

## **Summary of HFI's Compensation Policy**

Homes for Islington (HFI) aims to give good standards of housing service to its residents, but occasionally things go wrong. This information sheet is a summary of our Compensation Policy; a full version can be obtained from the Service Development Team based at Highbury House.

### **When will compensation be paid?**

When we are required to meet our statutory obligations eg when we purchase homes under a compulsory purchase order\*

When we require you to leave your home temporarily so that we can carry out major works\*

When we fail to provide an essential service eg loss of heating or hot water

When a lift has been out of service for more than 5 days\*

When a room in your home cannot be used because of lack of repair\*

When we fail to keep a pre-arranged appointment to visit you at your home\*

**\*Please note that conditions apply**

### **What happens if something goes wrong that is not included in the policy?**

There may be other situations when residents are dissatisfied with our services. We will endeavour to resolve problems satisfactorily; and, if appropriate, offer compensation to rectify the situation.

### **Failure of services subject to a service charge**

If HFI fail to provide a service for which a service charge is payable the amount will be refunded to the service charge account. A service charge refund or reduction will only apply from the date the service failed to the date that it resumes.

### **Damage caused to personal possessions**

Residents are expected to have their own insurance; however if HFI staff or contractors are responsible for damages to your belongings HFI will compensate you for the replacement value of your personal possessions.

### **Claims**

Claims for compensation should normally be made within 6 months of the problem occurring; and if possible, documentation or receipts should be provided to support your claim.

HFI will make every effort to resolve the situation within 28 days of your claim but this will depend on the nature of the claim therefore you are advised that it may take more than 28 days for an assessment to be completed.