

TOWER HAMLETS COMMUNITY HOUSING

COMPENSATION AND PAYMENTS - Policy

1. Statement of intent

- 1.1 Tower Hamlets Community Housing sets high standards for the work that we do. These standards are set out in our Service Guarantee. Occasionally residents may complain that these standards have not been met and it may be appropriate after investigation to offer compensation to meet any costs incurred as a result.
- 1.2 THCH will undertake repair and improvement work to its residents properties within publicised time-scales, and with minimum disruption to the resident.
- 1.3 THCH will ensure that its employees and any contractors working on behalf of the Organisation take care not to damage property belonging to residents in the course of undertaking work to their homes.
- 1.4 THCH may pay compensation if:
 - it fails to meet its objectives,
 - it is necessary to move residents temporarily or permanently
- 1.5 THCH will offer assistance with the costs of a residents move if residents have to be decanted in order for work to be undertaken to their homes.
- 1.6 If a resident suffers a loss of amenity as a result of disrepair to their property, THCH will compensate them for any reasonable loss.
- 1.7 If a resident's belongings are damaged as a result of disrepair or work to their home, THCH will consider offering them compensation for such damage.
- 1.8 Where THCH fails to carry out a repair within stipulated time-scales, THCH will offer the resident compensation for the delay.
- 1.9 THCH will offset all or part of any payment made to a resident under this policy against monies owed by the resident to THCH.
- 1.10 THCH will review this policy every three years.

End

Responsible Director: Housing

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