. However, CHP would not award a payment if reasonable alternative arrangements to cover the service were made or the compensation is under £5 in total.

E. Loss of use of a room due to disrepair

If you are unable to use a room in your home for more than a week as a result of delayed or inadequate repair works, CHP will consider making a refund, on request, equivalent to a fair proportion of your rent. Any payment will depend on the number of rooms affected, the size of

your property, and the time you were unable to use the room.

F. Reasonable removal expenses as a result of major work

If CHP asks you to move out of your home on a temporary or permanent basis to enable major repair work to be done you may be entitled to a payment to compensate for reasonable removal expenses.

G. Unreasonable disturbance as a result of major repair, improvement, or refurbishment work

If CHP asked you to remain in your property while major work was carried out and you have experienced unreasonable disturbance or inconvenience, you may be entitled to compensation. Any payment will reflect the number of rooms affected, the size of your home, and the level and duration of the disturbance or inconvenience.

H. Failure to meet our expected level of service

If CHP fails to meet expected levels of service and you suffer unreasonable disturbance or inconvenience as a result, you may be entitled to compensation. Any payment will be based on the circumstances. Compensation for minor one-off service delivery failures (if agreed) will normally be as a standard goodwill payment of £10.00.

I. SpaceSaver scheme

If you are a CHP tenant living in a house or bungalow with two or more bedrooms and you move to a smaller CHP property, you may be entitled to a payment under our SpaceSaver Scheme. For further details please ask for our 'SpaceSaver Scheme' leaflet.

J. Other payments

CHP will consider any other claims for compensation on an individual basis.

How to claim compensation

If you feel that you might be entitled to compensation, please let us know. You can do this by phone, fax, letter, email or in person.

CHP aims to record, acknowledge and investigate all claims for compensation within 10 days of receipt.

Types of payment

Payments will normally be made as a rent credit or via a cheque or gift voucher.

If you are unhappy

If you are unhappy with the way CHP deals with a compensation claim, you can make a complaint through the Customer Feedback Scheme. Please see the 'Customer Feedback' leaflet for further details.

Please contact us if you would like a copy of this document in large print, British Sign Language DVD, on CD or in another language.

Przewodnik o Rekompensacie

Proszę się z nami skontaktować jeśli pragnęliby Państwo kopię tego dokumentu dużym drukiem, na DVD w Brytyjskim Języku Migowym, w innym języku albo na płycie audio (CD). (Polish)

報酬指引

報酬指引。倘若您需要本檔以大字體、英式手語DVD、另外一種語言或音頻 (CD) 格式提供，請聯絡我們。(Cantonese)

Tazminat Kılavuzu

Lütfen bu belgenin büyük baskılı hali, İngilizce DVD veya farklı dillerde ya da ses (CD) ortamı gibi talepleriniz olması durumunda bizimle irtibata geçin. (Turkish)

ক্ষতিসূরণ সংক্রান্ত একটি নির্দেশনা

আপনি যদি এই নথিটির একটি কপি বড় প্রিন্টে, ব্রিটিশ সাইন ল্যাঙ্গুয়েজ ডিভিডি বা অডিও (সিডি) ফরম্যাটে পেতে চান, অনুগ্রহ করে, আমাদের সাথে যোগাযোগ করুন। (Bengali)

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Your right to compensation