

Compensation Policy Review You Said, We Did

The final policy has been designed taking into account changes under the Renting Homes Act (2016) and tenant feedback.

We have considered responses from feedback received in the past year and the recent policy review questionnaire results.

All policy review respondents agree the policy was clear.

Feedback from tenants has included the following:

- Improve the language of the policy to ensure it is easy for a person to know what they are entitled to.
- Make it clear for staff to know how to support tenants to claim compensation.

The policy has been amended taking this feedback into account and procedures created to support staff to take the right steps.

Thank you for all the feedback received.

