



Your right to compensation

at Two Castles
Housing Association



Your right to compensation for maintenance and improvements

To demonstrate our commitment to providing a quality repairs and maintenance service, Two Castles Housing Association aims to compensate residents for any failure to achieve our expected standard of service or certain work or improvements they have carried out.



Our compensation policy

If you think we have not achieved the standard of service we have set, and we agree, we will provide compensation for the following:

- **emergency repairs**

If we agree that no visit has been made or we failed to carry out the repair, without good reason, within 24 hours of you first telling us about it

- **urgent repairs**

If we agree with you that no visit has been made or we failed to carry out the repair, without good reason, within 7 days of agreeing access

- **routine repairs**

If we agree with you that no visit has been made or we failed to carry out the repair, without giving you notice of this, within 28 days

- **planned or cyclical works**

If we or the contractor fail to arrange or carry out works when we clearly said we would

- **poor repair work**

If we agree that poor repair work has to be remedied

- **damage to possessions**

If we agree that our contractor has damaged your possessions whilst carrying out work.

The amount of compensation awarded will be specified by the policy in place at the time of consideration.

Your statutory right to compensation

You have a right to claim compensation for certain work or improvements you have carried out, provided certain conditions have been met:

- you must be an assured or secure tenant
- you must have had our written permission to carry out the work
- you can only apply for compensation at the end of your tenancy
- you can only make a claim for the following improvements – bath or shower, washbasin, toilet, kitchen sink, storage cupboards in kitchen or bathroom, work surfaces for food preparation, space or water heating, thermostatic radiator valves, insulation to pipes or cylinder, loft or cavity wall insulation, double glazing, rewiring, draught proofing and burglar alarms.

The value of any improvement will reduce as it gets older. The amount of compensation you will receive will depend on the age and condition of the improvement when you claim.

To make a claim, you must do so in writing 28 days before your tenancy ends.

What should I do if Two Castles does not meet these standards?

There are a number of ways in which to proceed, including:

- taking it up with the staff member you have been dealing with
- if you are still unhappy, ask to speak to a manager
- if you are still unhappy, make a formal complaint under our Complaints procedure (see separate leaflet detailing this).



Other Formats, Other Languages:

If you require this information in large print, Braille, audiotape or in other languages, please do not hesitate to ask.

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Se deseja obter informação noutro idioma ou formato, diga-nos.

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Approved by **Two Castles Housing Associations Readers Panel**

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