

Railway Housing Association
Disturbance & Compensation Policy

Statement of Intent

The Association aims to ensure that services are provided to the stated standards, and that repairs and improvement work is carried out with the minimum of disruption. However, it is accepted that this may not always be achieved and in these circumstances the Association will consider compensating tenants for any financial loss or inconvenience.

This policy does not affect tenant's rights to compensation under the Right to Repair, Right to Improve and Home Loss payments.

Implementation

The Association will consider making compensation or disturbance payments to residents in the following circumstances:

1. Major Works

1.1 Where the resident's property is the subject of major works as part of the Association's planned maintenance programme, compensation for disturbance will be paid at the following rates:

Kitchen Renewal £50.00 per household

Boiler Renewal £50.00 per household

Bathroom Renewal £50.00 per household

Two of the above items £100 per household

Three of the above items £125 per household

1.2 In exceptional circumstances, at the discretion of the Head of Housing Services, a payment of up to £150.00 per household may be made.

2. Redevelopment Works

2.1 If a resident has to move out of their home on a temporary or permanent basis to allow major redevelopment or improvement work to be carried out, compensation and expenses will be paid in accordance with the Association's Alternative Accommodation policy.

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3. Damage to Possessions

- 3.1 The Association may consider claims for compensation for damage to residents' possessions when the possessions are damaged in the course of carrying out repairs or the resident's possessions are damaged as a result of repairs not carried out in accordance with procedure.
- 3.2 The amount of compensation will be based on the replacement value of specific items and the Association will inspect such items before a claim is considered.
- 3.3 When considering a claim, the possibility of an insurance claim will always be investigated and where the responsibility lies with a contractor or other third party employed by the Association, the Association may make a counter-claim.
- 3.4 Claims will be considered according to individual circumstances by the Head of Housing Services and payment made in accordance with the Association's delegated authorities.

4. Loss of Use of a Room

- 4.1 The Association may consider claims for compensation for the loss of use of a room within the dwelling. Such claims will be considered in cases where the resident is unable to use a room due to works being carried out by the Association.
- 4.2 Compensation may be paid at a rate of £3.00 per room per day.
- 4.3 This will not be paid in respect of loss of room during major works as part of the Association's planned maintenance programme. In these cases, a disturbance payment will be made in accordance with this policy.

5. Damage to Resident's Decorations

- 5.1 When preparing schedules of repair works to occupied properties provision will be made for the reinstatement of decoration and floor finishes to a 'reasonable' standard.
- 5.2 The Head of Housing Services may however, in certain circumstances consider claims from residents for re-instatement works. In such circumstances the Head of Housing Services may arrange reinstatement of the decorations or with the agreement of the resident, award a decoration allowance up to £50.00 per room.

6. Loss of Services

- 6.1 Where a resident pays a service charge for a service that is not provided for a period of time, then consideration will be given to refunding the service charge for that period of time.

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7. Complaints

- 7.1 The Association may consider claims for compensation from complainants who have suffered a financial loss. This will be offered by the Functional Manager, Chief Executive or Chair in accordance with delegated authorities.

8. Payment of Compensation

Under normal circumstances, payment will be made by cheque directly to the resident. Where a tenant is in rent arrears, any payment will be credited to their rent account.

9. Responsibility

The Head of Housing Services is responsible for the effective implementation of this policy.

10. Review

The policy will be reviewed biennially in consultation with tenants.

This policy applies to the beneficiaries of The Sir James Reckitt Village Haven and Joseph Hornby Stockdale Almshouses.

This policy can be made available on request in other languages, large type, Braille or in audio format.

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