

## Compensation Policy Statement

One Housing are committed to putting our customers first and we know that sometimes we get things wrong. When we do, we want to put things right, which can include, taking action, apologising, changing how we do things, and paying compensation.

There are two types of compensation; payments we are obliged to make, such as payments made under the Right to Repair Scheme, and discretionary compensation payments.

### Discretionary Compensation can be paid when:

- We have not managed an issue as expected, and/or followed our complaints process.
- Damage to property or decorations as a result of negligence.
- Unacceptable delays in service that have resulted in serious inconvenience.
- You have incurred additional costs due to a service failure, including a temporary loss of heating, hot or mains water, or power within our control.
- Loss of room / facility – % of rent refunded dependent on the room or facility
- We have failed to meet our agreed service standards.

### We will not pay compensation when:

The claim is made due to unforeseeable circumstances, and/or caused by a 3<sup>rd</sup> party, or was beyond our control. This would include a water leak from a neighbouring property.

There has been a loss of gas, electricity or water outside of our control.

The damage should have been covered by home contents insurance, or the damage has been unavoidably or unintentionally caused by improvement works, such as installing new heating.

The damage has been caused by failure to report a repair promptly, or allowing us access.

It is for loss of earnings or personal injury (personal injury claims are made in another way).

### Under the Right to Repair you can claim:

- Loss of heating between October and April, loss of hot water, mains water or power where it is our responsibility.
- Additional electricity whilst using a dehumidifier or fan heater pending a repair.
- While no cooking facilities are available due to repairs.
- £10 per appointment that we miss.

### Discretionary payments are made depending on the impact to the person:

**Low impact** – £50 to £200: Complaint upheld and minor inconvenience or distress caused. Such a payment is a token of our responsibility and made as a gesture of goodwill.

**Medium impact** – £200 to £500: Failure to follow our Complaints Policy, inconvenience or distress clearly caused as a result of a failure in service and/or complaint handling.

**High impact** - £500 - £1,000: Serious failure in service due to the severity of an event that has persistently occurred over a long period, or there have been numerous attempts to resolve it.

Compensation can be made as a credit to rent or service charge account, offset against any rent or service charge arrears, or as gift voucher or flowers.

Payments will take into account the level of stress, anxiety, frustration, uncertainty and inconvenience caused. Including the severity, length of time, the circumstances or vulnerabilities of those involved. They will be calculated in relation to the details and complexities of the complaint made.

If you disagree with an offer of compensation you can ask our Compensation Panel, which is made up of residents, to review the amount we have offered. We will be guided by the Compensation Panel's advice.

**If you have any questions or would like to claim compensation you can email us at [ask@onehousing.co.uk](mailto:ask@onehousing.co.uk) or call our Corporate Complaints Team on 0300 123 9966.**