



Compensation Policy

Lead Officer: Emma Morgan, Head of Housing & Support

Last Review: 2014

Next Review: 2027

Policy Owner	Emma Morgan, Head of Housing & Support
Date of Policy	01 st July 2024
Next Review Date	01 st July 2027
Version	2
Approved by	Stephen Evans, Director for Customers & Communities

Version Control
Version 1 - Date December 2014
Version 2 - Date July 2024

Changes Made	Section	Date
Whole policy has been redrafted	All	July 2024



Introduction

Caredig aims to provide a high-quality service to all customers. We recognise the impact on tenants, residents, and all service users if our level of service drops below these standards. We aim to be fair to any customer that incurs financial loss or inconvenience due to a repeated service failure or by damage we are liable for.

This policy will ensure that compensation payments made by Caredig are reasonable, justifiable and proportionate and represent value for money for the organisation and wider tenant body.

Our Values

In applying this policy/strategy, we will be guided by our values. Our values determine how we behave towards our customers, our colleagues, our partners and our work: -

Kind - We recognise that relationships are at the heart of everything we do, at the heart of good relationships is kindness

Innovative – we continuously strive to be the best we can whilst seeking creative ideas to improve and grow

Trusting – We trust people to do the right thing, because good relationships are built on mutual trust and respect

Accountable – we accept the responsibilities of our role and are accountable for our actions and for doing what is right.

What is covered by the policy/strategy?

This policy sets out the circumstances when discretionary and obligatory compensation or redress will be considered and to clarify Caredig's position with regards to claims for compensation.

With regards to service failure, compensation should be used not because something went wrong, but for the failure to put it right. In particular:

- When circumstances prevent a tenant occupying their home;
- Where circumstances severely affect a tenant's enjoyment of their home;
- Where a gross failure of performance by Caredig is apparent.

This policy does not apply to:

- Members of the public who have no contractual relationship with Caredig unless negligence or nuisance has been proved e.g. damage caused by Caredig staff or vehicle);
- Incidents that result in personal injury. These are dealt with as insurance claims.
- Legal disrepair claims, please refer to the Disrepair Policy for further information



- Rectification following planned improvements in a home e.g. an electrical re-wire
- For claims to be considered, The statutory claim period is six years for claims that arise out of a breach of the occupation contract and 3 years for common law (tortious) claims.
- Service failure by external agencies e.g. utility companies, local authorities

Roles and Responsibilities

All members of staff have a responsibility to recommend compensation or good landlord payments but authorisation of payments must be considered in line with the SODA delegation of authority levels.

This Compensation Policy is intended to be applicable to and operated by all departments of Caredig.

Equal Opportunities

An Equality Impact Assessment has been completed.

References to other relevant policies and Procedures

- Concerns, Complaints & Compliments
- Fitness for Human Habitation
- ASB & Community Safety
- Disrepair