



HOW TO MAKE A CLAIM FOR COMPENSATION

RESPECT
STANDARD
FOR HOUSING
MANAGEMENT

If you need this document translated (or in a different format, large print, Braille or audio), please contact our customer service centre on 024 7643 8000 or e mail us at info@orbit.org.uk.

Arabic

إذا كنت بحاجة لترجمة هذه الوثيقة (أو اتاحتها بصياغة مختلفة أو طباعة أكبر أو طباعة البريل للمكفوفين أو على شريط التسجيل المسموع)، الرجاء الاتصال بنا هاتفياً في مركز خدمة أو 024 7643 8000 الزبون برقم بالبريد الإلكتروني info@orbit.org.uk

Bengali

আপনি যদি এই দলিলের অনুবাদ (বা অন্য ফর্ম্যাট, বড় হরফ, ব্রেল বা অডিও) চান, তাহলে 024 7643 8000 নম্বরে আমাদের গ্রাহক পরিষেবা (কাস্টমার সার্ভিস) সেন্টারে ফোন করুন বা ইমেল করুন info@orbit.org.uk

French

Si vous avez besoin d'une traduction de ce document (ou d'un format différent gros caractère, Braille ou audio), vous pouvez contacter notre centre de service à la clientèle au 024 7643 8000 ou nous envoyer un courrier électronique à info@orbit.org.uk

Kurdish

ئەگەر دەتەوێت ئەم نووسراوەت بۆ تەرجومە بکەیت (یان بە شێوازیکی تر، بە چاڵی بیتی گەورە، بە بریل یان بە نەرینی دەنگ بۆن داڕێژت)، تکایە لەسەر ژمارە تەلەفۆنی 024 7643 8000 یان بە ئیمیل info@orbit.org.uk بە پێوەندی بە سەنتەری کاروباری هاوڵاتیانی دەزگاکەمانەوه بکە.

Polish

Aby uzyskać tłumaczenie tego dokumentu (lub jego tekst w innym formacie, wydrukowany dużą czcionką, alfabetem Braille'a albo w wersji dźwiękowej), należy skontaktować się z naszym centrum obsługi klienta pod numerem telefonu 024 7643 8000 lub wysłać e-mail na adres info@orbit.org.uk.

Portugese

Se necessitar deste documento traduzido (ou em formato diferente, impressão de maior formato, Braille ou áudio), contacte o centro de apoio a clientes em 024 7643 8000 ou envie uma mensagem de correio electrónico para info@orbit.org.uk

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ (ਜਾਂ ਇਹ ਇਕ ਵੱਖਰੇ ਰੂਪ ਵਿਚ, ਮੋਟੇ ਅੱਖਰਾਂ, ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ) ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨਾਲ 024 7643 8000 'ਤੇ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ info@orbit.org.uk 'ਤੇ ਈ-ਮੇਲ ਭੇਜੋ।

Turkish

Bu belgenin dilinize çevrilmesini istiyorsanız (ya da belgeyi başka bir biçimde, iri puntuyla ya da Braille alfabesiyle basılmış olarak veya kaset halinde arzu etmekteyseniz) lütfen 024 7643 8000 numaralı telefondan müşteri hizmetleri merkezimizi arayın ya da info@orbit.org.uk adresine e-posta gönderin

How to make a Claim for Compensation

Within the Orbit Group we aim to provide an excellent service to all our customers. We know that sometimes you may not receive a service that meets the high standards we have set and as a result you may have been inconvenienced. When this happens we will make an apology, and / or an offer of compensation.

What is compensation?

It is a payment or gift, made to 'say sorry' when we have failed to meet the high service standards we set ourselves. It is a without prejudice payment or gift, which means that the payment or gift does not affect any other legal action which maybe taken.

Who can make a claim for compensation?

All Orbit's customers can apply for compensation, residents in rented accommodation, shared ownership, care and supported housing and other leasehold homes, as well as applicants for housing. People who live next to a property owned or managed by us, as well as customers who receive and / or are affected by any services we supply.

What is a service failure?

Service failure **may** include:-

- not keeping an appointment – where we have made a firm appointment but not kept it and not given you a good reason for why we did not keep it.
- not acknowledging or replying to letters or telephone messages within the timescales we set within our service standards.
- not providing a service – where a charge is made for gardening or cleaning services that were not supplied. We will make an annual adjustment to the service charge and compensation may be considered.

Our compensation policy **does not** include service failures which are:-

- the fault of a third party such as a utility company e.g. water.
- beyond our control - e.g. severe weather.
- insurance claims.
- subject to tribunal or legal proceedings.

Our compensation policy does not include the following, which are covered by other policies and procedures.

- Right to repair – where there have been delays in completing a repair.
- Home loss payments – where a person is not given the opportunity to return to their home following major repairs, improvements, redevelopment.
- Disturbance payments – when major repairs / improvements require residents to move temporarily or permanently to alternative accommodation.
- Qualifying improvements – certain qualifying improvements made with our consent may be compensated for at the end of a tenancy.

How to make a claim for compensation

You can make a claim



in writing on the attached form



over the telephone by contacting

- **Orbit Housing Association** 0845 8 500 500
- **Orbit South (apart from Thanet area)** 0800 678 1221
- **Orbit South (Thanet area only, including Dover and Canterbury)** 01843 231 680
- **Orbit First Step** 0845 8 50 20 50



we can visit you to take a note of the details of your claim.



via the website www.orbit.org.uk where you can download a copy of the compensation form and also find a copy of our policy



by email

- info@orbit.org.uk if your home is managed by **Orbit South Housing Association**, **Orbit Heart of England Housing Association** or **Orbit East**
- ofs@orbit.org.uk if your home is managed by **Orbit First Step**

We will respond to your claim within 2 calendar days, telling you when you will receive a full response and the name of the person who is looking at your claim.

If you would like a copy of our compensation policy please ask a member of staff or download it from our website.

Compensation Payments

When we have looked into your claim if compensation is to be paid we will

- make the payment quickly.
- use the payment to help clear or reduce any outstanding debt owed to Orbit, unless this would cause you real hardship or in other exceptional circumstances.
- ask you to sign accepting that the payment is a full and final settlement of your claim, before any payment will be made.

What If you are still Dissatisfied?

If when we have finished our investigation you are still not satisfied, you can appeal the outcome of the claim in accordance with Orbit's Complaints Policy. A copy of which can be found on our website or please contact our Customer Service Centre.

Improving the Service We Offer

Once your claim for compensation has been finalised, we will send you a feedback form to see how well you felt we dealt with your request for compensation.

Orbit Group Limited, Orbit South Housing Association Limited and Heart of England Housing Association Limited are all exempt charities.

3. Have you already spoken to a member of staff about your request for compensation?

Yes

No

If you have ticked the yes box, please tell us what they did about your request for compensation?

.....

.....

.....

.....

.....

.....

4. What form of compensation would help make up for our service failure? Please give details of costs that you had to pay as a result of our service failure.

.....

.....

.....

.....

.....

.....

5. Please sign and date this form and return it to your local office.

Your signature

Date