

How to claim compensation

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

Our response

We aim 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 where appropriate.

If you are unhappy

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

Further information

If you would like any further details about our compensation scheme, please contact a member of staff.

Please let us know if you would like this leaflet in another language or another format such as CD, Braille or large print.

Write to: Chelmer Housing Partnership, Prospect House,
West Hanningfield Road, Great Baddow, CM2 8HN
Phone: 01245 613000 Fax: 01245 613001
Visit: Atholl House, 65a Duke Street, Chelmsford, CM1 1LW
Visit: www.chelmerhp.org.uk
email: enquiries@chelmerhp.org.uk



Compensation

Chelmer Housing Partnership wants to provide the best possible services to our residents. But we recognise that in some circumstances you may feel you have suffered inconvenience, loss or disturbance as a result of our actions. 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 other 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 we 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 we twice fail to carry out a 'qualifying repair' within our published timescales, 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 'Repairs Handbook'.

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 levels are calculated against a set formula. There are more details in your 'Repairs Handbook'.

Compensation based on our discretion

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

If we fail to provide a service for which you pay a service charge for more than one week, you may be entitled to compensation. This would be an amount equivalent to the cost charged for the service you did not receive. However, we would not award a payment if we had made reasonable alternative arrangements to cover the service 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 a delayed or inadequate repair we 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 we ask 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 we have asked you to remain in your property while we carry out major work 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 we fail to meet our 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 property with 2 or more bedrooms and you move to one of our smaller properties, you may be entitled to a payment under our Spacesaver Scheme. For further details please ask for our 'Spacesaver Scheme' leaflet.

J. Other payments

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