Policy: Compensation and Redress Policy

1. Adopted by the following group entities

Name	Date Approved
Change Housing	26/05/2026
Hilldale Housing Association	26/05/2026
Quays Housing	26/05/2026
Trinity Housing Association	26/05/2026

2. Introduction

2.1 This policy sets out how compensation and redress will be considered where service failure or delays in service delivery have caused detriment to a tenant. The aim is to ensure that tenants receive fair, consistent and proportionate remedies when things go wrong.

2.2 We are committed to providing a high-quality service but recognise that there may be occasions when our service fails or falls below our published standards. If we fail to meet the levels of service, as set out in our published standards, our staff are empowered to put things right and non-financial remedies are usually appropriate. In some circumstances financial compensation may be appropriate. The policy supports a culture of learning and resolution, ensuring that complaints are resolved locally and that tenants are placed, where possible, in the position they would have had the service failure not occurred.

3. Principles

3.1 Compensation may be considered following service failure whether identified through a complaint or through routine service delivery, where this has failed.

3.2 When considering compensation, we will recognise the service failure and look to restore fairness.

3.3 Each case will be assessed individually taking into account circumstances and any known disabilities or vulnerabilities.

3.4 Remedies should be proportionate to the impact on the tenant.

3.5 We may consider non-financial remedies (such as apologies, completion of repairs or service improvements) where considered appropriate to do so.

4. 4 Scope

4.1 This policy applies to tenants receiving services from the group, compensation may be considered where:

- Service standards have not been met
- The organisation has failed to follow its policies
- Repairs or maintenance have been delayed
- Tenants have experienced avoidable distress or inconvenience as a result of our services
- Tenants have lost use of part of their home or facilities
- Appointments have been missed

- There has been complaint handling failure
- There has been proven financial loss resulting from service failure

4.2 When determining compensation and redress we will consider:

- The length of time the issue has been ongoing
- The severity of the service failure
- The distress and inconvenience caused
- The Tenants needs in relation to disabilities and vulnerabilities
- The impact on the tenant being able to enjoy their home
- Whether key rooms or facilities were unusable (for example, kitchen, bathroom, heating, hot water, bedroom)
- Whether the tenant experienced financial loss

5. Compensation and redress

5.1 Where service failure is identified we will investigate the issues raised and consider the impact to the tenant and take appropriate steps to put things right. This may include addressing the immediate problem, acknowledging the failure and taking actions to learn and prevent the issue occurring in the future. Where appropriate we may provide one or more of the following remedies:

- An Apology
- An explanation of what went wrong
- Action to resolve the issue
- Service improvements to prevent reoccurrence
- Financial compensation

5.2 Compensation Framework

Where considering financial compensation we will use the below framework:

Compensation Type	Level	Amount	Examples / Impact
Distress, Inconvenience, Time and Trouble	Level 1	£15–£100	Low impact on tenant. Short delays, minor inconvenience, limited distress, or small amount of time and trouble required to pursue resolution.
	Level 2	£100–£500	Moderate impact. Service failure adversely affected the tenant for a period of time. Delays in resolution, failure to acknowledge failings, or response did not appropriately reflect impact.

	Level 3	£500–£1,000	Significant impact. Serious or repeated failures causing substantial inconvenience, distress, or prolonged disruption. Landlord failed to adequately put matters right despite opportunities to do so.
	Level 4	£1,000+	Severe impact. Serious long-term detriment caused by prolonged poor service, significant disruption, or failure to act appropriately in response to known issues.
Loss of Use / Loss of Amenity	Level 1–4	Case dependent	Awards may be considered where the tenant could not fully use part of their home or a service for a period of time, including loss of heating, hot water, kitchen, bathroom, or living space. Consideration will be given to severity, duration, vulnerability, and extent of loss experienced.
Quantifiable Financial Loss	N/A	Actual loss incurred	Reimbursement of evidenced financial loss directly attributable to service failure. This may include additional utility costs, laundry costs, damaged belongings, travel expenses, or other reasonable out-of-pocket expenses. Evidence such as receipts or invoices may be requested.
Complaint Handling Failure	Level 1	£25–£100	Minor complaint handling failure, including small delays in response or limited communication failures with minimal impact on the tenant.
	Level 2	£100–£250	Moderate complaint handling failure, including missed complaint timescales, poor communication, or failure to appropriately address complaint issues.
	Level 3	£250–£500	Significant complaint handling failure, including repeated delays, failure to follow the complaints process, or failure to acknowledge and address identified failings.
	Level 4	£500+	Severe complaint handling failure resulting in significant detriment, prolonged delays, repeated failures, or unnecessary escalation to external bodies.

5.3 The Framework of compensation payment is illustrative and not restricted

5.4 Where a case is reviewed by the Housing Ombudsman, the Ombudsman’s guidance and awards will take precedence

5.5 Compensation will not normally be awarded in these circumstances:

Circumstance	Explanation
No service failure identified	Compensation will not usually be awarded where investigation finds the landlord acted appropriately and in accordance with policy, procedure, and legal obligations.
Matters outside the landlord's control	Compensation will not normally be paid for issues arising from circumstances beyond the landlord's reasonable control, such as severe weather events, utility provider outages, or delays caused by third parties where the landlord acted reasonably and proactively.
Duplicate remedy already provided	Compensation will not usually be duplicated where the landlord has already provided an appropriate remedy, insurance settlement, reimbursement, goodwill gesture, or other form of redress for the same issue.
Unsubstantiated financial loss	Claims for financial loss must normally be supported by appropriate evidence such as receipts, invoices, or other documentation.
Resident refusal of reasonable access	Compensation may be reduced or not awarded where delays or inability to resolve the issue were significantly contributed to by the tenant refusing reasonable access, failing to engage, or not complying with agreed actions. Each case will be considered fairly and proportionately, taking account of any vulnerabilities or individual circumstances.
Issues subject to legal proceedings or insurance claims	Compensation may not be considered where matters are being dealt with through the courts, an insurance claim, or another formal legal process, unless discretionary redress remains appropriate.
Excessive or unreasonable demands	Compensation will not normally be increased solely because a tenant is dissatisfied with the level of compensation offered or makes unreasonable demands not proportionate to the service failure identified.

5.6 The organisation will consider each case on its individual circumstances and retain discretion to make awards where appropriate and reasonable to do so.

5.7 Any Compensation payment made under this policy is discretionary and does not constitute an admission of negligence own legal liability unless expressly stated otherwise.

6. <u>Tenant responsibilities</u>

6.1 We encourage our tenants to take out contents insurance to cover their belongings against accidental damage, loss, fire or flood.

6.2 Where it is agreed that the landlord has a responsibility for an insurable financial loss a tenant will need to provide our insurance company with relevant evidence when claiming compensation for damaged property, such as:

- Proof of ownership and the value of the lost or damaged item. For example, photos, instruction booklets or receipts
- Evidence of the damage. This may include the damaged items themselves
- Written estimates of repair costs

6.3 If a tenant has had any loss or damage caused by suspected criminal activity, that relates to their tenancy or occupation of our property They will need to report this to the police and request a crime reference number and provide us with the details.

6.4 Without relevant evidence, we may be unable to deal with your request for compensation or be unable to pay the claim in full.

7. Governance, Monitoring and Learning

7.1 The organisation will monitor compensation awards to ensure they are fair, consistent, proportionate, and in line with the Housing Ombudsman's Complaint Handling Code and Remedies Guidance.

7.2 Compensation data and complaint outcomes will be regularly reviewed to identify trends, recurring service failures, learning opportunities, and areas for service improvement.

7.3 Information relating to compensation awards and complaint trends will be reported to senior management and relevant governance bodies, including the Member Responsible for Complaints (MRC), as appropriate.

7.4 Learning identified through complaints and compensation awards will be used to improve services, policies, procedures, and the customer experience.

8. Review

7.5 The policy will be reviewed every three years in response to:

- Legislative changes
- Regulatory guidance
- Ineffective policy terms
- Tenants feedback
- Learning from complaints

9. Document Change History

Version	Date	Change	Owner
1	19/01/2023	New document	Amy Kirk
2	01/05/2024	Time to report changed from 6 months to 12 to reflect new complaint code	Amy Kirk
3	02/04/2026	Policy reviewed and amendments made in line with Housing Ombudsman Compensation report	Amy Kirk
4	26/05/2026	Policy approved at Policy Approval Committee	Amy Kirk