

**RAILWAY HOUSING ASSOCIATION**  
**POLICY STATEMENT**  
**DISTURBANCE & COMPENSATION POLICY**

**1. Statement of Intent**

- 1.1 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.
- 1.2 This policy does not affect tenant's rights to compensation under the Right to Repair, Right to Improve and Home Loss payments.

**2. Implementation**

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

**2.1.1 Major Works**

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

In exceptional circumstances, at the discretion of the Director of Asset Management, a payment of up to £150.00 per household may be made.

**2.1.2 Redevelopment Works**

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.

### **2.1.3 Damage to Possessions**

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.

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.

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.

Claims will be considered according to individual circumstances by the Director of Asset Management and payment made in accordance with the Association's delegated authorities.

### **2.1.4 Loss of Use of a Room**

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.

Compensation may be paid as an amount equivalent to one weeks rent.

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.

### **2.1.5 Damage to Resident's Decorations**

When preparing schedules of repair works to occupied properties, provision will be made for the reinstatement of floor finishes to a 'reasonable' standard.

Compensation of up to £100 per room will be offered towards the cost of re-decorating if decoration is damaged during repair works. The amount offered will be dependent on the extent of the damage.

If a resident is unable to re-decorate due to their age or any vulnerability such as ill health, then the Association will arrange for the reinstatement of the damaged decoration to a 'reasonable' standard.

The decoration allowance or reinstatement of decoration will be agreed with the resident before the repair works are carried out.

### **2.1.6 Loss of Services**

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.

### **2.1.7 Complaints**

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

## **3. Payment of Compensation**

3.1 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.

## **4. Responsibility**

4.1 The Director of Asset Management is responsible for the effective implementation of this policy.

## **5. Review**

5.1 The policy will be reviewed biennially in consultation with residents.

This policy applies to the beneficiaries of Joseph Hornby Stockdale Almshouses.

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

**January 2010**