

Set Compensation Payments – Appendix 1

Compensation for	Considerations	Level of Compensation
<ul style="list-style-type: none"> ○ The statutory right to repair scheme: 	<p>That the guidelines as set out under the statutory right to repair scheme have been met for non completion of emergency and urgent repairs within ISHA published service standard</p>	<p>£10 plus £2 per day for every day the repair remains uncompleted up to £50</p>
<ul style="list-style-type: none"> ○ Full or partial loss of rooms as a failure of service from ISHA 	<p>Where a failure to complete a repair that is ISHA responsibility within the agreed timescale has resulted in the resident being unable to use one or more rooms. This may not apply or be reduced in cases where the resident has contributed to the problem e.g. some cases of condensation mould growth</p>	<p>Proportion of rent based on number of rooms not usable once contractual timescales have been exceeded for the complete loss of any room</p>
<ul style="list-style-type: none"> ○ Full or partial loss of a utility service to the property 	<p>Where a failure to complete a repair that is ISHA responsibility within the agreed timescale has resulted in the resident not having full use of the utilities for an unreasonable period</p>	<p>Loss of heating and hot water ISHA will supply alternative electric heating and compensate for the additional electricity used. Where no receipts of previous bill for comparison are available compensation will be calculated on usage of the heater for 14 hours per day.</p>
<ul style="list-style-type: none"> ○ Failure to deliver services which form part of the services charges 	<p>Where a failure to complete a repair that is ISHA responsibility within the agreed timescale has resulted in the resident not having use of services which have been charged to their service account</p>	<p>Refund of related service charges once contractual timescales have been exceeded.</p>

○ Staff and contractors failure to keep appointments	Where a failure to keep an appointment is due to ISHA staff or contractor, compensation will be paid	£12 per appointment missed per repair order
○ Failure to respond to correspondence as per ISHA service standard.	Where a failure to respond to a query or complaint is due to ISHA staff or contractor, compensation will be paid.	£12 per item
○ Home loss and disturbance payments	As per decant procedure	As set out in ISHA decant procedure
○ Failure to deliver a service where right to repair does not apply.	Where a failure to deliver a service, which is not covered under the statutory right to repair, exceeds 4 weeks after the target time	£10 per week the service remains uncompleted after the target time, up to a maximum of £50.
○ Time and Trouble	<p>Anyone pursuing a complaint can normally be expected to incur a certain amount of time and trouble and minor costs.</p> <p>Time and trouble payments will only be appropriate if your case has taken longer than the target times set out in the complaints policy. The full response to your complaint may outline other actions that need to be done to resolve the matter. Time and trouble will only be paid in these circumstances when the additional actions have not been carried out within the timescales set out because of a failure by ISHA</p>	£10 per month or pro rata per week.
○ Where the resident has no access to cooking facilities due to a failure of ISHA.	Where a failure to complete a repair that is ISHA responsibility within the agreed timescale has resulted in the resident not having use of cooking facilities in their home, ISHA will pay set compensation for purchasing meals.	Breakfast - £5.00 Lunch £7.00 Evening meal £10.00 (per person)