



Compensation

Beechdale Community Housing Association

Beechdale is directly controlled by its tenants

Compensation

BCHA is committed to providing excellent services to all its customers in an efficient, effective and economic way. Customers include anyone who uses our services or who is affected by our decisions.

When our customers express any level of dissatisfaction with our services we will value the opportunity to address their concerns, identify and improve any weaknesses in our service delivery area thus leading to continuing improvement in our service area and increased customer satisfaction.

However there are occasions when as well as an apology, or acknowledgement of procedural fault, further redress is required in the form of a compensation payment.

When can compensation be paid?

We may pay compensation in the following circumstances:

Delays in carrying out repairs

We have set timescales in which we complete repairs. We will have confirmed these when you contacted us to report your repair.

If we do not carry out a repair in the time given, please contact us and we will give you a second completion date for the repair. If the repair is not completed by this date we will pay you £10 and a further £2 for each day you wait for the repair to be done. We will pay up to £50.

We will not pay for delays in carrying out your repairs if:

- You did not allow the workman into your home.
- Our contractors had to order spare parts and we had told you this.
- Extra work is needed and we have told you that this is the cause of the delay.

Compensation will only be paid for emergency and urgent repairs which are estimated to cost £250.00 or less.

Damage

Damage to possessions

If our contractor damages your decorating, furniture or personal items while carrying out a repair in your property, then any legitimate claim will be forwarded to our insurers or the relevant contractor to deal with.

Service failure

If we or our contractors fail on two occasions to keep a mutually agreed appointment without, in our opinion, letting you know in a reasonable time, then on the second occasion a payment of £10 will be made to you on request.

If we fail to acknowledge your correspondence or your complaint within 2 working days or fail to provide a detailed response within 10 working days, then a payment of £10 will be made to you on request.

Where it is apparent that a detailed response may take longer than 10 working days, we will let you know and keep you up to date with progress. In the above two cases compensation may be set off against any arrears or sundry debt owed to BCHA.

Complaints

If you have made a complaint for whatever reason and we feel that some form of compensation would be a fair remedy. These decisions would be made by the Director of Operations.

Compensation

Temporary move

If we had to undertake work in your home that would require you to temporarily leave your home we would meet the following costs:

- Removal costs
- Disconnection and reconnection charges for telephones, cooker, plumbed in appliances both to the temporary accommodation and back to the permanent home
- Storage costs where it is unreasonable to expect some or all of the tenant's possessions either to remain in the permanent home while works are being carried out or to be taken by the tenant to their temporary accommodation
- Redirection of post both to the temporary accommodation and back to the permanent home
- Other reasonable costs with prior approval by the Director of Operations

Home loss payments

This is a payment you would receive if for some reason we required you to move elsewhere. These payments are usually as a result of your current home being demolished or redeveloped. The amount of payment you are entitled to changes regularly.

Home Improvements

Compensation for home improvements

Compensation may be paid where tenants have made improvements to their home, with our permission, and the tenancy comes to an end.

To qualify for compensation when you leave your home, you must do the following before you start altering or improving it:

- Send us three estimates from contractors.
- Tell us which estimate you have chosen, and why.
- Get our consent to alter or improve your home in writing.

We will inspect the work when it is complete. We will pay compensation only if we have inspected the work and are satisfied with its quality.

You must keep a copy of the invoice showing how much the work has cost, as you will need it when you claim compensation later.

Claim?

How do I claim compensation?

If you are not satisfied for any reason, please talk to us. Your views are very important to us. If we have made a mistake or you have received a poor service, please let us know. We really want to help to put things right quickly and fairly.

If you want to make a claim for compensation please contact us. We will:

- Investigate your claim in line with our compensation policy and advise you if you have a valid claim
- Tell you who will assess your claim and
- Try our best to deal with the matter within 10 working days

We may ask you to give us more information and will assess your claim from the day we receive all the information we need.

If we pay compensation, we are not admitting responsibility for any event.

If you are in rent arrears we will pay any compensation we award directly into your rent account (with the exception of any home loss payment or temporary move payment.)

If you require any help in understanding this information or you need an interpreter to read it to you please ask someone to contact BCHA on your behalf.

If you would like this information in

LARGE PRINT

or audio tape, please contact BCHA on

01922 648252



**Beechdale Community Housing Association
Chilton House
Stephenson Ave
Beechdale
Walsall
WS2 7EU**

**email: info@beechdaleha.org.uk
web: www.beechdaleha.org.uk
tel: 01922 648252
fax: 01922 610545**