

LANGSTANE HOUSING ASSOCIATION LTD

COMPENSATION POLICY

1. AIMS

Langstane Housing Association aims to provide a high quality, client centred approach to response maintenance and estate management.

Compensation will normally only be paid in the event of tenants' suffering financial loss and/or assessable inconvenience. The Association will expect tenants to carry home contents insurance and compensation will only be paid for damage to tenants' personal property in exceptional circumstances.

Compensation will be made in the following circumstances:

- Improvements made to the property provided the Association's permission was given to carry out the work
- Broken appointments
- Major disturbance or loss of service
- Disturbance to decorations
- Damage caused to personal possessions
- Failure of service
- Home loss payments
- Additional cost – heating, lighting and power.

If money is owed to the Association then this may be deducted from any payment due. Compensation will not normally be paid if the Association is taking legal action to recover possession of the property

2. OBJECTIVES

- To provide fair recompense to tenants who incur any assessable financial loss through temporary failure in service
- To minimise inconvenience to tenants
- To provide high quality services to minimise compensation payments

3. PROCEDURES

The Association will ensure that procedures are in place, to respond timeously and appropriately to claims for compensation which should, where possible, be made within 28 days of the date to which the claim relates. Documentation and/or receipts should be provided in support of the financial sums claimed.

- To settle compensation claims within 28 days of the claim.

Procedures to be followed by staff are held both on paper and computer format.

Compensation for Improvements

Tenants have a right to claim compensation for certain improvements made to the property, provided the Association's permission to carry out the work was granted. Compensation is only payable at the end of the tenancy.

Compensation is calculated using the following formula:

$$C \times \frac{(1 - Y)}{N}$$

C = cost of improvement works

Y = years completed

N = notional life of the improvement

Costs in the event of an appointment being broken

Compensation for loss of earnings will be paid if a tenant can reasonably demonstrate that time was taken from work for the appointment. Travel costs relating specifically to a broken appointment will be reimbursed. The Association will recover from the Contractor, if at fault, the costs claimed by the tenant.

Disturbance payment

If it is necessary to move the tenant to alternative accommodation, either permanently or temporarily, all reasonable costs will be reimbursed. These may include:

- removal expenses, including storage
- disconnection/reconnection of services, e.g. telephones, washing machines etc
- adapting curtains and carpets, or a sum towards the provision of replacements.

Disturbance to decorations

Decoration Vouchers will be offered where the Association carries out repairs or improvement works to a property that result in disturbance to decorations.

Failure of Service

In the event of a failure, or non-provision of a specific service for which a service charge is payable, the respective of the service charge will be refunded.

Damage caused to personal possessions

The costs of replacing or repairing personal possessions damaged as a result of repairs required to the property are normally expected to be met from the tenants Contents Insurance Policy. If the damage has been caused inadvertently by staff or Contractors, then the excess payable under the terms of the Contents Insurance would be reimbursed.

Cost of heating, lighting and power

Where the Association or its Contractor has required to use the tenant's heating, lighting and power supply to effect repairs or improvements, the additional costs of the utilities bills will be reimbursed. The tenant must provide past utilities bills to validate the claim.

4. STAFF RESOURCES AND TRAINING

All staff involved in day to day repairs and estate management are aware of the aims and objectives of this policy. Training includes

- The Association's obligations for day to day repairs and estate management within The terms of the Housing Scotland Act 2001
- the terms of the Scottish Secure Tenancy (Compensation for Improvement) Regulations 2002
- Repairs reporting skills
- Dealing with difficult situations

5. MONITORING AND REVIEW

The compensation process is monitored regularly, and includes the following:

- categories of compensation claim
- actions taken
- target times for responses
- compensation claims by tenancy location
- outputs and outcomes

Reports are made on a monthly basis to the Director of Customer Services and quarterly to Tenants' Services Sub-Committee and the Committee of Management.

This Policy forms part of a group of Policies designed to achieve high quality, client centred services. Reference should be made as and when appropriate to the Association's Right to Repair Policy and the Association's target times for repairs.

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee:

8 August 2008

Review Date:

Every three years