

Do you need this document in another language or format? Tick the box next to the language you need and send it to the address below. This leaflet is also available in Large print, Braille, Audio and EasyRead formats. **This leaflet is about Claiming Compensation.**

Arabic

هل تريد هذه الوثيقة بلغة أو بصيغة أخرى؟ ضع علامة في المربع المجاور للغة أو الصيغة التي تريد ثم أرسلها للعنوان المذكور في الأسفل:
يتحدث هذا الكتيب عن التعويض

Bengali

আপনি কি এই কাগজটি কি অন্য কোনো ভাষায় বা ফরম্যাটে আপনার চান? যে ভাষায় বা ফরম্যাটে আপনি এটা চান তার পাশের বামেরে টিক চিহ্ন দিন এবং नीचेर ठिकाणाय এটা পাঠিয়ে দিন।
এই লিফলেটটি স্বত্বস্বরূপ সংক্রান্ত

Gujarati

આ ઇસતાવીજ તમુને બિજિ બોલી મા યા ચોપડી મા જુ વે ?
તમે ટીક કરો બોલી મા યા ચોપડી મા તમુ ને જુવે નીચે અદદરેસ પર મોકલો
આ કાગરયુ નુકસાન ના પયસા સારુ છુ

Hindi

क्या आपको इस दस्तावेज़ की ज़रूरत किसी दूसरी भाषा या फॉर्मेट में है? अपनी ज़रूरत की भाषा या फॉर्मेट के आगे वाले बॉक्स पर सही लगाएँ और नीचे दिए गए पते पर भेजें।
यह पुस्तिका मुआवज़े के बारे में है।

Polish

Czy potrzebują Państwo niniejszy dokument w innym języku lub formacie? Jeśli tak, prosimy o postawienie haczyka w okienku obok danego języka lub formatu i odesłanie dokumentu na poniższy adres.
Niniejsza ulotka dotyczy odszkodowania

Punjabi

ਕੀ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ? ਲੇੜੀਂਦੀ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਦੇ ਸਾਹਮਣੇ ਵਾਲੇ ਖ਼ਾਨੇ ਵਿਚ ਟਿੱਕ ਲਗਾ ਕੇ ਹੇਠਲੇ ਸਰਨਾਵੇਂ ਤੇ ਵਾਪਸ ਭੇਜੇ ਜੀ।
ਇਹ ਪਰਚਾ ਹਰਜਾਨੇ ਸਬੰਧੀ ਹੈ

Slovak

Potrebujete tento dokument v inom jazyku alebo formáte?
Označte políčko s jazykom alebo formátom, ktorý potrebujete, a zašlite na nižšie uvedenú adresu.
Tento leták je o Kompenzácií

Somali

Miyaad dhokomentigan ugu baahan tahay af kale ama qaab kale? Calaamadee sanduuga ku xiga afka ama qaabka aad rabto oo ku soo dir cinwaanka hoose.

Xaashidan waxay ku sa'absan tahay Magdhawga.

Urdu

کیا آپ کو یہ دستاویز کسی دوسری زبان یا نمونے میں چاہیے؟ اس زبان یا نمونے کے خانے کے اگے نشان لگائیں جو آپ کو چاہیے اور اسے نیچے دیئے گئے پتہ پر بھیج دیں۔ یہ معلوماتی یہ معلوماتی پرچہ کمپینیشن یعنی نقصان یا تکلیف کے معاوضے سے متعلق ہے



Tel: 0300 111 7000 **Fax:** 0121 358 9011 **Email:** customerfirst@accordgroup.org.uk
Customer First, Accord Group, 178 Birmingham Road, West Bromwich, B70 6QG

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Claiming Compensation

*putting
things right*



THE ACCORD GROUP



Claiming Compensation

This leaflet explains the Service Standard that you can expect from us when wanting to claim compensation if things haven't gone well.

The Accord Group comprises 7 organisations which work together: Accord, Ashram, Caldmore and Moseley & District housing associations, bchs, Fry Housing Trust and Redditch Co-operative Homes. This leaflet applies to all of these organisations.



The way we work

We aim to **Put People First**, which means responding to any concerns and claims you might have. We aim to deliver **Excellence Through Innovation** and will use new ways and technology to deal with problems which arise. We want to **Make a Difference** and ensure that when things go wrong, we can help by putting them right. We are **Committed to Communities** and making sure we deal with claims for compensation fairly and promptly.



We welcome your views and feedback.

You can contact us by phone, fax, email or letter on:

Tel: 0300 111 7000 **Fax:** 0121 358 9011

Email: customerfirst@accordgroup.org.uk

Customer First, Accord Group, 178 Birmingham Road,
West Bromwich, B70 6QG

*You can also contact the individual associations within the Accord Group directly and through our websites at **www.accordgroup.org.uk**. Individual offices addresses and opening hours are on the inside back cover of this leaflet.*



What is compensation?

The need for compensation arises when something goes wrong which has a direct, financial effect on you or where we have made a promise to compensate you for failing to deliver a service. Compensation is not paid for accidents and we always advise customers to take out their own contents insurance to protect against loss or damage.

Where you owe us any money due to rent arrears or other costs we reserve the right to offset these debts with any compensation due to you.

In what areas can a claim for compensation be considered?

Failure to repair

We have failed to complete a "qualifying" repair within our published timescales. A "qualifying" repair is one which:

- Has a value of less than £250
- You have reported on at least two separate occasions

The amount payable to you depends on the length of delay in completing it and is subject to a maximum payment of £50.

Broken appointments

If a contractor or one of our people fails to attend a pre-arranged appointment and we did not notify you in advance, we will make a payment of £20. If you have lost income as a result of the missed appointment, we will pay the amount you have lost where proof is provided.

Our people attempt to arrive at appointments within a 30 minute appointment slot. If we are not able to make an appointment we will tell you why.

Damage to property

If a contractor or one of our people causes damage to your home or possessions through a reckless or negligent action, we will compensate you for the lost item. Compensation will take into account the value and age of the item or property damaged.

Reimbursement of additional utility costs

If you incur additional power costs using temporary equipment during a heating breakdown or ongoing repair: e.g.: fan/convector heaters or dehumidifiers, we will pay the additional power costs for the period the equipment was used.

Home Improvements

If you carry out 'qualifying' improvements to your home during the course of your tenancy, compensation is payable at the end of the tenancy for the items you have improved. The compensation payable depends on the type of improvement and how long ago it was installed.

To be a "qualifying" improvement, it must be one which:

- You have had our permission to carry out **in advance of starting any work**
- We have inspected on completion and are happy with
- You make a claim for within 14 days of ending your tenancy

Leasehold customers are not able to claim compensation for improvements, and compensation is also not available if you are buying your home from us.

Failure to provide service charge work

If we have failed to deliver additional services as set out under your tenancy agreement, and an improvement plan agreed with you has failed to bring those services up to an acceptable standard, we will pay you £20 in addition to a refund of the relevant service charge.

General service failure

If we have failed to provide you with services set out in our policies, procedures and in our Customer Charter, we may offer you compensation as an appropriate remedy. Payments under this section are linked to our Compliments and Complaints Procedure.

How to apply

If you feel you have a claim for compensation please contact Customer First, your local office, Scheme Manager or Support Worker. In most cases, we would like to receive your claim no more than four weeks from the date of the incident that led to it.

You can contact us in person, by writing, email or telephone and we will take the details about your claim.



How we will process your claim

If necessary, we will contact you to discuss the details and you may be asked to provide additional information, evidence or receipts to support your claim or we may wish to inspect any damaged items, so please do not throw away any relevant items. If we do not need any further information to decide your claim we will let you know within 10 working days.

How we will pay you?

If we agree to pay your compensation we will normally send you a cheque within 14 calendar days from the date of our decision. In certain circumstances if you already owe us any rent or other charges, we may deduct this from the compensation payment due to you and you will send the remaining balance.

SERVICE STANDARDS: We will:

- Treat you and your concerns fairly and be open and honest in our dealings with
- Acknowledge receipt of your claim within 2 working days (except for personal injury claims which will be referred directly to our insurers)

- Contact you within a further 10 working days to discuss your claim if necessary
- If further information from other sources is required, we will tell you how long we expect it will take to deal with your claim
- If no further contact is needed we will make a decision on your claim within 10 working days of our acknowledgement letter



What if I am not happy?

We welcome feedback, good and not so good, on the services we deliver. It helps us put right any problems or improve the way we do things.

It also helps us compliment our people if they have delivered a good service. If you are happy, or unhappy, with the service you have received please tell us. We will give you details of our Compliments and Complaints policy and we will look into your comments and respond to you.

CONTACT DETAILS

Accord Group Central Services

178 Birmingham Road,
West Bromwich, B70 6QG

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Accord Housing Association

37 King Street, Darlaston
Walsall, WS10 8DE

T: 0300 111 7001

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Closed: 12.30pm – 1.30pm
on Wednesdays

Ashram Housing Association

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Ashram Coventry Office

4 Longford Road, Coventry, CV6 7AW

T: 0300 111 7000 and 02476 667 314

E: customerfirst@accordgroup.org.uk

Open: 9.30am – 4.30pm Tuesday
and Wednesday

GROUP WEBSITES:

www.accordgroup.org.uk

**Emergency Out of Hours calls
about Anti-social Behaviour
and Repairs can be made on
0300 111 7000**

bchs

Fairgate House, 205 Kings Road
Tyseley, Birmingham, B11 2AA

T: 0300 111 7000 and
0121 764 3808

E: customerfirst@accordgroup.org.uk

Open: 9am – 5pm Monday to Friday

Caldmore Area Housing Association

18 Caldmore Green, Caldmore
Walsall, WS1 3RL

T: 01922 614505

E: Info@caldmorehousing.co.uk

Open: 9am – 5pm Monday to Friday

Fry Housing Trust

43 Rowley Village, Rowley Regis
West Midlands, B65 9AS

T: 0121 559 6406

E: admin@fryha.org.uk

Open: 9am – 4.30pm
Monday to Friday

Moseley & District Housing Association

106 Alcester Road, Moseley
Birmingham, B13 8EF

T: 0121 442 5000

Textphone: 07900 912728

E: frontdesk@moseleyha.org.uk

Open: 9am – 4pm Monday,
Wednesday and Friday and 9am –
1pm Tuesday and Thursday

Redditch Co-op Homes

Britten House, Britten Street
Redditch, B97 6HD

T: 01527 591 170

E: hazel@rch.coop

Open: 10am – 4.30pm
Monday to Friday