

HOW TO CLAIM COMPENSATION

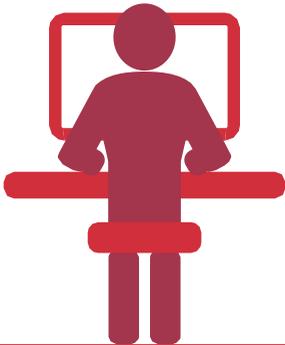


We make every effort to keep our standards high. However, there may be times when our services do not meet your expectations. When this happens, we try to put the problem right quickly.

We may pay you compensation if you have received a poor service. You can get a full copy of our compensation policy by calling **020 8709 4300** or visit our website at **www.gatewayhousing.org.uk**.

This leaflet tells you:

- when we pay compensation;
- how much we pay (Appendix 1);
- how we pay it;
- how to claim compensation and
- what to do if you are not satisfied.



When do we pay compensation?

We may pay you compensation if any of the following happens:

If you cannot use a room in your home

We will pay you compensation if we have not carried out work that is needed and your room is unsuitable for living in. This only applies if you have not caused the damage to the room yourself, and you have allowed us to carry out the work.

In some circumstances, we may offer you temporary housing instead of compensation.

If we do not provide a service that you pay a service charge for

We will pay you compensation if we fail to provide a service to you for more than 14 days. The compensation will be the same amount that you paid for the service for the length of time that we failed to provide it. Where this relates to an inoperable lift or broken entryphone £10 per week is payable.

If you are a tenant, we will pay compensation by cheque or vouchers for small amounts within 20 days of us starting to provide the service again.

If we fail to finish emergency or urgent repairs within our timescales we will pay you compensation. Please see the repairs and maintenance leaflet for the timescales and amounts. This does not apply to routine repairs.

If we arrange an appointment with you and we don't turn up we will pay you compensation. We will also pay you compensation if we arrive more than one hour late for a morning or afternoon appointment unless we agree an alternative time with you.

If we damage your possessions or decorations inside your home while we are working, we will pay you compensation.

We will put things back to how they were before we damaged them. You should try to claim on your contents insurance for any damage first and we always encourage residents to take out cover.

If we do not follow our procedures correctly and this leads to major inconvenience or means you have to spend money we may pay you compensation.

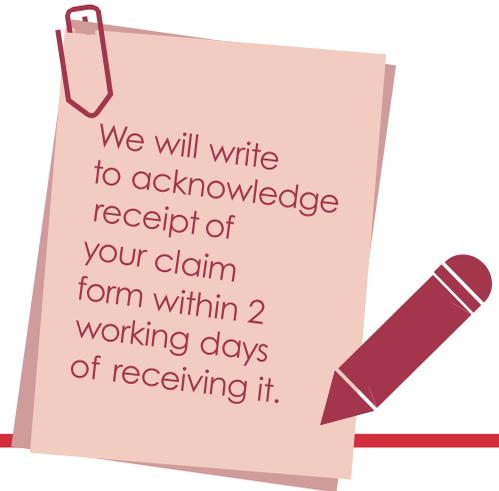
“We make every effort to keep our standards high. There may be, however, times when our services do not meet your expectations. When this happens, we try to put the problem right quickly.”

How we pay compensation

We will pay compensation in the following ways:

- if you have lost the use of a room in your home or have lost a service that we provide and charge you for, we may pay compensation;
- if your total claim is less than £25, we will send you vouchers for high-street stores within ten working days or
- if your total claim is more than £25, we will send you a cheque within 28 working days.

If you already owe us money for rent or service charges, we will take the compensation off the amount you owe us.



Making a claim

You can get a claim form by:

- writing to us at our office:
**409-13 Mile End Road,
London, E3 4PB;**
- calling us on **020 8709 4300;**
- visiting our office to collect a form or
- downloading a form at:
www.gatewayhousing.org.uk.

Once you have received the form, fill it in and return it to us. Remember to send us any supporting photos and documents, and keep a copy of the form for your own records.

We will write to you to let you know we have received your claim form within two working days of receiving it. This letter will include a reference number for you to use if you want to ask about how your claim is doing.

What to do if you are not happy with our decision

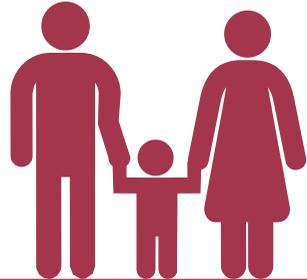
This leaflet should be read in conjunction with the 'How to make a complaint' leaflet.

If you are not happy with our response to your claim, you can ask us to look at our decision again. One of our directors will reconsider your claim.

If you are still dissatisfied with our decision but we are satisfied the amount awarded is appropriate, then you can use the complaints procedure to appeal the decision.

After going through all stages of the complaints procedure and you still feel unhappy with the decision, you can contact the Housing Ombudsman Service by calling **0300 111 3000** or visit their website at **www.housingombudsman.org.uk**.

You can get a copy of our full complaints policy by calling **020 8709 4300** or visit our website at **www.gatewayhousing.org.uk**.



“If you are not happy with our response to your claim, you can ask us to look at our decision again.”



Appendix 1: How much we pay

The problem	When we will pay compensation	Amount of compensation
You cannot use a room in your home.	If we or your local council agree that the room cannot be used due to disrepair issues caused by Gateway / contractor failure. Compensation will not apply where this has been caused by residents.	We work out the compensation by taking the number of rooms that cannot be used and dividing this number by the total number of rooms in your home. This excludes the bathroom and kitchen where alternative compensation arrangements apply. We then multiply this by the cost of your weekly rent. For example, if the living room in a three-bedroom house cannot be used, one room out of four, and the rent for that house is £75 per week, we will work out your compensation as shown: $1/4 \times £75 = £18.75$
We do not provide a service for more than 14 days.	If our resident services team agree that we have not provided the service.	The charge for the service we have not provided is refunded to the residents rent account within 20 working days of the service resuming.
A lift or entryphone does not work for more than 2 weeks.	If our property services team agree that we have not provided the service.	£10 per week/part week.
Your heating and/or hot-water systems do not work.	If our property services team agree that these services have been discontinued..	£3 per day from 1 October – 31 March and £2 per day from 1 April – 30 September. Alternative temporary heating will be provided.
Any loss as a result of our failure to provide a service or carry out a repair. For example, if food in your freezer has to be thrown away because there is no electricity supply.	If our property services team agree that we have not provided the service.	£25

The problem	When we will pay compensation	Amount of compensation
A kitchen or bathroom cannot be used as a result of us failing to finish a repair or provide a service.	If our property services team agree that we have not provided the service.	£10 a day for each authorised occupant.
We have not kept an appointment.	The contractor agrees we did not keep the appointment.	£10 paid directly from the contractor, or a £10 voucher if Homeworks are responsible.
We have not completed emergency or urgent repairs within the published timescales.	If our property services team agree that we have not provided the service.	£10, plus £2 for each day the repair is not completed up to a limit of £50.
We damage your belongings during work.	If our property services team agree that your belongings have been damaged.	Residents are expected to have their own contents insurance and to claim against this initially. Otherwise Gateway will pay for your belongings that have been damaged, items are valued at current market value not as new.

Gateway Housing Association Limited

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتنا بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]

