

APPENDIX 2

Results of consultation

Compensation Policy Review

September 2020

| | Comments | Response |
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| 1. | Both documents seem clear, logical and understandable. | |
| 2. | <p>I did not notice any mention of compensation for loss of earnings.</p> <p>Given that many people are on zero-hour contracts, we have had to say no to paid work while waiting for CoL workers or services.</p> <p>If CoL workers do not turn up, this causes loss of potential earnings for tenants.</p> <p>Similarly, if jobs are not repaired properly, or as has been the case, workers arrived without adequate equipment, subsequent call outs mean that folk have to stay in properties , again missing out on potential work.</p> | <p>Our priority is to put things right and deliver the service requested. We do our utmost not to miss appointments but sometimes this does happen due to circumstances beyond our control.</p> <p>Compensation for missed appointments is meant to address inconvenience; any consequential losses must be considered separately as part of a complaint. We will consider requests for compensation where we are wholly or partially at fault for a service failure and resulting loss, and paying compensation is deemed to be appropriate and proportionate.</p> <p>Compensation is not an automatic payment when we make a mistake, or a service is not delivered.</p> |
| 3. | <p>Clearly laid out and informative. It is good that you accept that at times you should provide compensation for a failing to provide an adequate service to residents, although an offer of “a bunch of flowers” may not go down too well! The range of compensations on offer is extensive and some of which I was unaware myself.</p> <p>I feel only offering £2-00 per day for missed contractors appointments should be increased.</p> | <p>The reference to £2.00 is the daily amount of compensation that must be paid in some situations for repairs which remain unfinished under the ‘right to repair’ scheme. This is a statutory scheme with very specific application and the amounts are set by Regulations. They are therefore not subject to discretion.</p> <p>We do offer compensation for missed contractors’ appointments in some circumstances.</p> |