

Compensation

At Longhurst and Havelok Homes we want to give our customers the highest standards of service.

However, we realise that we will not always get it right. This leaflet explains when we will pay compensation.

When can I claim compensation?

We will make a one-off payment of £15 if:

- we are more than 30 minutes late for a pre-arranged appointment without giving you any notice.
- we don't deliver a service that you are paying a service charge for, and this is not due to circumstances beyond our reasonable control.
- we don't respond to an official complaint within our published timescales.
- we break our Repairs Guarantee. This is where we don't do a day-to-day repair, which is our responsibility, within our published timescales, or our repairs contractor doesn't keep an appointment with you. We will take into account the age and character of the property, and if you haven't given us reasonable access. We will not normally offer compensation under this ground if we don't meet the timescales due to bad weather or circumstances beyond our reasonable control.

We may make you an increased one-off payment of £30 if:

- you have lost the use of part of your home.
- you have suffered major inconvenience from work that we have done.

In extreme circumstances, if we have acted unreasonably and this has caused you to suffer, we may make a larger payment.

How do I make a claim?

If you think you are eligible for compensation for one of the reasons in this leaflet, please contact the Customer Service Centre or your local office. Please give us as much information as you can. This will help us investigate your claim as quickly and effectively as possible. We will let you know if we agree with your claim within 14 days.

If you agree with my claim, how quickly will you pay?

This will depend on your circumstances. If you owe us money, such as for rent or rechargeable repairs, we will take the compensation off what you owe us. We will tell you when we have done this and send you a statement showing where we have credited your account with the compensation.

If you don't owe us any money, we will send you a cheque. This will normally take 3 - 4 weeks. If you don't have a bank account please let us know. We can make the cheque payable to someone else if you authorise this.

What if I am unhappy with how you have dealt with my claim?

You can make a complaint using our complaints procedure. Please ask us for a copy of our leaflet 'How to make a complaint'. This explains what you need to do.

Other information

We also have more information on our repairs service in our leaflet 'Repairs to your Longhurst & Havelok home'. Please ask us for copy.