

## **FORUM HOUSING ASSOCIATION**

Forum Housing Association is committed to the promotion of Equality of Opportunity, recognising that passive policies will not succeed in combating discrimination.

All the Association's Policies and Procedures have implicit in them a determination to challenge discrimination and promote positive action to achieve Equality of Opportunity which is not a paper exercise but a reality.

**The above statement is applicable to this Policy.**

## **COMPENSATION TO RESIDENTS**

### **POLICY**

If Forum Housing Association fails to meet its legal responsibilities as set out in the tenancy/licence agreement, you may seek redress or compensation.

### **PROCEDURE**

- If a resident feels that they have a claim for compensation then they must put their request in writing on the approved claims form (CLA1) to the Project Manager. A Support Worker will help them complete the form if required and the Project Manager will ensure that the relevant details of the claim are included.
- The Project Manager shall forward this form to the Head of Estates.
- All claims for compensation will be dealt with during a weekday (09:00 – 17:00).
- The Head of Estates in consultation with the Project Manager will decide upon all compensation claims. Wherever possible, this will be concluded within 5 working days.
- The Head of Estates will liaise with the Head of Finance regarding payment. Records of all compensation claims and any subsequent payments will be kept for the purpose of trend analysis.
- The Head of Estates may consult the Director of Housing Services regarding any aspects of a claim.
- The claimant will be notified in writing as to the level of compensation awarded and the date upon which payment will be made.
- If residents are not satisfied with the decision, then they can pursue the matter further by referring to Stage 4 of the Complaints Procedure. The Deputy Chief Executive will adjudicate and contact them with an outcome within 5 working days (wherever possible).

**Non-compliance with this policy may result in disciplinary proceedings.**

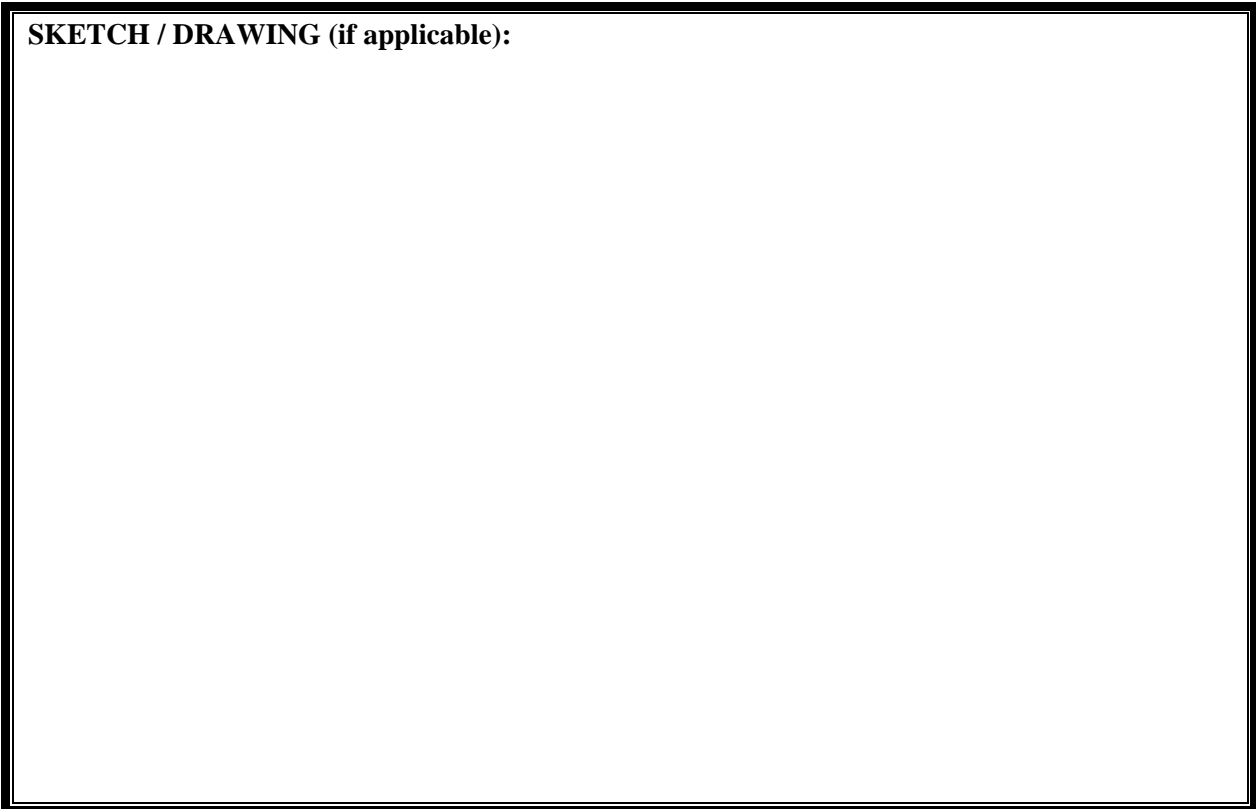
**DETAILS RELATING TO THE CLAIM FOR COMPENSATION:**

<b>NAME:</b>	<b>DATE OF BIRTH:</b>
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<b>DATE OF INCIDENT:</b>	<b>TIME OF INCIDENT:</b>
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**PLEASE SUPPLY A WRITTEN DESCRIPTION OF THE INCIDENT / EVENT THAT YOU ARE CLAIMING COMPENSATION FOR (including the names of any witnesses):**

**SKETCH / DRAWING (if applicable):**



Was an incident form raised at the time? (attach a copy of this form)      YES / NO

Was the incident / event recorded on the Project CCTV?      YES / NO

Do you have house contents insurance, which would cover this claim      YES / NO

Make, model and description of the item that you are claiming for  
(where applicable).....

Do you have the original receipt relating to the item?      YES / NO

What is the approximate age of the item?      .....Years old

How much are you claiming for?      £.....

**I certify that to the best of my knowledge, the above details are true.**

SIGNATURE.....      DATE.....