

paying compensation to you



access for all If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506 200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

پۆزا نیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



www.wulvern.org.uk

approved by
crystal clear readers

01270 506200

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In what circumstances can I make a claim for compensation?

This leaflet outlines the different circumstances where we may pay compensation to you.

Where we make compensation awards, we will make sure they meet all relevant legal requirements. For awards that aren't covered by law, we consider compensation relevant to the situation and circumstances. This means the awards we pay are flexible and fair and reflect different incidents and the individual impact to you.

Permanent Home Loss Allowance

We will make "Home Loss" payments to you where:

- The move is a permanent one
- We ask you to leave your home due to demolition or redevelopment works which make it impossible for you to return
- You have lived in the property for at least a year as your main residence
- You make a claim within 6 years from the date of the move

How much will I get?

The amount we pay is set out in Government regulations. Joint tenants will only receive one payment between them, not individual payments.

"we pay compensation awards which are flexible, fair and are individual to you"



Compensation for Improvements

If you have made certain improvements to your home since April 1994 you may be able to claim compensation when you move out of your property. In these circumstances, the following conditions apply:

- You had written permission from us and agreed costs with us before carrying out any improvements
- The work is regarded as a “qualifying improvement” by us. Full details of these can be found in our Compensation Guidelines (please contact us for a copy of these) and our leaflet “Carrying out improvements to your home”
- You make the claim, providing sufficient information about the works carried out and proof of costs within 28 days before and 14 days after, the end of the tenancy

We will not pay compensation where:

- You are buying the property through Right to Buy/Right to Acquire
- We end your tenancy through a possession claim based on a breach of your tenancy obligations

How much will I get?

Compensation for improvements will not normally be the full amount paid for the work, but is worked out using a formula taking into account the cost, how long items are expected to last and how long ago you carried out the improvement. The minimum amount we will pay is £50 and the maximum is £3,000.

For more information on the formula, please call us on 01270 506 200.

Right to Repair Compensation

Under the tenant’s “right to repair regulations”, you have a right to have certain repairs done within set time periods. These are known as “qualifying repairs”.

If you tell us that a “qualifying repair” hasn’t been attended to, we will give you a revised date when this work will be completed. If we fail to do it by this revised date, you will receive a compensation payment which then increases per day every day the repair remains outstanding after the end of this second period.

This compensation doesn’t apply if you haven’t allowed us access to inspect and/or carry out the work, or if we have made safe the problem but need to return to complete the repair.

“Right to Repair” applies to:

- Total or partial loss of electrical power
- Unsafe power sockets, lighting sockets or electrical fittings
- Total or partial loss of water supply
- Total or partial loss of gas supply
- A blocked flue to an open fire or boiler
- The total or partial loss of your gas supply
- The total or partial loss of space or water heating
- Blocked or leaking foul drains, soil stacks, or where there is no other working toilet in the house, the toilet pan
- The toilet not flushing (where there is no other working toilet in the house)
- Blocked sinks, baths or basins
- Taps which cannot be turned
- Leaking from water or heating pipes, tanks or cisterns
- Leaking roofs
- Insecure external windows, doors or locks
- Loose or detached banisters or hand rails
- Rotten timber flooring or stair treads
- Door entry phones not working
- Mechanical extractor fans in kitchens or bathrooms not working

Please note only works costing less than £250 qualify for compensation.

How much will I get?

You will receive compensation payment of £10, increasing by £2 per day (up to a maximum of £50) for every day the repair remains outstanding after the end of the second period.

What other circumstances will you consider compensation awards?

- Compensation for loss of a room where we haven't done work required by the law and/or we or the local authority considers the room unusable. This compensation doesn't apply during our improvement or modernisation programme
- Disturbance payments to cover actual costs and reasonable expenses that arise if we ask you to move out (permanently or temporarily) as a result of demolition, redevelopment, major repairs or improvements
- Compensation where we use your gas or electric supply during repair or improvement works or your bill increases if we provide you electric heaters when your heating has failed
- Service failure where you pay a service charge
- Accidental damage to your possessions caused by an employee or someone acting on our behalf
- Compensation for service failure - occasionally we may not deliver the service you expect which causes you distress, inconvenience or results in you being "out of pocket". We may consider a one-off compensatory gesture which could take the form of vouchers, flowers or small payment.

Full details on the above are available in our Compensation Guidelines, please call us for more information 01270 506200.

How can I claim for compensation?

Please write to us, by letter or e-mail, providing details on why you are claiming compensation. If you need help writing to us, please ring us 01270 506200, we are here to help.

If I have rent arrears or outstanding recharges, will I still be paid compensation?

We may deduct the amount you owe us from any compensation payment (or deduct the compensation payment from the outstanding debt if this is more). We will let you know (in writing or by phone) if we are going to do this.

Right to Appeal

Once we have made a decision on a compensation claim and informed you in writing, you have the right to appeal against this decision.

Call us on 01270 506200 for further details.

Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm