

MAGNA HOUSING ASSOCIATION LIMITED

COMPENSATION POLICY

1. Introduction

- 1.1 We aim to treat customers fairly in circumstances where compensation may be appropriate. Levels of compensation are determined by statutory regulation or by the individual set of circumstances.
- 1.2 Compensation payments will normally be paid direct to customers. However, in the event that a customer owes us money, compensation will be used to clear their debt.

2. Compensation Payments

- 2.1 There are a number of circumstances where we will pay compensation to customers. These are set out below:
 - 2.1.1 Where repairs have not been completed within target times and are qualifying health, safety or security repairs in accordance with “Right to Repair” guidance from the Housing Corporation.
 - 2.1.2 Where there is a loss of service normally provided by us and the breakdown is within our control and not dealt with during our target response times.
 - 2.1.3 Where customers lose the use of part or all of their home on a temporary or permanent basis in line with guidance from the Housing Corporation.
 - 2.1.4 At the end of an assured tenancy, where certain improvements made by tenants to their home, are qualifying improvements in accordance with “Right to Compensation for Improvement” guidance from the Housing Corporation.
 - 2.1.5 In certain circumstances, we may pay compensation for damaged household items or decorations as a result of negligence on our part.

2.1.6 In any other circumstance where costs, inconvenience or poor service has been experienced by a customer, for example, a formal complaint. The value and nature of such payments will be entirely at our discretion.

2.2 This Policy should be used in conjunction with the Compensation Procedure, the Customer Care Policy and Procedure, Formal Complaints Policy and Procedure and any insurance stipulations.