

Compensation claim form

Why do you think you are entitled to compensation?

What sort of compensation do you want?

Signed:.....

Date:.....

Please return this form to:

The Complaints Manager
Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or **on CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at ***uha@unityha.co.uk***.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: ***uha@unityha.co.uk***

Web: ***www.unityha.co.uk***



Compensation



**What to do if you
think you are entitled
to compensation**

**Leaflet 03
Version 2 - Sept 2009**

Claiming compensation

Unity is committed to providing a high quality service. However, sometimes things go wrong and customers feel that they are entitled to compensation.

How to claim

You can claim compensation in the following ways.

- Fill in the form on this leaflet.
- Write to our Complaints Manager .
- Email us at **uha@unity.co.uk**.
- If you are not confident at writing, you can ask someone else to write a letter for you, or ask our staff to fill in a compensation claim form.

Make sure that you send us as much information as you can, with photos of any damage, copies of receipts and full details of times and dates.

What happens next

We will acknowledge your claim for compensation within two working days and look at the information that you have given us. If we need to visit you, we will contact you to arrange an appointment.

We aim to deal with straight-forward compensation claims within 10 working days, as long as you have given us all the information we need.

It can take longer to deal with a complicated claim. We may refer your compensation claim to our insurers, who will then deal with you direct.

What can I claim compensation for?

You could be entitled in the following circumstances.

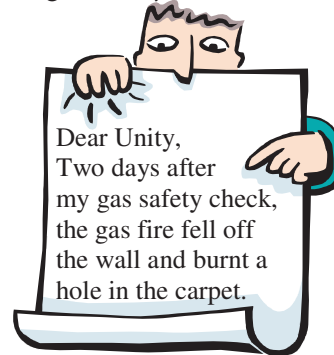
- We didn't complete a repair within our target time , which meant you had extra expenses.
- You couldn't use part of your home or something in it (e.g. your heating) for an unreasonably long time.
- Your possessions were damaged or someone was injured because Unity didn't do something we were supposed to.
- Our contractors missed two appointments in a row - you are entitled to £10 compensation.

See our leaflet 'Repairs' for more information on repair target times and your *Right to Repair*.

Example 1

Unity's contractors didn't refit a fire properly, so a tenant's possessions were damaged.

Entitled to compensation for new carpet



Example 2

The contractors came out within our target time of 24 hours.

No compensation due

Dear Unity,
When I had a bad leak last month, your contractors took almost a day to come out and my water bill is sky high. I want £60 for the cost of the water.

Compensation claim form

Your name:.....

Address:.....

.....

daytime:.....

mobile:.....



email:.....

How old are you?

16-25

26-39

40-59

60+

Are you...? Male Female

Do you have a disability? Yes No

Which ethnic group are you from? (tick one box)



White	<input type="checkbox"/> British	<input type="checkbox"/> Irish	<input type="checkbox"/> Other
Mixed race	<input type="checkbox"/> White/Black Caribbean	<input type="checkbox"/> White/Black African	<input type="checkbox"/> White/Asian
	<input type="checkbox"/> Other		
Asian/Asian British	<input type="checkbox"/> Indian	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Pakistani
	<input type="checkbox"/> Other		<input type="checkbox"/> Other
Black/Black British	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Other	<input type="checkbox"/> African
Other	<input type="checkbox"/> Chinese	<input type="checkbox"/> Other.....	

Frequently asked questions

Q: I haven't heard anything for a while...

A: If you want to find out what's happening with your claim, please contact our Complaints Manager on **(0113) 200 7704** or at **uha@unityha.co.uk**.

Q: What if I disagree with Unity's decision?

A: You have the right to make a complaint. The other side of this leaflet explains how.

You can also get advice from the Citizen's Advice Bureau or from a solicitor. Remember that legal fees will reduce any compensation that you claim.