



Compensation Policy

Date of approval	May 2026
Responsible director	Paul Seymour, Executive Director of Customers & Communities
Policy monitoring body	Customer Experience Committee
Resident input into policy	Tenant Scrutiny Group
Date for policy review	May 2029
Linked strategies/policies	Complaint Policy Equality, Diversity & Inclusion Strategy Help to Access Our Services Policy
Statutory and Legal Framework	<ul style="list-style-type: none"> • Housing Ombudsman Service (HOS) Complaint Handling Code and other guidance issued by HOS (Feb 2026) • Regulator of Social Housing's Transparency, Influence and Accountability Standard • Right to Repair Regulations (1994) • Home Loss Payments (Land Compensation Act 1973)
Version/date	V6/March 2026

1. Introduction

We aim to provide good quality services to all our customers. When we get things wrong, we make sure we put things right which can include:

- Apologising
- Acknowledging where things have gone wrong
- Taking action to put things right e.g. if there has been a delay
- Providing an explanation, assistance or reasons
- Reconsidering or changing a decision
- Amending a record or adding a correction or addendum
- Changing policies, procedures or practices
- Providing a financial or non-financial remedy

A financial remedy may include a compensation payment.

2. Purpose and Scope

This policy sets out how Wythenshawe Community Housing Group (WCHG) approaches compensation. We take a resident-focused approach, using a range of remedies to put the situation right. This includes paying compensation when it is right to do so.

This policy aims to ensure that any compensation is:

- Reasonable and proportionate
- Tailored to individual circumstances, especially where vulnerabilities are present as defined in our [Help to Access Our Services Policy](#)
- Designed to restore the resident, as far as possible, to the position they would have been in had service failure not occurred.

This policy applies to all customers, including tenants, leaseholders, and applicants for housing services.

3. Principles

Our compensation decisions are based on the following principles:

- **Fairness and transparency** – decisions must be clearly explained.
- **Prompt resolution and proportionate remedies** – aligned with the Ombudsman's approaches to quantifiable loss, unquantifiable loss, distress/inconvenience and loss of use.
- **Recognition of individual circumstances and vulnerabilities** – considering protected characteristics and individual circumstances as defined in our, [Help to Access Our Services Policy](#). *'We recognise that vulnerability can be experienced by any customer at any time. Vulnerability arises when a housing or energy*

consumption issue disproportionately impacts a customer due to their personal circumstances or characteristics (either protected or un-protected).'

- **Learning from outcomes** – use compensation to improve services.

4. Types of Compensation

We may award compensation under three categories:

4.1 Statutory Compensation

Includes payments required by law, such as:

- If you must move home permanently because your home is being redeveloped or demolished (this usually only applies if you have lived in your home for a minimum of 12 months). These payments will be made in accordance with our Home Loss Policy.
- Disturbance Payments for relocation costs - this payment is for reasonable moving costs if you are required to move to another home temporarily. It may also be paid if you must move permanently, and you have lived in your home for less than 12 months. These payments will be made in accordance with Home Loss Policy.
- Right to Repair (1994) - the Right to Repair scheme covers specific repairs, known as 'qualifying repairs' which cost less than £250 and should be done within a set time limit. This policy ensures that these rights are met or exceeded.

4.2 Quantifiable Loss Payments

Compensation may be paid for actual financial losses where evidence shows that costs were:

- Directly caused by WCHG's failure
- Unavoidable
- Reasonable

Examples include:

- Increased utility bills due to loss of amenities
- Damage to personal belongings
- Temporary accommodation or food costs
- Cleaning or repair costs
- Carrying out your own repairs where it is evidenced that WCHG have failed to meet its obligations

Evidence must be provided, and claims should be made within 12 months unless exceptional circumstances apply. Claims may still be supported on the balance of probabilities if evidence is not obtainable.

Under the terms of our tenancy agreements, residents must allow access to their homes for repairs to be carried out which may result in having to take time off work. Therefore, we will not usually compensate for loss of earnings, unless in exceptional circumstances.

4.3 Discretionary Compensation

This includes payments for distress, inconvenience, time and trouble, and service failure impacts. Decisions will be based on:

- Severity of failure
- Impact on daily life
- Vulnerabilities and aggravating factors
- Duration and cumulative effects

Examples include:

- Poor complaint handling
- Delays or failure in delivery of service
- Temporary loss of amenities
- Missed appointments without reasonable notice
- Failure to meet target response times
- Loss of use of part of the property
- Failure to follow policy and procedure
- Unreasonable time taken to resolve a situation
- Damage to belongings caused by WCHG or contractors operating on our behalf

Forms of discretionary compensation include monetary payments, goodwill gestures, and practical remedies.

Discretionary payments of compensation will be dependent upon the severity of any service failure and the associated impact on the resident (see Compensation matrix - section 13.1). However, we will apply discretion and flexibility, which will mean that on occasion payments may diverge from the amounts suggested in the guidance and matrix. We will always explain why we have diverged if we do so.

5. Loss of Use of a Property or Room

Where a part or whole property is substantially impaired and cannot be used for its intended purpose, we will calculate compensation using a rent-based formula, applying the recommended percentages per affected room (See Compensation matrix below – section 13.2).

Compensation will be calculated from:

- The date the issue was reported **minus** a reasonable repair period.
- Until repairs were completed or, if part of a complaint, the date the response was issued.

Temporarily decanted households will not receive rent-based compensation for periods in alternative accommodation.

6. Service-Specific Failures

Our Compensation Matrix (section 13.1) provides guidance on compensation relating to specific service failures, including:

- Loss of heating / hot water; (between November & February > 3 days)
- Loss of power
- Missed appointments
- Failure to deliver promised services

Where alternative sources of heating are required due to a repair-related issue, WCHG will supply these. Where appropriate, WCHG will make a payment to cover increased energy costs caused by a lack of heating and/or hot water.

Unless there are exceptional circumstances, WCHG will only make loss of heating payments available during colder weather months usually November to February for periods of more than 3 days. Any claims outside of this period will be considered on a case-by-case basis to take account of individual needs and circumstances.

7. Exclusions

Compensation will not be considered for:

- The fault of a third party such as a utility company – electricity, water, gas – except where the third party was contracted by WCHG to carry out the work.
- Beyond our control, e.g., severe weather or where we advised residents in advance that a service would not be available.
- Insurance claims relating to monetary loss, damage to third party property or personal injury which will be dealt with in accordance with our insurance procedures.
- Payments resulting from tribunal or legal proceedings.
- Where the loss is due to lack of action, willful damage, misuse or negligence by a resident, their family, or visitors.
- Where the resident has denied access to effect a repair.
- Where the resident has unreasonably prevented a resolution.
- For goods stored inappropriately, for example in communal areas, a loft, garage, carport or shed.
- For loss of earnings or annual leave (unless in exceptional circumstances where time taken off work was unnecessary for example due to repeated failed appointments by the landlord or service failure that resulted in a customer having to take time off work).

8. Insurance

WCHG expects residents to have their own contents insurance. For example, if there is a leak or fire which causes damage to carpets, furniture and belongings, the resident is

expected to have contents insurance in place and to claim on that insurance to replace these items, including paying any excess on their policy.

Where damage results from contractor negligence or WCHG service failure, we will:

- Raise a claim via our insurers, including paying any excess, or;
- Consider discretionary compensation where insurance is not practical or proportionate.

Any investigation and or award of compensation that relates to a claim on WCHG's insurance will be reviewed and determined by our insurer and will be managed outside of the complaints process.

9. How to contact us

You can contact us to tell us our service delivery did not meet our expected standards and you would like us to remedy through compensation in a few ways:

On the [Complaints, feedback & praise form](#)

By email: complaints&praise@wchg.org.uk

By telephone: 0300 111 0000

Write to us: Customer Experience Manager, 8 Poundswick Lane, M22 9TA

Visit us: Wythenshawe House, 8 Poundswick Lane. M22 9TA [Wythenshawe House Visitor Guide](#)

10. Right to Appeal

All residents have the right to appeal should they be unhappy with the compensation offered by WCHG.

Regardless of whether compensation has been offered in response to a complaint, if the resident remains dissatisfied with the outcome, the Complaints Policy should be followed. Further information can be found in our [Complaints Policy](#)

Leaseholders may have the ability to apply to a Tribunal for support in resolving a dispute with us (for example in relation to variable service charges). The Leasehold Advisory Service can provide free advice. There is further information on the Government website www.gov.uk/housing-tribunals.

11. Monitoring and Reporting

All claims and outcomes will be centrally recorded and reviewed twice a year by our Customer Experience Committee to help spot trends and drive service improvements. We are committed to reducing complaints and compensation claims by focusing on timely, customer-centred service. Regular reviews of claims and payments will ensure fairness,

consistency, and value for money, while helping identify areas for improvement and preventing repeat issues.

12. Equality and Accessibility

All compensation decisions will consider individual vulnerabilities and protected characteristics. Information will be made available in accessible formats upon request in line with our [Help to Access Our Services Policy](#).

Appendix

13.1 Compensation Matrix

The following matrix provides guidance on compensation amounts based on impact and the type of service failure. When determining the level of compensation payable or action to remedy the complaint, WCHG will consider the duration of the problem, the extent or severity of the service failure and the impact on the resident. When considering the impact on the resident and their household, we will consider protected characteristics and vulnerabilities which can worsen the impact. We will also consider other circumstances such as families with children.

The matrix is aligned with [Housing Ombudsman compensation guidance](#) and is intended to ensure consistency and fairness in decision-making.

Circumstance	Low Impact	Medium Impact	High Impact
Based on Housing Ombudsman guidance	There has been a service failing but this was rectified within a reasonable amount of time with low impact on and effort required by the resident. (Minor inconvenience, short duration, promptly resolved)	The issues have caused significant inconvenience and took multiple attempts to resolve involving resident's time and effort. (Noticeable inconvenience, repeated effort needed)	A serious failure in service standards with severe consequences for the resident and took an unacceptable amount of effort and time on the resident and impacted on their lifestyle or enjoyment of their home. (Significant, prolonged)

			disruption; major effort)
Loss of heating WCHG fault (between November & February > 3 days)	£5 per day	£10 per day	£15 per day
Loss of hot water WCHG fault (between November & February > 3 days)	£0 per day	£5 per day	£10 per day
Loss of power WCHG fault	£5 per day	£10 per day	£15 per day
Combined heating + hot water failure (between November & February > 3 days)	£5 per day	£10 per day	£20 per day
Meal allowance for complete loss of cooking facilities	After 48 hours of issue reported £20 per adult per day & £15 for child up to 12 years	After 48 hours of issue reported £20 per adult per day & £15 for child up to 12 years	After 48 hours of issue reported £20 per adult per day & £15 for child up to 12 years
Missed appointments without notice	£10	£15	£20
Failed communication	£30	£30	£50
Delays to repairs	£5 per week	£10 per week	£20 per week
Poor complaint handling	£25	£100	£200
Failure to do a damp, mould or condensation, clean up within 14 days	£50	£100	£200
Failure to act or respond to reports of anti-social behaviour in line with the ASB policy	£50	£100	£200
Time & trouble spent unnecessarily by customers trying to resolve an issue	£25 Some unnecessary extra actions	£100 Multiple follow ups required	£200 Sustained reasonable effort over time

13.2 Loss of Use of Rooms (Rent-Based Awards)

Room	% of Weekly Rent
Living room	20%
Bedroom	20%
Kitchen	30%
Bathroom	30%
Bathroom (additional WC available)	20%

For full loss of property use: 100% of weekly rent.

Additional Quantifiable Loss

Calculated based on actual evidence or “balance of probabilities.”

Examples:

- Extra heating/electricity: reimbursed at cost or reasonable estimate.
- Damaged belongings: replacement value minus wear & tear.
- Hotel/food costs due to service failure.

WCHG Compensation Matrix Application Notes

1. Avoid double-counting.
2. Consider vulnerabilities as aggravating factors in line with our [Help to Access Our Services Policy](#).
3. Record the rationale/decisions around compensation awarded clearly.
4. Use this matrix consistently across cases.

We apply discretion and flexibility, recognising that it may be appropriate to remedy a complaint with actions separately from or in conjunction with an offer of compensation. These can include practical actions (such as offering to undertake repairs or redecoration, which would otherwise be a resident’s responsibility) and gestures of goodwill (e.g., vouchers, chocolates, flowers).