

Appendix F

Worked examples of compensation payments

Repairs to a blocked pipe

Repairs are required to a blocked stack pipe which requires access to a flat to access. It takes a week to arrange access and clear the blockage. As a result a resident in the flat below is not able to use their kitchen sink or washing machine. Compensation of £42 is offered as follows:

- £22 delays in carrying out the repairs (Right to Repair - £10 with a further £2 a day for every extra day the repair is not fixed)
- £20 to cover the cost of a visit to the local launderette

Delays in repairing heating

A resident of a 1 bedroom flat experiences a delay in repairing a boiler, with an appointment not kept, leaving them without heating for 2 weeks. The resident does not have any vulnerabilities and is not impacted significantly by the service failure. They are offered temporary heaters and ask for just one heater to be delivered. Compensation of £91 is offered made up as follows:

- £20 missed appointment
- £36 delays in carrying out the repairs (Right to Repair - £10 with a further £2 a day for every extra day the repair is not fixed)
- £35 increased electricity costs use of 1 temporary heater (£2.50 per day x 14 days)

Delays to disabled adaptation

An elderly resident experiences a delay in the installation of a level access shower of 4 months. The delay is due to a breakdown in communications between teams regarding access to the home. The resident has assessed mobility issues and needs assistance with bathing while she waits for the shower to be installed which is provided by a daughter who lives locally.

A personal apology is given by the Director with an offer of:

- £600 for the failure in management of the disabled adaptation application and personal impact
- £100 poor communication throughout the process