

Willow Tree Housing Partnership Limited (WTHP) aims to provide high quality services at all times. We recognise that sometimes things go wrong and a resident may feel that they want to claim compensation. This leaflet tells you how to make a claim for compensation.

What can you claim for?

You have a legal or contractual right to claim compensation in the following circumstances:

- Where a repair has not been completed within 28 days on two occasions, you may be able to make a claim under the Right to Repair.
- Where you have made an authorised improvement to your property and once you have given notice to leave, you may be able to claim compensation for the improvement.
- If you are asked to move from your home permanently, because WTHP is redeveloping or selling the property, you can make a claim.
- Following a successful disrepair claim (poor condition of a building or structure due to neglect).

You may also be eligible for compensation if:

- There is damage to your possessions and following investigation, is it determined to be the fault of WTHP.
- You pay a service charge and WTHP has failed to provide the service for a significant period.
- There has been a loss of facilities for a period of more than 48 hours and WTHP fails to provide an alternative. For example, if your heating broke down during the winter and WTHP did not provide any temporary heating.
- You stay in your home during major structural works or improvements. The level of compensation will depend on how inconvenient the work was.
- You have had to move from your property because of major structural works or improvements where at least one room is uninhabitable.
- You incur a financial loss because WTHP was negligent.

What isn't covered?

- Damage caused by a fault relating to the building structure, fixture or fittings, unless WTHP are found to have not met our obligations.
- Damage caused by you, a member of your household or a visitor to your property.
- Damage caused by someone else other than WTHP or our contractors.
- Losses which should have been covered by your own household insurance or losses covered by WTHP's own insurance policy (in which case we can make an insurance claim for you).
- Where you could have taken action to prevent the loss by, for example, putting a bucket under a leak or allowing access for a contractor.
- Extreme weather or other unforeseen circumstances where WTHP has taken reasonable steps to restore services or facilities.

Claims for inconvenience and loss of earnings

It is not standard practice for claims of this kind to be accepted; if however, we have failed to provide you with an expected level of service, we may consider a claim. Claims for inconvenience do not normally exceed £50. Claims for loss of earnings will be considered on a case by case basis.

How to make a claim?

You can make a claim by writing to us, by completing a claim form online, or by calling us.

Claims for inconvenience must include documentary evidence of your loss. If you are unable to do so, WTHP may not be able to pay any compensation.

We will consider your claim and write to you to give you our answer. If your claim is accepted we may make an offer to you. If you accept the offer, we may pay you or temporarily reduce your rent. If however, you are in arrears or owe other charges, any compensation will be deducted from the arrears.

Who else may be able to help?

You could contact your local Citizens Advice Bureau or Shelter.

The Housing Ombudsman Service

The Housing Ombudsman Service was set up by Parliament to deal with complaints against Housing Associations. They are not on the side of the landlord or resident, but form their own views on an impartial basis.

You can complain to the Housing Ombudsman about the way your home is managed or the way that WTHP deals with you. Normally you need to go through WTHP's complaints procedure before contacting the Housing Ombudsman.

Phone 0300 111 3000

E-mail Info@housingombudsman.org.uk

Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,
Somerset BS26 2TN

Devon Office:

Floor 4, Studio 5-11 Millbay Road, Plymouth,
Devon, PL1 3LF

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