

Looking after your home

Housing compensation

A guide for tenants and leaseholders



NORWICH
City Council

Tenant
approved

Why do we pay compensation?

Norwich City Council is committed to providing high quality services to our residents. Very occasionally our high service standards fall down, often due to circumstances out of our control.

If this happens, we will try to put things right and make sure that it doesn't happen again. In some circumstances we accept that if we have failed to deliver our promised commitment, some form of compensation may be the appropriate way to give our apology.

This leaflet outlines some circumstances where you may be able to apply for compensation, as well as times where we may wish to make discretionary payments or goodwill gestures. The leaflet also explains how we will deal with and respond to any claims we receive.

The information in this leaflet is intended as a guide and is not exhaustive. For a full copy of Norwich City Council's

housing compensation policy, please contact us on 0344 980 3333, or you can write to us or email using the contact information shown at the back of this leaflet. The policy is also available online at www.Norwich.gov.uk.

When will we pay compensation?

The table below shows the main circumstances for which we may consider a compensation claim and the amounts that may be appropriate. This list is intended as a guide, and is not exhaustive. Each claim would be considered on its own merit, following a full investigation.

Norwich City Council would require supporting information to consider each claim. For example, claims for damage to belongings would need to be supported with the appropriate receipts.

Some complaints may result in a goodwill gesture for such incidents where monetary compensation would not be appropriate.

Situation	Payment amount
Loss of amenity such as water, gas, electricity, sanitation, heating or hot water (where Norwich City Council is responsible for provision or were the cause of the loss)	£5-£10 per day dependent on the circumstances and if alternate means are provided
Failure to provide a service you have paid for	A direct refund of any charges for the period, or a goodwill gesture for all those affected
Failure to carry out certain qualifying emergency repairs that fall within the Right to Repair scheme	£10, plus an additional £2 for each day's delay after the expiry of the second period the repair was due to be completed in, up to a maximum of £50 compensation as set out in statute
Major avoidable delay in completing a repair within the stated/agreed timescales	Dependent on any loss suffered and circumstance
*Damage to your belongings, if Norwich City Council is liable, that are not covered by your home contents insurance that covers accidental damage	*Goodwill payment dependent on circumstances and production of relevant receipts
*Damage caused by a contractor employed by Norwich City Council undertaking a repair and, after investigation, they (the contractor) are deemed liable	* Goodwill payment dependent on circumstances and production of relevant receipts
A contribution towards electricity costs for heavy duty items used as part of a repair, e.g. dehumidifiers, or heaters used when heating has failed	Compensation dependent on circumstances and production of relevant receipts
The cost (depreciated) of certain qualifying improvements you have made to your home which qualify for reimbursement on leaving the property	This is calculated using a standard formula in accordance with set guidelines and the Citizen's Charter Scheme

Situation	Payment amount
The loss of the use of your home or a room within your home (except for situations involving modernisation/ planned works programmes, fire or flood)	Compensation dependent on circumstances. Room loss payments are calculated using a set standard formula
You being moved from your home, either on a permanent or temporary basis – in some circumstances you will be entitled to a Home Loss Payment which compensates for the permanent loss of the home due to redevelopment, improvement or major repair work	This payment is statutorily set by the government

* Where damage to goods or personal injury has occurred due to alleged negligence on behalf of Norwich City Council, the customer can submit a claim to our risk and insurance manager:

FAO Risk & Insurance Manager
 Norwich City Council
 St Peters Street
 Norwich NR2 1NH

In these cases, the person making the claim must provide evidence to support their claim. Goodwill payments will not be awarded while an insurance claim is in progress.

How do I claim for compensation?

If you would like to claim for compensation, please send a letter or email. This helps

us collect all the relevant information, and deal with your claim quickly and efficiently. Please include full details of why you think you are entitled to claim compensation, including any additional information, such as copies of letters, receipts or relevant photographs, to support your request.

Letters should be sent to:

Housing compensation claims
 Norwich City Council
 City Hall
 St Peters Street
 Norwich NR2 1NH

Emails should be sent to:
Info@Norwich.gov.uk

Please use the subject heading 'housing compensation claim' for your email.

If you need help writing a letter or an email please visit any of our neighbourhood housing offices and ask a Norwich City Council officer (such as your neighbourhood housing officer) for help.

You may also be able to get help and support from an independent advisor such as the Citizen Advice Bureau (CAB), which provides free information and advice on legal, money, and other problems.

Accepting an offer

Once your claim has been investigated, we will write to you with the outcome. If we offer monetary compensation, the details of the offer will be in writing, along with a Payment Acceptance Form and a pre-paid envelope. If you accept the offer you must return this form to us before we will pay you.

By signing and returning the form you are accepting the offer made to you in full and final settlement of your claim.

Payment method

All compensation payments will be made directly to your bank/building society account. The only

exceptions are if you are in rent arrears or have any other debt(s) owed to Norwich City Council (such as charges for repairs, or failed gas safety inspection appointments), where the payment will be credited to your account, or if you do not have a bank/building society account where an alternative method of payment will be arranged.

Right of appeal

If you are not satisfied with the outcome of your compensation claim then you can appeal through our corporate complaints policy and procedure. An appeal must be made within 21 days of the compensation decision.

In the case of home loss and disturbance compensation payments, tenants also have the right to appeal under the Land Compensation Act 1973, by contacting:

The Lands Tribunal
48/49 Chancery Lane
London
WC2A 1JR
Tel: 020 7936 7200

If you require this leaflet in another language or format eg large print, audio cassette or Braille please contact Norwich City Council.

Norwich City Council · City Hall · Norwich · NR2 1NH

t: 0344 980 3333

f: 01603 213000

e: info@norwich.gov.uk

www.norwich.gov.uk

