



KINGDOM
Group

MORE THAN A HOME

Compensation Policy



Approved Date: August 2020
Next Review: August 2025

COMPENSATION POLICY

1. Statement of Intent

Across the Kingdom Group of Companies we are committed to delivering high quality and efficient services. We recognise the impact on our customers if our level of service drops below an acceptable standard and we aim to be fair to any customer who incurs financial loss or inconvenience, for example if you have suffered loss or damage to personal possessions, or been disadvantaged as a result of a failure of service by us. In these cases we will consider appropriate compensation.

This covers all customers, tenants, sharing owners and owner occupiers and anyone who is affected by a service we provide.

If you wish to claim compensation and need help to do so we will support you in any way we can, but the claim would ordinarily be made within 28 days of the incident taking place.

In line with our commitment to diversity and inclusion, this policy can be made available in a variety of formats, including large print, translated into another language or other media.

2. Compensation

Our compensation will:

- Be in proportion to the degree and nature of the failure or hardship suffered,
- Be reasonable and fair,
- Take into account the wishes of the customer,
- Be provided in a timely manner,
- Provide, as far as possible, a comprehensive resolution of the issue

Where possible any reimbursement or compensation will be for an actual loss or costs incurred.

Where there is damage to goods and personal possessions a replacement may be offered.

Where customers have outstanding debts to us for arrears, rechargeable repairs, service charges or legal costs, any compensation will be used to offset the balance of the outstanding debt and any remaining sums will be passed to the customer.

Any payments which we make under this Compensation policy will be a full and final settlement of the issue.



3. Right to Repair

Compensation paid under the Right to Repair is specified by law at an agreed rate for qualifying repairs. Rates are paid up to an upper limit. Our Right to Repair procedure covers situations where deadlines are not reached and this procedure should therefore be read in conjunction with this policy. Information on Right to Repair is available on request or on our website at <https://www.kingdomhousing.org.uk/repairs/home/right-repair/>

4. Complex Claims Involving Liability and our Insurers

Some complex claims where a customer is also alleging liability and the level of claim is likely to be significant will be referred to our insurers. Either we or our insurers will maintain regular contact with the customer. Please note that insurance in this respect refers to our Insurers, not to home contents insurance that we would recommend that all tenants should hold.

5. Review

This policy will be reviewed 5 years from the date of implementation. In the event that this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.



COMPENSATION POLICY

This policy has been prepared in accordance with the Plain English principles and has been reviewed by a Plain English Champion in the reviewing Department: Yes

Reference made to the following sources and other guidance:

Complaints and Compliments policy

Prepared by:

Calum Kippen, Interim Head of Governance

Gillian Spence, Compliance Officer

Matthew Busher, Interim Director of Housing

Alan Simpson, Director of Asset Management

Scott Kirkpatrick, Director of Housing

Sub Committee Review of Policy on 04 August 2020

Presented for approval to KHA Board of Management on 17 August 2020

Approved as a Kingdom Group policy on: 25 September 2020

Policy Approved: 25 September 2020

Next review date: No later than August 2025

