



“JOHNNIE” JOHNSON
HOUSING



Compensation Services

Compensation Services

The Trust takes every care to provide you with an excellent service. However, sometimes things go wrong and our service may fall short of your expectations or there may be changes to your home or services which cause you inconvenience and/or expense, for example if we carry out major improvements where you live.



The following information outlines how you may be entitled to compensation and how to make a claim.

Q. Under what circumstances can I claim compensation?

A. You can claim compensation for a variety of reasons. These are outlined below:

1. Where we fail to carry out repairs:

Where the Trust has failed to carry out 'qualifying repairs' under your statutory 'Right To Repair'; and when a further request from you still fails to lead to the work being completed within a specified period.

This right includes any repairs below £250, which the Trust is responsible for carrying out.

Examples of qualifying repairs under the Right To Repair are:

Emergency repairs:

- Total electrical failure
- Major leaks due to defective plumbing/services
- Securing windows/doors
- No cold water supply
- Gas leaks
- Blocked W.C.
- Heating failure (between 1st November and 30th April)

Urgent repairs:

- Partial electrical failure
- Internal overflows
- General roof repairs
- Broken W.C. flushes

The Specified Period:

- Emergency repairs make good within 24 hours
- Urgent repairs complete within three working days

- Non-urgent repairs complete within one month

Compensation:

You are entitled to £10.00 plus £2.00 per day up to a maximum of £50.00.

2. Where we fail to keep appointments:

Where we fail to keep appointments with individual customers, without giving reasonable notice to rearrange the appointment and where you have taken reasonable steps to allow Trust officers to carry out their business.

Appointments include those arranged for anyone working for the Trust including contractors or agents working on behalf of the Trust.

Compensation will be payable at the sum of £10.00 per failed visit.

3. Where we fail to meet other service standards:

Where we fail to provide services for which you are being charged or other service failures, including services to communal areas that may cause you loss or inconvenience.

Compensation may be payable at the discretion of your Area or Housing Manager.

4. Where you experience a temporary loss of accommodation:

If you have to vacate your home for a temporary period we will meet the reasonable costs of providing suitable alternative accommodation and arrange a refund of rent for the relevant period.

We will also meet any reasonable disturbance costs you incur for moving out of your home and for returning after the completion of works.

5. Where you lose your home permanently:

If you are required to vacate your home permanently, for example as part of a redevelopment programme, you may be entitled to a Statutory Home Loss payment. The government decides the amount that you are entitled to receive in these circumstances. You may also be entitled to a disturbance allowance as above.

Further details on Home Loss and Disturbance payments are provided on pages 6–11 of this booklet.

6. If you lose part of your accommodation or amenities:

If you are unable to use part of your home or communal facilities, compensation will be at the discretion of your Area or Housing Manager.

7. If you experience disruption during maintenance works:

In exceptional circumstances, compensation may be available at the discretion of your Area or Housing Manager.

8. If your property is damaged:

Where we accept that there has been negligence on the part of the Trust or its representatives and you have suffered a loss as a result, compensation may be authorised at the discretion of your Area or Housing Manager. In certain circumstances claims may be negotiated through our insurers.

Where works are likely to disturb existing decorations etc, the Trust will consult with you prior to works commencing and agree the basis for any compensation payments or remedial works.

9. If you leave a property after carrying out improvements:

You also have a Right to Compensation for expenses incurred in carrying out eligible improvement works if you live in rented accommodation. In the case of leasehold properties, compensation is not payable for improvements. However, improvements may lead to an increase in future sale prices.

In order to qualify for compensation you must seek the Trust's permission, in writing, before the works are undertaken and our surveyor must visit and approve the works. The cost of works must also be agreed, by producing appropriate receipts.

A list of the type of improvements accepted by the Trust and maximum amounts is available on request.

Q. What are your service standards for dealing with compensation claims?

- All claims for compensation should be made in writing or by e-mail to enquiries@jjhousing.co.uk
- All claims will be acknowledged within five

working days provided they are put in writing or e-mailed to the Trust

- Where English is not the first spoken language or disability prevents the customer's ability to write in, a representative of the Trust will make arrangements for a statement to be made/taken and signed
- We will always try to give a decision on compensation claims within 10 days. If further investigation is required you will be notified of the expected date a decision will be made. All decisions will be in writing
- The Trust will treat every claim on its merit provided that;
 1. Supporting information is provided such as lists of items and receipts
 2. Reasonable steps have been taken to allow the Trust to rectify the problem
 3. There is no evidence to suggest damage was caused or could have been reasonably prevented by the customer
 4. In the case of discretionary compensation payments we may suspend your claim if you are the subject of legal proceedings

- Where compensation claims are approved we will pay you by cheque, where there are no arrears on your Rent or Service Charge account.
If you have no means of cashing a cheque, consider other alternatives such as vouchers. Alternatively we can make a credit to your Rent/Service Charge account where an arrears balance exists

Q. How can I complain about the handling of my compensation claim?

A. If you wish to complain about the handling of a compensation claim, you should follow the procedure set out in the Trust's complaints policy which is available from our Customer Services Team or on our website.



Q. How can I find out more?

A. Further information is available from our Customer Services Team on 0845 6041095.

Home Loss and Disturbance Payments

Sometimes, when major redevelopment or improvement works are required, it may not be possible for you to remain in your home whilst the work is carried out. This may be because your safety would be put at risk by the work, or the amount of work required might be so extensive that it is not possible to carry it out without major disruptions to services such as drainage, gas, electricity and water supplies.

In these circumstances, we may require you to move out of your home to allow the work to be done.

If you have to leave your home permanently due to redevelopment or improvement works, you may be entitled to a Home Loss and/or a Disturbance payment to cover your removal and relocation costs.

This part of the booklet explains more about Home Loss and Disturbance payments.

Q. What is a Home Loss payment?

A. Home Loss payment is a fixed payment, which is paid at a statutory rate to compensate tenants who are permanently displaced from their home due to redevelopment or improvement works.

Only one Home Loss payment will be made per property. This means that all tenants occupying that property must divide the payment between themselves.

Q. Who is eligible for a Home Loss payment?

A. You may be entitled to a Home Loss payment if:

- you have a tenancy of the property or a legal right to occupy it
- you have lived in the property for at least one year before the moving date, and
- we are carrying out redevelopment or improvement works to your home, or redeveloping the land, and
- we ask you to move permanently from your home



Q. How can I claim a Home Loss payment?

A. You can claim the Home Loss payment at any time within six years of the move.

If you are entitled to a Home Loss payment, you can request a Home Loss claim form by calling our Customer Services Team on **0845 6041095**. If you need help to complete this form, you can ask a friend, a family member or a member of our staff for assistance.

If you have any rent arrears, we will ask you to offset this against any Home Loss payment you may be entitled to.

Q. What is a Disturbance Payment?

A. This is a payment that we make to you when we ask you to move out of your home permanently, due to redevelopment or improvement works.

The payment is made to cover expenses reasonably incurred when:

- You have to move out of your current home and return to a different property (e.g. within the same housing scheme)

OR

- You permanently re-locate to another home

Q. Am I entitled to a Disturbance payment?

A. You may be entitled to a Disturbance payment if:

- we are carrying out redevelopment or improvement works to your home or redeveloping the land, and
- we require you to leave your home permanently to enable the work to take place, and
- you have a legal right (for example a tenancy) to be in the property, and
- you were resident in the property immediately before the redevelopment or improvement works

Q. What expenses are covered by Disturbance payments?

A. The amount paid is variable, but the following reasonable expenses will generally be covered:

- Removal expenses (cost of removal firm or hire of van)
- Disconnection and re-connection of domestic appliances
- Disconnection and re-connection of a telephone and one extension
- Disconnection and re-connection of a television aerial
- Redirection of mail for up to one year
- Refitting and/or adaptation of curtain rails
- Refitting security alarms or other security equipment
- Refitting of other fixtures and fittings
- Adaptations required for a disabled tenant
- Reasonable costs of altering existing or purchasing new carpets and curtains
- Reasonable cost of new school uniforms if a change of school is required



You will not normally be entitled to payment for carpets and curtains if:

- there are new or good condition floor covering and curtains in the new property, or
- the carpet and curtains in the old property can be adapted to fit the new property

Q. Can I claim a Disturbance payment if I have to move out temporarily while repair or improvement work is done?

A. You are eligible to receive a Disturbance payment when you lose your home permanently, because of redevelopment or improvement works.

If we ask you to move out temporarily to allow some repair or improvement works to be carried out, you will not be entitled to a Disturbance payment in law.

However, we will meet any reasonable disturbance costs you incur for moving out of your home and returning after the completion of works. See page 4 section 4.

Q. Can I claim for both a Home Loss payment and a Disturbance payment?

A. Yes. The type(s) of payment you can claim will depend on your particular circumstances, but generally the following situations are covered:

- If you move permanently and you do not return to the same property - you can claim both a Home Loss and Disturbance payment when you move out of your home
- If you move out and return to a different property in the same development after the works are completed, you can claim Home Loss and Disturbance payments when you move out. In these circumstances the Trust may, at its discretion, pay you a Disturbance payment if you move back after the improvement or redevelopment works

Q. What can I do if my claim for Home Loss payment and/or Disturbance payment is refused?

A. Where a decision is made not to pay a Home Loss or Disturbance payment, we will write to you giving the reasons why.

We will also let you know who you should contact if you wish to appeal against this decision.

We hope that you have found this leaflet useful, but if you have any further concerns, please do not hesitate to contact us on **0845 6041095** and we will do our best to help.

If you need a translation service please contact our Customer Service Centre on 0845 604 1095 or visit our website at www.jjhousing.co.uk

Haddii aad u baahan tahay adeeg turjibaan, fadlan la xiriir Xarunteena Adeega Macmiilka (Customer Service Centre) lambarka 0845 604 1095 ama u soo booqo shabakadda internet'ka cinwaanka www.jjhousing.co.uk

Somali

আপনার যদি অনুবাদে সাহায্য-সহায়তার প্রয়োজন হয় তাহলে অনুগ্রহ করে আমাদের কাস্টমার সার্ভিস সেন্টারকে 0845 604 1095 নম্বর ফোনে যোগাযোগ করুন অথবা আমাদের www.jjhousing.co.uk এই ওয়েবসাইট দেখুন

Bengali

જો તમને ટ્રેન્સલેશન (તરજુમાની) સેવાની જરૂર જણાય તો કૃપા કરી 0845 604 1095 ઉપર અમારા કસ્ટમર સર્વિસ સેન્ટરની સંપર્ક સાધશો અથવા અમારી વેબસાઇટની મુલાકાત લો- www.jjhousing.co.uk

Gujarati

Jeżeli potrzebujesz usługi tłumaczenia prosimy o kontaktowanie się z Ośrodkiem Obsługi Klienta pod 0845 604 1095 lub odwiedzenie naszej strony internetowej www.jjhousing.co.uk

Polish

如果您需要翻譯服務，請聯繫我們的用戶服務中心（Customer Service Centre），電話：0845 604 1095，同時您也可以登陸我們的網站，網址：www.jjhousing.co.uk

Cantonese

اگر آپ کو ترجمہ خدمت کی ضرورت ہے تو براہ کرم ہماری کسٹمر سروس سینٹر سے 0845 604 1095 پر رابطہ کریں یا ہماری ویب سائٹ www.jjhousing.co.uk دیکھیں۔

Urdu

Os oes angen gwasanaeth cyfieithu arnoch, cysylltwch â'n Canolfan Gwasanaeth Cwsmeriaid os gwelwch yn dda ar 0845 604 1095 neu ewch i'n gwefan yn www.jjhousing.co.uk

Welsh



“JOHNNIE” JOHNSON
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Head Office

Astra House, Spinners Lane, Poynton, Cheshire SK12 1GA

telephone 0845 6041095 email: general.enquiries@jjhousing.co.uk www.jjhousing.co.uk

Social responsibility and business excellence – making a positive difference to peoples' lives

