

What happens when a decision has been made on my claim?

We will write to you to let you know if your claim has been successful. If compensation is payable you will be sent a cheque within four weeks of the date of our reply.

What happens if I am in arrears and owe you money?

In some cases where you have arrears or you have an outstanding debt with us your compensation award will be credited to your rent account.

Data protection

Under the Data Protection Act 1998 the information supplied by claimants in submitting an application for compensation will only be used by Whitefriars Housing Group, to deal with your claim. The information will not be shared with any other person or organisation except where the law allows us to do this.

Complaints procedures

If you are not satisfied with the way your compensation claim has been dealt with you can ask to be issued with a complaint form. This outlines how to make a complaint and the various processes and stages involved.

If you wish to seek independent advice you can contact the Citizen's Advice Bureau, Law Centre or a solicitor.

Our Housing Offices:

9 Little Park Street,
City Centre, Coventry
Tel 024 7676 7111

192 Torrington Avenue,
Coventry
Tel 024 7649 6700

29-31 Riley Square,
Bell Green, Coventry
Tel 024 7670 8400

St James Lane,
Willenhall, Coventry
Tel 024 7651 6700

Your Area, Your Service - Helpful Numbers:

Repairs (24 Hours) Tel 0845 850 6090

Allesley/Whoberley
Tel 024 7649 6700

Leaseholder Services
Tel 024 7676 7220

Canley
Tel 024 7649 6700

Radford
Tel 024 7676 7111

Cheylesmore
Tel 024 7651 6700

Spon End Central
Tel 024 7676 7111

Ernesford Grange
Tel 024 7651 6700

Stoke Aldermoor
Tel 024 7651 6700

Henley Green/ Wood End
Tel 024 7670 8400

Tile Hill
Tel 024 7649 6700

Hillfields/ Stoke Heath
Tel 024 7676 7111

Wyken
Tel 024 7670 8400

Need help in your own language?

French
Pour vous
assister en votre
propre langue

Farsi
برای کمک به زبانتان

Portuguese
Assistencia na
sua propria lingua

Arabic
نمساعدتكم في لغتكم

Kurdish
بۆیاره ئه ئیبار ده زانی خوت

Somali

Luqadaadoo lugugu caawinaayo

☎ 024 7676 7000



How to Claim Compensation



Whitefriars Housing Group Ltd
9 Little Park Street, Coventry, CV1 2UR
Web www.whitefriarshousing.co.uk
Email info@whitefriarshousing.co.uk
a charitable, industrial & provident society



Claiming Compensation

We aim to provide good quality services to all of our customers. However we recognise that sometimes we make mistakes and our services may fall short of our usual standards and the expectations we have of our staff. This leaflet gives details of our compensation policy, providing advice for customers on the purpose of the policy, and how claims may be made.

Purpose of our policy

Our policy aims to help identify where shortfalls of our service happen and offers our customers a way of seeking compensation.

In what circumstances can I claim compensation?

Payment of compensation may be considered in the following circumstances:

- Where you have registered a formal complaint, which is justified because we have failed to meet our service standards
- Where we have failed to complete a repair on time and you have provided reasonable access.

Compensation may also be considered if:

- We have damaged your property
- You have suffered a personal injury, or financial loss as a result of something we have done or failed to do.

These cases will be referred to our Insurance administrator and may take a little longer to investigate.

What type of things will affect my claim for compensation?

Sometimes things happen which are outside of our control and the result may be that we are not able to achieve our standards. Compensation may not be payable if this is the case.

The type of things that could affect your claim are;

- Poor weather conditions
- Waiting for materials to complete a job
- Where you have not let us into your home to complete a repair
- Where workmen cannot get spare parts and have kept you informed
- If extra works are required and we have kept you informed
- Accidental damage where we have not done something wrong. For example, a leaking radiator that was not reported to us and has damaged your carpet. In these types of circumstances you may be able to claim from your own Household Insurance.

We will not consider compensation in cases where major maintenance or improvement work is being carried out just because we are working on your home. But we will aim to recognise where unreasonable inconvenience or disruption has been caused and consider compensation.

How do I make a claim for compensation?

If you want to make a claim for compensation you should first complete an application form. These are available on request from any of our offices. You will need to include all relevant information relating to your claim. You must sign and return the form to your Area Housing Office.

What happens next?

Once the application form has been received you will be contacted by a member of staff.

The length of time this takes will depend on the type of claim you are making. We aim to deal with discretionary payments of compensation within 10 working days. However, in some cases your claim may take longer if it requires a lengthy investigation. We will let you know if this is the case.

Once we have received your claim you will be sent a letter informing you who is dealing with your case and a contact name will be provided. Depending on the type of claim this may involve visits, inspections or referrals to our Insurance Administrator.

Where our contractors have damaged your property your claim will be forwarded to them. You will be asked to liaise with the contractor direct, however, we will help you if you experience any difficulties and we will oversee your claim.