

compensation policy



Compensation Policy

Three Rivers believes that customers should be dealt with fairly and should not be financially disadvantaged when things go wrong.

General Conditions

This policy provides for compensation where there is a break down in Three Rivers service delivery. It is not a replacement for a household contents insurance policy. Customers should consider taking out their own household contents insurance policy when they move into their home.

If a customer owes money to Three Rivers then this will be deducted from any compensation payment made.

When will compensation be paid?

Right to Repair

The Right to Repair is a right that you have by law. It gives you the right to claim compensation where certain urgent repairs are not completed on time.

Qualifying repairs:

- Total or partial loss of electric power
- Unsafe power or lighting socket, or electrical fitting
- Total or partial loss of water supply
- Total or partial loss of gas supply
- Blocked flue to open fire or boiler
- Total or partial loss of heating
- Total or partial loss of water heating
- Blocked or leaking foul drain, soil stack, or (where there is no other working toilet in the home) toilet pan
- Toilet not flushing (where there is no other working toilet in the home)
- Blocked sink, bath or basin
- Tap which cannot be turned
- Leaking from water or heating pipe, tank or cistern
- Leaking roof
- Insecure external window, door or lock
- Loose or detached banister or hand rail
- Rotten timber flooring or stair tread

Contact Customer Services Team
24 hours a day, 7 days a week and 365 days a year on:

0191 384 1122

- Door entryphone not working
- Mechanical extractor fan in internal kitchen or bathroom not working

Compensation will be paid if a qualifying repair is not carried out satisfactorily within the relevant target completion time after the tenant has reported it to Three Rivers twice.

Compensation will be paid at a rate of £10 plus £2 for every day that the repair remains outstanding (up to a maximum of £50)

No compensation payment will be made if the tenant has not allowed access to the contractor or the repair has not been completed because of matters outside Three Rivers' control (eg. Extreme weather conditions).

Compensation for Improvements

Tenants have a right to claim compensation for certain improvements they have made to their homes providing they have received Three Rivers permission to carry out the work.

Details of qualifying improvements:

- Bath or shower
- Wash hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Work surfaces for food preparation
- Space or water heating
- Thermostatic radiator valves
- Insulation of pipes, water tank or cylinder
- Loft insulation
- Cavity wall insulation
- Draught proofing of external doors or windows
- Double glazing or other external window replacement or secondary glazing
- Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)
- Any object which improves the security of the dwelling-house, but excluding burglar alarms

The compensation that you are paid will be worked out based on the cost of the work and the length of time that the work has been completed. The maximum amount payable is £3,000.

The amount of compensation payable may be increased if:

- The improvement has deteriorated more slowly than average

The amount of compensation payable may be reduced if any of the following apply:

- The cost of the improvement was excessive
- The improvement is of a higher quality than it would have been had Three Rivers carried the work out.
- The improvement has deteriorated more quickly than average

Compensation for improvements is only payable at the end of the tenancy.

Home Loss Payments

If Three Rivers has to move you out of your home permanently because it needs major repairs or is part of a re-generation programme, you may be eligible for a Home Loss Payment. To qualify for this payment you must have lived in your current home for at least a year.

The amount of Home Loss payment paid will be inline with the legal amount at the time of the claim.

If you do not qualify for a statutory Home Loss Payment then a discretionary Home Loss Payment may be offered.

You may also be entitled to a disturbance payment.

Disturbance Payments

If Three Rivers has to move you to another property either permanently or temporarily, all your reasonable costs will be paid by Three Rivers. These may include:

- Removal expenses (including storage costs)
- Disconnection and reconnection of services (e.g. telephones, washing machines etc)
- Adapting curtains and carpets (or a sum towards the provision of new ones where it is not possible to adapt)

1. Compensation for Disturbance to Decorations

Where Three Rivers carries out planned works to a property the action that will be taken to put right any damage to decorations would be agreed before the work is started.

Where damage to decorations is the result of reactive maintenance work or is unforeseen in a planned maintenance programme the level of compensation offered would be assessed on an individual basis depending on the scale of the damage. The compensation could take one of the following forms:

- Three Rivers repair the damage
- Isolation of the damaged area for minimal redecoration (such as window reveals in a window replacement programme)
- Payment towards the cost of the customers own redecoration.

Compensation for Failure of Service

Where Three Rivers has not delivered a service which we have said we will deliver in the tenancy agreement you may be entitled to compensation. In this case, compensation will be calculated on an individual basis depending on the nature of the service concerned.

Compensation Payments through the Complaints Procedure

From time to time it may be necessary to offer compensation payments in settlement of Complaints. The amount of compensation offered will be calculated on an individual basis depending on the nature of the complaint.

You can make a claim for compensation by contacting our Customer Services team on 0191 384 1122 or e-mail us on customer.services@threerivershousing.co.uk or you can write to us free of charge at: Three Rivers Housing Group, Freepost DU226, Durham, DH1 5TG

We can produce this information leaflet in alternative formats and languages.

If you would like information in another language or format, or require the services of an interpreter, please contact us on: 0191 384 1122.

إذا أردت هذه المعلومات بلغة أخرى أو بصيغة أخرى،
أو إذا كنت بحاجة إلى خدمات المترجم، نرجو الاتصال بنا.

আপনি যদি অন্য কোন ভাষায় অথবা ধরনে এই তথ্য চান, অথবা কোন দোভাষীর
সার্ভিসেস-এর প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের কে যোগাযোগ করুন।

若您想要此資訊的另一語言版本或另一形式，或者需要傳譯員
的協助，請聯絡我們。

ਜੇ ਤੁਹਾਨੂੰ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਜਾਂ ਤੁਹਾਨੂੰ
ਗੱਲਬਾਤ ਸਮਝਣ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਫਿੰਟਰਪ੍ਰੋਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ
ਨਾਲ ਗੱਲ ਕਰੋ।

اگر آپ کو معلومات کسی دوسری زبان یا شکل میں درکار ہوں، یا
آپ کو ایک انٹریپرٹ کی سروسز کی ضرورت ہو تو ہم سے رابطہ کریں۔

Contact Addresses

Head Office - Durham
Three Rivers House
Abbeywoods Business Park
Pity Me, Durham
DH1 5TG

Open: 9.00am - 5.00pm
Monday to Friday

Sherburn Road Office
62/63 Bede Avenue
Sherburn Road Estate
Durham
DH1 2EN

Open: 10.00am - 1.00pm
Monday to Friday

Hartlepool Area Office
Central Buildings
Church Street
Hartlepool
TS24 7EB

Open: 10.00am - 1.00pm
Monday to Friday

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0191 384 1122

customer.services@threerivershousing.co.uk

Visit our website for more information on www.threerivershousing.co.uk



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