



Metropolitan

Compensation, reimbursement and goodwill gestures



Large print format available

If someone in your household needs this information in large print or as an audio recording please contact our Customer Service Centre on 020 3535 3535.

This leaflet explains when and how you can make a claim for compensation, reimbursement or goodwill gestures.

Our commitment

We are committed to the delivery of excellent services. Where we fail to meet this level of service we are committed to putting things right.

If you are a customer of Metropolitan and have experienced service failures you may be able to make a claim. You may also be able to claim reimbursement if you have made home improvements and are now leaving your property.

When can you claim for reimbursement?

If you are a tenant, you are entitled to payment if you report a repair or maintenance problem that affects your health, safety or security and we fail, on two occasions, to carry out the repair.

Typical repairs are listed in our Repairs leaflet. Usually, these repairs are classified as emergency repairs. For example, a total loss of electric power, rotten timber flooring, a defective door entry system etc.

In order to qualify, the following stages need to be completed:

- 1 You report the repair to us.
- 2 We raise a repair order.
- 3 You allow reasonable access for our contractors to carry out the repair.
- 4 You tell us that the repair has not been completed in time or made safe.
- 5 We set a second date for the repair to be done.
- 6 You tell us that the second date has passed and the repair has still not been completed or made safe.
- 7 You complete a reimbursement claim form and send it to our Customer Service Centre within 28 days of the second date.

The right to a repair and to reimbursement will not apply if:

- 1 You inform us that you no longer want the repair to be carried out.
- 2 You fail to give access for an inspection or to have work done.

Disturbance and home loss payments

If you have to be moved out of your home for work to be done (and you are a tenant) you may be entitled to a disturbance allowance. If we move you out of your home permanently because of redevelopment, you may be entitled to a Home Loss Payment. Further details regarding these payments can be obtained from our Customer Service Centre.

Goodwill gestures

There are other circumstances where we may reimburse you as a goodwill gesture. These payments are usually at our discretion. For example, we may make a payment where part of your home is unusable because we are carrying out repair work to it. Please note that some goodwill gestures may be non-financial (e.g. sending flowers).

Our Reimbursement, Compensation and Goodwill Gestures policies provide full details and are available on request.

Improvements to your home

If you are a secure or assured tenant and have made improvements to your home at your own expense, you may be

able to claim reimbursement when you move out.

To claim reimbursement the improvements need to have been carried out after 1 January 2003 and you will need to have had written permission from Metropolitan to do them. The amount of reimbursement you receive will depend on when the improvement was made.



We follow a standard method for working out payments for improvements. The minimum amount of reimbursement paid if you move is £50 and the maximum is £3,000. Any amount paid will be set against any money you owe us at the end of your tenancy.

If you are thinking of making improvements in the future these are the steps you will need to follow to ensure you are eligible to make a claim if you move out at a later date:

- 1** You should contact our Customer Service Centre, who will advise you whether the improvement is one that entitles you to reimbursement. You can only claim reimbursement for certain types of improvements. This may include installing a shower or making energy efficiency improvements.
- 2** You **MUST** get Metropolitan's permission in writing before making any improvements.
- 3** You should get three estimates from suitable contractors and state why you are choosing a particular estimate.
- 4** Once we have agreed the estimate and given permission you can arrange to have the work carried out.
- 5** We may want to inspect the work when it is completed.
- 6** The contractor must hold insurance in line with Metropolitan's requirements (to be provided as part of the approval process).

Public liability claims

Our Reimbursement, Compensation and Goodwill Gestures policies do not cover personal injury or damage to possessions.

If you have suffered personal injury or damage to your belongings and believe that we are legally responsible for the situation, or that we have breached our duty of care, then you can consider making a public liability claim against Metropolitan. Please contact our Customer Service Centre as soon as possible after the incident for details on how to make a public liability claim.

Metropolitan does not insure your home contents or personal belongings and we strongly advise you to take out contents insurance. Contact our Customer Service Centre for details of the Metropolitan insurance scheme.

How to make a claim for reimbursement

Claims for compensation must be made within 28 days of any situation giving rise to the claim. Claims submitted later than 28 days will only be considered in exceptional circumstances and should be supported by appropriate evidence regarding the delay in making the claim. Late claims will be assessed on a case by case basis at the discretion of Metropolitan.

To make a claim for reimbursement, please complete the form at the back of this leaflet. It is important that you include as much information as possible, including any evidence (for example, photographs of damage). If you

need any advice or assistance (including help completing the form) please contact our Customer Service Centre.

What to expect when you make a claim for reimbursement

An officer may contact you to arrange a visit to inspect any damage. You can expect your claim to be acknowledged within 5 working days and assessed within 15 working days.

If your claim is successful

You will receive a letter explaining what the reimbursement covers and a payment will be made, usually by bank transfer. If you are a tenant and have arrears, your payment may be used to clear them.

If your claim is unsuccessful or you are not satisfied with the reimbursement

You can complain. Our staff will be able to give advice and assistance on this; a leaflet and form are available.

Improving the service we offer

We monitor claims for reimbursement in order to try and learn from the mistakes we make and improve the service we offer to our customers.



Reimbursement claim form

Name

Address

Phone number

Email address

Claim details (use separate sheet if necessary)

Give all relevant dates, names of any members of staff you have dealt with and the nature of the repair/service failure/home improvement. Please also enclose any evidence (e.g. photos of damage, receipts of expenditure).

How much reimbursement are you claiming?

Have you claimed for any damage from an insurance company?

Yes **No**

If yes, please give the name and address of the insurance company.

Signed

Date / /

When you have completed this form please return it to:
Customer Service Centre,
Metropolitan, PO Box 10262, Nottingham NG8 9LE



Metropolitan is a leading provider of integrated housing, care and support services.

Customer Service Centre

020 3535 3535

contactus@metropolitan.org.uk

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