

We offer a wide range of leaflets which set out our policies, procedures and good practice. These are available on request.

Whitefriars is proud to be part of



Whitefriars Housing Offices

9 Little Park St
City Centre
Coventry

☎ 024
7676 7111

29-31 Riley Square
Bell Green
Coventry

☎ 024
7670 8400

192 Torrington
Avenue
Coventry

☎ 024
7649 6700

St James Lane
Willenhall
Coventry

☎ 024
7651 6700

Need help in your own language?

Arabic

يا به زبان خودتار به کمک نيت داريد؟ "هل تحتاج الى مساعدة بلغتك؟"

French

.. Vous avez besoin d'aide
dans votre propre langue ..

Kurdish

ئێتی زبانی مین ههتاکی ضرورت بێ. ئه بۆسهه به بارههتر به زمانی خۆه دهه.

Farsi

Polish

Wymagają Państwo
pomocy w swoim języku?

Urdu

☎ 024 7676 7000

Do you want this leaflet in a different format?

If you need this leaflet in audio, braille or large print format contact

☎ 024 7676 7000

Repairs Line (24hrs) 0300 7906 555



www.whitefriarshousing.co.uk
www.wmhousing.co.uk

Compensation

Dédommagement
ضريوعتلا
تمارغ
ناوات
Odszkodowanie
مضواعم



"creating places where people are proud to live and work"

Claiming compensation

We aim to provide an excellent service to all our customers. However, we recognise that sometimes we make mistakes and need to put things right. If this happens, you may be able to claim compensation, which we call 'discretionary compensation'.

Claiming compensation does not affect your rights under the law, such as the Right to Repair, the Right to Compensation for Improvements, and the Right to Home Loss and Disturbance Payments.

When you can claim compensation

You can claim if you are a customer of WM Housing Group and have received a poor service from us as a result of any of the following:

- You have had to spend an unreasonable amount of time or money following up a complaint you have made or getting us to resolve a problem.
- You have suffered unreasonable distress or inconvenience because of something we have done or not done.
- You have not been able to use a room in your home or some of your services (gas, water, electricity) because of repairs we are responsible for but have not completed within our target responses times – provided you have given us reasonable access to your home.



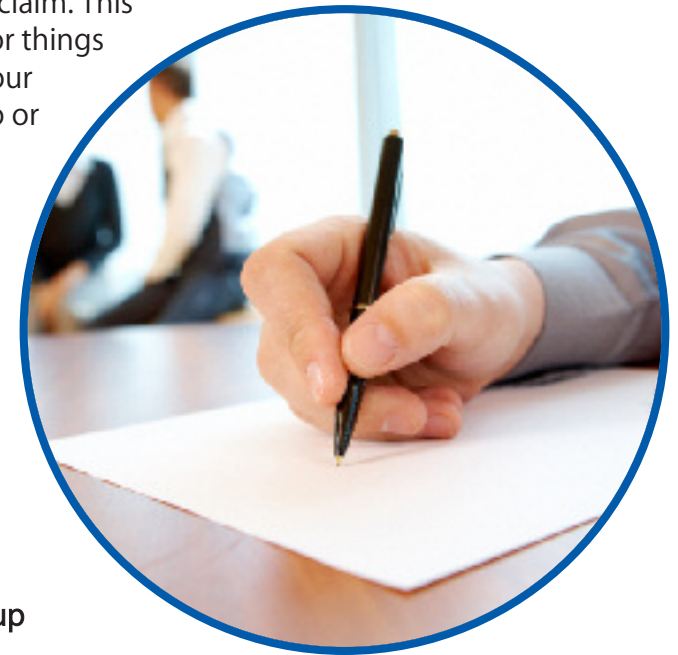
- We have not followed our policies, procedures and rules.
- We have not done repairs to your home within our target response times – provided you have given us reasonable access to your home.
- We did not keep an appointment and did not let you know beforehand.

We cannot consider a claim as compensation if any of the following points apply to the claim

- It is an insurance claim. This includes claims for things like damage to your home, damage to or loss of your possessions, and personal injury. These claims are dealt with by our Insurance Section. If you wish to make this kind of claim, please write straight away to:

**Insurance Section
WM Housing Group
2nd Floor
9 Little Park Street
Coventry
CV1 2UR**

- The claim is delayed. We can only consider claims for events that happened within the last three months.



- You caused or contributed to the event or problem.
- We have kept you up to date with what we are doing, for example, by telling you we are waiting for materials or spare parts to complete a repair or if we could not make an appointment or visit.
- We are doing major maintenance or improvements to your home, unless the inconvenience or disruption has been unreasonable.

How to claim compensation

You can claim by phoning, emailing or writing to us, or by coming in to our offices.

To deal with your claim, we will need the following information:

- your name, address and contact number
- what happened and when, including any supporting paperwork or photographs
- what you think we should have done, and why.



What happens next?

Make sure you keep a copy of your claim, including all the supporting information you give us. We will write to let you know we have received your claim, including the name of the officer dealing with it and a claim reference number.

The officer will investigate your claim and will aim to give you the outcome within 14 calendar days (except for bank holidays and days when the office is closed). We will write to let you know if we need more time to investigate your claim, and we may need to call or visit you for more information.

If you are eligible for compensation, we will send you a cheque.

If your rent account is in arrears or you owe us money for anything else, we will use any compensation to pay this first.

