

Compensation Framework

Issue	What we pay	Tenure conditions
<p>Delays/Failure to complete a repair</p> <p><i>Does not apply to communal repairs.</i></p>	<p>£10 + £2 per day until the repair is completed or to a maximum of £50. This payment would commence either from:</p> <ul style="list-style-type: none"> the date we agreed to carry out the work and either did not attend or carry out the repair or if we failed to make an appointment to attend then 2 working days from the date the resident reported the issue to us <p>This payment can also be considered if we complete a repair, but the <u>same</u> defect occurs again within 12 months. Maximum payment of £50.</p>	<p>Not applicable for leaseholders as they are responsible for repairs within their property.</p>
<p>Loss of use of a room</p>	<p>Net weekly rent ÷ number of rooms in property x number of rooms affected (x by week or days room remains uninhabitable). To get the daily amount you should divide the weekly rent by 7.</p> <p>An ARHAG employee or contractor would need to confirm room uninhabitable to qualify and in terms of the calculation the number of rooms in property would not include kitchen, bathroom or WC.</p> <p>Payment would commence 7 days from when we inspected until the work to rectify the defect is completed.</p> <p>No maximum payment.</p>	<p>This does not apply to leaseholders. Any claim by a leaseholder should be made via buildings insurance.</p>
<p>Loss of use of cooking or bathroom facilities</p>	<p>Net rent per day ÷ 2 x number of days</p> <p>A ARHAG employee or contractor would need to confirm room unusable to qualify.</p> <p>Payment would commence 2 working days from the date we inspected until the defect had been repaired.No maximum payment.</p>	<p>This does not apply to leaseholders. Any claim by a leaseholder should be made via buildings insurance.</p>

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Loss of heating	<p>£10 + £2 per day commencing 2 days after defect being reported to us between 31 October and 30 April. Payment will continue until heating restored. For partial loss of heating we will use the same calculation but it will be capped at £50.</p> <p>For failures between 1 May and 30 October we will pay £2 per day up to £50 commencing after a period of 5 days without heating.</p> <p>If the loss of heating is due to a total loss of power then we will only pay the 'total loss of power' element.</p>	<p>Total loss calculation would only apply to leaseholders if their heating is provided by way of a communal heating system.</p> <p>Leaseholders are not entitled to the partial loss payment.</p>
Loss of hot water	<p>£10 + £2 per day commencing 2 days after the defect being reported to us until hot water reinstated (when there is no other method to provide hot water within the property).</p> <p>For a partial loss of hot water between 31 October and 30 April we will use the same calculation but it will be capped at £50.</p> <p>If the loss of hot water is due to a total loss of power then we will only pay the 'loss of power' element.</p>	<p>Total loss calculation would only apply to leaseholders if their hot water was supplied by way of a communal heating system.</p> <p>Leaseholders are not entitled to the partial loss payment.</p>
Total loss of water	<p>£10 + £2 per day commencing 2 days after defect being reported to us until reinstated.</p> <p>For partial loss of water we will pay £10 + £2 per day commencing 5 days after report up to £50.</p>	<p>The total loss calculation would only apply to a leaseholder if the loss of water was as a result of a failure of a communal pump system.</p> <p>Leaseholders are not entitled to the partial loss payment.</p>
Total loss of power	<p>£10 + £2 per day commencing 24 hours after the defect being reported to us until reinstated.</p> <p>For partial loss of power we will pay £10 + £2 commencing 5 days after report until reinstated or up to maximum of £50.</p>	<p>The total loss calculation would only apply to a leaseholder if the loss of power was as a result of a fault with a communal power system or lateral main for which we are responsible.</p>

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Failure of communal amenity	Compensation can be considered when there is a failure of a communal amenity such as a lift, or door entry system. Whilst there is no prescribed payment calculation for communal repairs, the officer should consider how much the customers pays each week for the service and the reason for the failure (i.e. fault due to vandalism), and the reasonableness of the delay (waiting for parts).	This only applies to customers who pay a service charge. For anyone else affected by failure consideration should be given as a service failure.
Missed or failed appointments	<p>Paid if we or our contractor fail to keep an appointment and do not notify the customer the day before the appointment is due to take place except if reason outside of our control i.e. vehicle breakdown or road closure/accident.</p> <p>Paid if we have visited previously to establish fault and parts required and return but fail to undertake the necessary work.</p> <p>We would not normally make a payment if an appointment was missed due to ill health, and we rang the customer in advance of the appointment time (does not need to be day before). Maximum £25.</p>	This could apply to all tenures.
Loss of earnings	<p>Paid if we or our contractor fail to keep an appointment and do not notify the customer the day before the appointment is due to take place except if reason outside of our control i.e. vehicle breakdown or road closure/accident. Paid if we have visited previously to establish fault and parts required and return but fail to undertake work (failed appointment).</p> <p>We would not normally make a payment if an appointment was missed due to ill health, and we rang the customer in advance of the appointment time (does not need to be day before).</p> <p>Paid only if customer can provide proof of actual financial loss – not the use of Annual Leave. Maximum payment of £65 per day and is instead of a missed or failed appointment payment.</p>	This could apply to all tenures.

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Financial losses	<p>Paid when a resident has incurred additional costs due to a service failure e.g. cost of using a dehumidifier due to delay in rectifying leak, cost of buying water/meals or increased utility costs.</p> <p>A £25 goodwill payment can be made when the ARHAG believe costs have been incurred and either it is not necessary to request proof or the customer is unable to easily provide proof.</p> <p>For requests over £25 the customer will need to provide proof of loss or incurred costs for ARHAG will consider. It is at ARHAG's discretion as to whether to pay all or part of the loss depending on the circumstances.</p>	This could apply to all tenures.
Service failure	<p>In recognition of poor service, failure to follow policy/procedure or act in a reasonable manner a goodwill payment up to £25 can be made and this can be given in vouchers, money or flowers.</p> <p>For multiple service failures and/or the customer is requesting compensation for an unquantifiable loss such as inconvenience and distress caused by the failure(s) a payment of between £25 - £50 can be made.</p>	This could apply to all tenures.
Discretionary payments	<p>In recognition that every case is different and to take into account the severity of the issue and any vulnerabilities of the people affected, a discretionary payment can be awarded. There is no limit in terms of the amount that can be paid, except for those set out in delegated authority limits, but the payment must be agreed by a Head of Service or member of SMT.</p>	This could apply to all tenures
Multiple payments	<p>There may be occasions when a complaint or request for compensation may comprise a number of different failures. The general rule is that payments relating to repair delays, loss of facility or amenity will take into account the inconvenience this failure causes. However, there may be occasions when multiple elements apply. For example a repair delay + missed/failed appointment, or a repair delay + payment for financial loss.</p>	This could apply to all tenures.

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Approvals	Date	Prepared by	Next Review date
Draft	August 2021	Tina Bull, Head of Housing	August 2023
Signed off by Senior Management Team	Sept 2021	Tina Bull, Head of Housing	September 2023
To be signed off by Operations Committee	Oct 2021	Tina Bull, Head of Housing	October 2023
To be signed off by Board	Nov 2021	Tina Bull, Head of Housing	November 2023