

Policy title	Compensation Policy and Procedure
Summary	This Policy establishes a consistent framework for the payment of compensation awards
Scope	The policy applies to all employees and board/committee members who are involved in dealing with complaints and awarding compensation on MSV's behalf.
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1. Policy Purpose and Scope

The Compensation Policy sets out MSV's approach to awarding financial compensation to our customers who have suffered some form of loss, inconvenience, or distress because of actions or inaction (such as a service failure or decisions made) by us or where we have failed to follow our published policies.

The Compensation Policy has been developed to ensure we have a fair and transparent approach to the way we manage compensation offers and requests.

Our customers and communities are widely varied, diverse and multi-ethnic. We want to embrace this diversity, and make sure our homes and services meet the different needs and aspirations of all.

It ensures we comply with all statutory and regulatory compensation obligations. In exceptional circumstances it may be appropriate to compensate members of the Public with whom MSV has no contractual obligation. However, this will be on an exception basis and approved by the Director of Customer Experience.

This policy has been updated to reflect the Housing Ombudsman Service Compensation Guidance effective from 1 April 2026. It should be read alongside the Complaints Policy, the Housing Ombudsman's remedies guidance and compensation guidance. MSV's approach is to provide fair, proportionate and reasoned redress which aims, as far as possible, to put the customer back in the position they would have been in had the service failure not occurred. Compensation is not punitive and will be considered alongside other appropriate remedies, including apology, practical action, service improvement and learning.

In terms of overarching principles, we support a transparent and consistent approach when dealing with compensation.

This policy applies to all areas of the business and to all customers. We take into account particular vulnerabilities of customers. When considering compensation, staff must assess the individual circumstances of the case, including the customer's vulnerabilities, the duration and severity of the failure, the impact on the customer, whether there has been avoidable financial loss, whether the customer has lost use of part or all of their home, the time and trouble taken to pursue the issue, and any actions already taken by MSV to put things right.

Definitions: -

- **Compensation** – a financial payment to make amends or to recognise inconvenience caused as a result of a service failure.
- **Goodwill gestures** – a discretionary financial or other gesture given to recognise a shortcoming in the way we have delivered our service.

2. Policy

2.1 Conditions for claim and award

- Claims must be substantiated with appropriate proofs of purchase or other evidence of value and evidence of loss.
- All payments are made without prejudice (without detriment to any existing right or claim).
- MSV will not pay compensation for items that should be covered by home contents insurance. It is the responsibility of each customer to ensure adequate home contents insurance.
- If damage to contents is found to be directly caused by MSV negligence, this may be compensated for regardless of whether the customer has contents insurance. Customers must be able to provide evidence of a claim by providing one or more of the following:
 - **Photographs of the damaged items (including stickers on items such as TVs and appliances that show the make and model).**
 - **Evidence for inspection should be retained if the situation allows for this.**
 - **Receipts for damaged belongings or proof of costs such as bank or credit card statements.**

MSV will arrange to carry out an assessment of any alleged damage and take pictures or video footage to enable a fair assessment of costs to be ascertained. Where evidence cannot be provided MSV will not consider a claim.

- Claims must be made within 90 days of the incident being claimed for.
- Calculation of amounts due, if not determined by statute, will be based on a fair assessment of the costs incurred. Our service standards for new build properties differ in the first 12 months after they are built and occupied because the original builder is responsible for repairs and defects. This is also the case for products under warranty or guarantee.
- MSV will always obtain written agreement from the customer before organising the payment. This agreement should confirm that the offer is

made without prejudice and that the customer accepts the amount of compensation awarded. Customers can also approach the Housing Ombudsman's dispute support team to obtain impartial advice or escalate the matter if they remain unhappy with the outcome.

- Compensation will be paid within 28 days of the claim with details of how the final figure was calculated.
- If customers are dissatisfied with the settlement, they have a right to appeal. The appeal will be considered by a director. Customers can also approach the Housing Ombudsman's dispute support team to obtain impartial advice or escalate the matter if they remain unhappy with the outcome.
- Levels of compensation and trends will be reported to the Executive Team as part of the monthly complaints reporting.

Housing Ombudsman Service

PO Box 1484, Unit D, Preston, PR2 0ET

Telephone: 0300 111 3000

(Lines are open 9am - 5pm Monday - Friday except Thursdays 3.30pm - 5pm due to training)

2.2 Qualifying Circumstances for compensation payments

2.2.1 Statutory and regulatory compensation

- **Home Loss** - payments may be made to customers who have lived in their property for a minimum of 12 months and are required to move home permanently as a result of redevelopment or demolition of their home. (see Appendix 1)
- **Disturbance** - payments may be made to people who are required to move to another property temporarily or to people who have lived at a property less than 12 months and are required to move home permanently. This payment is for reasonable moving costs. (see Appendix 1)
- **Improvements** - if the tenancy is ending and tenant has completed improvements to the property after 1 April 1994 tenant may be entitled to compensation for those improvements. Claims must be submitted at least 28 days before the tenancy ends. This does not apply to fixed term tenancies. Note that Tenancy Agreements states that permission is needed from MSV to carry out any improvements and if permission is not requested, we will not award compensation. (See Appendix 2)
- **Right to Repair** – this scheme is regulation for Local Authorities and MSV **may** operate to cover specific repairs, known as 'qualifying repairs' which cost

less than £250 and should be done within a set time limit. If we do not carry them out within that time the tenant may be entitled to compensation.

- **Payment for damage to the property/belongings** - it is usually MSV's responsibility to insure the building and a customer's responsibility to insure the contents of their home. MSV has comprehensive insurance in place for all our properties and public liability insurance. Any claim against either of these policies will be forwarded to our insurer (see 2.5 below).

2.2.2 Discretionary compensation

It is important that customers are compensated fairly where MSV has failed to deliver to the standards expected, and that we spend our funds appropriately. If we are clearly responsible for a service failure, we can make a discretionary payment up to £500. This includes cases of inconvenience, hardship, distress or a 'making good' payment.

These payments are made subject to supporting evidence such as a receipt for costs incurred. Any award will take into account wear and tear and compensation will not be made on a new for old basis.

Discretionary compensation may be offered in the following circumstances:

- Failure by a member of MSV to keep a prearranged and confirmed appointment.
- Failure to attend to repairs within published or advised target times.
- Loss of facilities - where a customer loses facilities for which they are paying rent or a service charge, it is reasonable we consider recompense depending on the service. If for example, gardening or window cleaning is not being carried out then this should be reflected in the reconciliation of the accounts. Customers should only be charged for the services completed.
- Loss or damage to personal property – MSV has a responsibility for the actions of its staff and contractors who are employed as their agent. If any damage occurs whilst staff or a contractor is undertaking work on their behalf, MSV should ensure that it is made good. Either the customer should be directly compensated, or the contractor required to make good the damage.
- Service delivery - in cases where MSV has failed to provide a service or it has not been delivered to the level expected as set out in service standards, it may be necessary to pay compensation.

MSV staff should be alert to situations where compensation might be payable as detailed in this policy and other associated policies, e.g. the complaints policy and work towards resolving the situation promptly without the need for the customer to make a claim. We will not rely on customers to advise us that they want to make a

claim for compensation for us to act effectively. In many instances an apology may be what is required in addition to resolving the outstanding issue, for our customers to be assured that their issue has been taken on board and resolved satisfactorily. However, any claims made by our customers will be considered fairly.

Goodwill gestures

MSV Managers are empowered to make discretionary goodwill gestures such as a bunch of flowers or a small payment in respect of special hardship where we are not at fault. Payments in these circumstances are not an admission of liability but are designed as an apology and to restore good relations – even if compensation is not being claimed. The value must be no more than £250 and must be approved by the relevant Head of Service.

Housing Ombudsman determinations

This type of compensation is only awarded when the Housing Ombudsman has found that there has been maladministration. The amount depends on the circumstances of the case and is usually for time and trouble bringing a complaint or for distress and inconvenience experienced by the complainant.

2.3 Determining compensation as part of a formal complaint

Every staff member has the authority to approve compensation or a goodwill gesture up to the value of £30.00. In such cases, staff must complete and submit a compensation record form in order to document the action taken. Please refer to appendix three.

Any staff member investigating and/or responding to a formal complaint may at any stage decide a level of compensation is appropriate in line with the guidance below and submit a compensation record form, this must be signed off by an authorised approver (please see appendix three). Staff can also research and review cases and compensation awards for similar issues by using the HOS archives ([the Ombudsman Archives](#))

To ensure consistency across all cases, all levels must be documented on a complaints record form and approved by the relevant manager. Compensation can only be granted with the appropriate authorisation from an authorised approver. The authorisation levels for compensation are outlined in appendix three. This will be monitored by the complaints team to ensure accountability and better insight into compensation trends.

This Compensation Policy and the Compensation Request Handling Process (please see appendix three) should be consulted before any offer is made to the customer and a compensation record form filled in

Staff should use the guidance below to decide if compensation is appropriate as part of the resolution to a formal complaint. Awards should distinguish between: quantifiable financial loss where there is evidence of actual, unavoidable loss; unquantifiable financial loss where loss is likely on the balance of probabilities but cannot be fully evidenced; loss of use of the home or communal facilities; specific compensation such as missed appointments or loss of heating, hot water or power; complaint-handling failures; and distress, inconvenience, time and trouble arising from other service failings.

Where compensation is offered before escalation to the Housing Ombudsman, staff should record how the amount was calculated and why it is considered fair and proportionate. This record should explain the service failure, the impact on the customer, any aggravating or mitigating factors, any evidence considered, and any non-financial remedies offered. Offers should be made at the earliest appropriate opportunity and should not be delayed until an Ombudsman investigation.

Impact	Examples	Amount
Short term	Short term is defined as between one day and up to 3 months - Short delays in receiving a service for example a completion of a repair - Failure to reply to correspondence or return phone calls - Failure to meet service standards relating to actions and responses but where the failure had no significant impact - Where contradictory or confusing information is provided to the customer but where it did not cause significant impact on the customer or service delivery	£30 - £150
Medium term	Medium term is defined as between three to 6 months - Medium term delays in receiving a service for example repairs, or resolving the cause of the complaint - Misdirection or misinformation such as giving contradictory, inadequate or incorrect information about a customer's rights (e.g. in relation to providing temporary alternative accommodation, mutual exchanges, or preserved Right to Buy) - Poor communication and a failure to keep customers informed causing customers to repeatedly chase for updates	£150 - £500

	• Failure to act in accordance with a policy over a considerable period of time (e.g. address repairs, respond to antisocial behaviour, to make reasonable adjustments)	
Long term	• Long term is defined as six months or more • Long term delays in receiving a service for example completing repairs, or resolving the cause of a complaint • Where the customer has endured a long stay in temporary accommodation due to the mishandling of repairs or failures to resolve a complaint to the complainant's satisfaction • Mishandling of an antisocial behaviour case leading to dissatisfaction and exacerbation of tenant relations • Significant breakdown in communication with the customer	An amount over £500 will be considered

Key communal facilities

When lifts, entry phones or communal lighting is out of order for more than 28 days in two months, MSV will offer £25.00 and VAT.

Other claims for compensation are at the discretion of MSV and the assessment should be based on reasonableness.

Financial authorisation limits are in line with the delegatory framework.

Where a reasonable resolution exceeds the limit of the person dealing with the matter, they are responsible for seeking authorisation from the relevant staff member to resolve.

Authorisation of discretionary compensation payments must follow the limits set by the current delegatory framework.

Where the Ombudsman's compensation guidance indicates a higher level of redress may be appropriate, staff must escalate for approval rather than treating internal approval thresholds as a cap on fair redress.

Supporting documents are required when a compensation claim is submitted for approval.

2.4 Compensation will not be paid if any of the following applies

- MSV acted reasonably and complied with its statutory and contractual liabilities.

- When the loss or damage has been caused by the customer or a member of their family or visitor.
- When contractors cannot gain access to a customer's home to carry out a repair.
- When unforeseen works are required and the customer has been kept informed. Evidence of the contact with customer must be available.
- When the loss/damage is caused by another customer or neighbouring occupier (e.g. a leaking washing machine).
- When the customer has not reported the loss or damage within 3 months of incurring the loss or damage and has not retained damaged items claimed for inspection.
- The loss or damage occurred as a result of an alteration or improvement to the property or its facilities, carried out by the customer without the permission of MSV or completed to the required standard.
- The loss or damage has occurred from the act or negligence of a contractor or other third party not acting on behalf of MSV.
- Damage arising from a criminal act.
- Damage arising from the work of the emergency services.
- Damage arising from events that could not be foreseen or predicted (flood, storm, fire, civil unrest etc.).
- Noise or disturbance caused by building work.
- Cost of contacting us, unless it can be shown that repeated contact was necessary to register an enquiry that had not been registered previously. Repeat calls about a repair already reported would also not qualify for compensation.
- MSV is not responsible for the insurance of Customer's contents or personal belongings including bikes, cars or other vehicles parked on MSV land. Customers are expected to have all relevant personal insurance cover in place.
- Customer loss of earnings.

2.5 Potential Insurance claims

In all cases it should first be considered whether an insurance claim is appropriate. Any claims should be referred to initially to the Head of Finance to establish whether an insurance claim may be appropriate. This could be the case if:

- The claim is for a large sum.
- It is likely that there may be a future claim.
- The loss has resulted in MSV failing to act reasonably or acting negligently.
- The loss has been caused by a defect for failure to carry out a repair.

- Where an insurance claim is being made, no indication should be given either verbally or in writing that MSV accepts any liability, and any compensation cannot be considered until any claim has been settled/refused.

3. Responsibility and implementation

The Executive Director of Customers is responsible for ensuring that the MSV approach to compensation is appropriate and any trends are acted on in conjunction with the Director of Customer Experience who will maintain oversight in this area.

All claims of compensation are actioned by the appropriate manager of the service area. Any compensation offer over £1000 will need to be considered and authorised by the Director of Customer Services, the Executive Director (Customers) and the Executive Director (Homes)

The Director of Customer Experience will be responsible for the implementation of this policy.

4. Monitoring, Review and Evaluation

The Complaints Team will monitor payments from each area and discuss trends in the monthly meetings. This will help us ensure consistency in how compensation is awarded and identify recurring issues that drive compensation requests. By using this data effectively, we can move beyond just compensating customers, we can start making meaningful service improvements.

Performance relating to this policy will detail compensation payments for each service area and the associated service improvements to prevent repeat failures. Compensation amount will be monitored through the Complaints policy and reported to Customers & Communities Committee on a quarterly basis.

The policy will be reviewed every three years, or in line with changes made to associated policies such as the complaints policy.

5. Equality

We support a transparent and consistent approach when dealing with compensation. MSV will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability, or other grounds set out in our Equality and Diversity Policy Statement. Decisions to offer or refuse discretionary compensation will be based on facts alone.

MSV will consider the vulnerabilities of customers when assessing claims and any award that is determined.

An Equality Impact Assessment (EIA) has been carried out on this policy and customers have been consulted with as part of the review process. (see Appendix 4).

6. Legislation and associated Policies

- Equality Act 2010
- Landlord and Tenant Act 1985
- Data Protection Act 1998 – Breaches pre-May 2018
- Data Protection Act 2018 [UK]
- General Data Protection Regulations 2018 [EU]
- Housing Act 2004
- Homes (Fitness for Human Habitation) Act 2018
- Complaints Policy 2020
- Equality and Diversity Policy Statement
- Repairs Policy

7. Appendices

Appendix 1 - Guidance for considering amount of compensation to offer

In the following situations (see 2.2.1) amount of compensation is predetermined.

- Right to Repair
- Home Loss and Disturbance payments

Repair related compensation

Where it is confirmed that an appointment we arranged between the customer and MSV has been missed through no fault of the customer, MSV will compensate **£30 for a missed appointment**. Staff are expected to update the customer if they are running late or early. In cases where an appointment is missed, MSV would only compensate if we failed to let customer know for example that a staff member could not attend due to sickness absence.

We will not award compensation for defects in new build properties; however compensation may be awarded in cases where the customer experiences service failure in the rectification of defects.

The loss of service charge facilities will be reimbursed through service charges. If there is a service failure made by MSV in dealing with the repair of the facility it may be possible to make a compensation payment. This will be down to circumstances, and decisions will be made on a case-by-case basis.

MSV has a commitment to attend to emergencies within 24 hours. It may be that when we first attend within 24 hours it is to assess and not fix, if e.g. our vans do not stock the necessary parts. In the case of heating loss, we may need to leave approved heaters until the repair is complete.

When dealing with vulnerable customers where loss of heating and hot water is of particular concern, MSV will aim to attend as soon as is possible within that 24-hour period but cannot guarantee.

With emergency appointments, if we do not attend within the 24-hour period, but it's found that the repair was not actually an emergency, compensation would not be applicable, and the job would be altered to reflect the actual priority.

When the failure to carry out repairs results in the loss or severe limitation of use of rooms or services for unreasonable periods, compensation based on the rent may be made in addition to any other compensation payable.

Compensation for the loss of a room or facility only applies when Customer has not been temporarily decanted by MSV.

If customer pays us rent, the following calculations will be used when there has been a loss of rooms or facilities due to maintenance or repair. If Customers do not pay rent a standard £30 payment will be made.

Rooms, facilities or service lost	Trigger point	Compensation calculation
Living room unavailable or severely limited	After 10 working days	20% of weekly net rent for each affected week or pro-rated part week
Bedroom unavailable where it is normally used	After 10 working days	20% of weekly net rent for each affected week or pro-rated part week
Kitchen unavailable or severely limited	After 72 hours	20% of weekly net rent for each affected week or pro-rated part week
Bathroom unavailable or severely limited	After 72 hours	20% of weekly net rent for each affected week or pro-rated part week
Loss of heating from October to March	After the first 48 hours	10% of weekly net rent for each affected week or pro-rated part week
Loss of hot water	After the first 48 hours	10% of weekly net rent for each affected

No sanitary provision, no cold water, or no habitable rooms	After 24 hours for sanitary provision or cold water; after 72 hours for no habitable rooms	week or pro-rated part week 100% of weekly net rent for each affected week or pro-rated part week
Total loss of electricity supply	After 72 hours	100% of weekly net rent for each affected week or pro-rated part week

MSV would not pay compensation for the loss of a room during improvement works even if those works went beyond the timescales in the policy. Only if the timescale was unreasonable due to the poor performance of the contractor would MSV pay compensation.

Appendix 2 Compensation for Improvements

Customers may be entitled to claim compensation for certain improvements they have made to their home at the end of their tenancy. Claims must be submitted at least 28 days before their tenancy ends. To claim compensation tenants must have fully complied with the following conditions:

- Obtained 3 quotes for the improvement and MSV agreed with the price and choice of contractor
- Our written permission was requested and obtained
- All building regulations and planning permission consents were obtained (if applicable) and fully complied with
- The improvement was post inspected by MSV and was to an acceptable standard

The amount of compensation will depend on the cost of the improvement and the quality, condition and age of the improvement.

Customers can claim compensation for the cost of materials and employed labour but not for removable of appliances, decoration, or their own labour. The amount payable will be to a maximum of £3000 for any one improvement but claims cannot be submitted for improvements that are £100 or less in value.

The amount of compensation payable is calculated taking into account depreciation of the improvement using the formula $C \times (1 - Y/N)$

Where:

- C = cost of improvement work minus any grant or other funding
- N = notional life of the improvement

- Y = number of years starting on the date on which the improvement was completed and ending on the tenancy end date (part of a year shall be counted as a year)

Improvements that can be claimed for and for their notional lives are:

Type of improvement	Improvement must be no older than
Install bath or shower	12 years
Install wash basin	12 years
Install WC	12 years
Fit kitchen sink	10 years
Fit kitchen units	10 years
Fit work surfaces for food preparation	10 years
Install space or water heating	12 years
Fit thermostatic radiator valves	7 years
Insulation of pipes, water tank or cylinder	10 years
Loft or cavity wall insulation	20 years
Draft proofing of external doors and windows	8 years
Double glazing or other external window replacement or secondary glazing	20 years
Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)	15 years
Any object which improves security of the property but excluding burglar alarms	10 years

MSV may adjust the calculation by making an offer above or below the cost minus depreciation to reflect certain factors including if the deterioration in the quality of the improvement is greater than provided for its notional life or if the quality is considered to be significantly high.

In cases where a customer installs a measure that does not have a notional life defined above, we may be willing to consider compensation and will make an estimate of its notional life based on any product information available at that time.

Appendix 3 – Compensation Record

This compensation record form is designed to ensure the complaints team have an accurate and timely account of all tenant compensation claims related to issues such as service disruptions, maintenance delays, or other tenancy-related concerns, and should be used in conjunction with the Compensation Policy and Procedure.

This form gathers essential details, including the nature of the complaint, relevant dates, and any supporting evidence. It ensures a transparent process for evaluating and addressing compensation requests and will ensure consistent and fair levels of

compensation are awarded across all complaint resolutions involving monetary compensation.

This form is not a request for approval, however a member of staff from the complaints team may wish to discuss this further to ensure the compensation is in line with offers across other areas of the organisation.

The Director of Customer Experience is responsible for overseeing the compensation budget. Every staff member has the authority to approve compensation or a goodwill gesture up to the value of £30.00. In such cases, staff must still complete and submit this form in order to document the action taken.

Managers are empowered to make discretionary goodwill gestures such as a bunch of flowers or a small payment in respect of special hardship where we are not at fault. Payments in these circumstances are not an admission of liability but are designed as an apology and to restore good relations – even if compensation is not being claimed. The value must be no more than £250 and must be approved by the relevant Head of Service, this form must be completed and submitted to document the action taken.

Case handlers may still consult with the complaints team regarding compensation amounts over £30 to ensure consistency across all cases, and all levels over £30 must be approved by the relevant manager. Compensation can only be granted with the appropriate authorisation from an authorised approver. The authorisation levels for compensation are outlined in table 3 for reference. Any compensation offer over £1000 will need to be considered and authorised by the Director of Customer Services, the Executive Director (Customers) and the Executive Director (Homes)

After receiving the necessary approval, the form must be completed and emailed to the Complaints Team (complaints@msvhousing.co.uk).

Complete all sections and email to complaints@msvhousing.co.uk

Customer Name*	
Customer Address*	
Case Number(if applicable)	
Complaint Deadline (if applicable)	
Budget Code	30/00/CCOM

What is the service failure? *	
What does the compensation/empowerment/good will offer relate to? *	
Type of payment and amount (see Assessment Table 1) *	
Type of payment (delete as applicable)	Empowerment / Manager Goodwill/ Short / Medium / Long
Proposed Amount	£
Justification	

*mandatory information

Compensation Offer Assessment (Table 1)

Payment category	When to use / examples	Guideline amount	Approval / record requirement
Empowerment gesture	A prompt local gesture where there has been a minor inconvenience, avoidable frustration, or a missed opportunity to provide good customer care. This may include flowers, chocolates, vouchers, rent account credit or a small direct payment.	£1 to £30	All staff. Record the reason and outcome.
Manager goodwill gesture	A discretionary gesture where MSV is not clearly at fault, but a payment or gesture is appropriate to recognise special hardship, preserve good relations, or resolve a customer concern quickly.	£1 to £250	Head of Service approval. Record as goodwill, not liability.
Quantifiable financial loss	Actual, evidenced and unavoidable loss directly caused by MSV's service failure, such as reasonable additional heating costs, alternative accommodation, take-away food where cooking facilities were unavailable, cleaning, decoration, or works MSV agreed to fund but did not complete.	Actual reasonable loss, supported by evidence.	Approve at the relevant financial delegation level. Keep receipts, invoices or other evidence.
Unquantifiable financial loss	Where, on the balance of probabilities, the customer suffered a financial loss due to MSV's failure but cannot fully evidence the exact amount. Staff must explain the assumptions used.	Reasonable estimate based on available evidence.	Manager approval or higher depending on value. Record rationale clearly.
Complaint-handling failure	Delay, poor explanation, failure to follow the complaints process, missed response times, poor communication during the complaint, or avoidable escalation. This should be assessed separately from the original service failure.	£50 to £100; £100 to £600; £600 to £1,000; £1,000 or over.	Record separately from service failure compensation.
Impact of service failure	Distress, inconvenience, time and trouble, avoidable effort, loss of trust, repeated chasing, poor communication, delay in resolving repairs, ASB or housing management cases, and failure to make reasonable adjustments. Consider vulnerability, severity, duration, cumulative failures, and whether MSV took early action to put things right. Apply the Ombudsman compensation bands	£50 to £100; £100 to £600; £600 to £1,000; £1,000 or over.	Use the approval limits in Table 3. Explain aggravating and mitigating factors.

Payment category	When to use / examples	Guideline amount	Approval / record requirement
Loss of use of home or facilities	according to the severity of impact and the extent of the service failure. Loss or severe limitation of a room, essential service or the whole home due to MSV maladministration. This is calculated separately from distress, inconvenience and complaint-handling compensation.	Use the loss-of-use calculation table and apply the relevant weekly net rent percentage for the period after the trigger point.	Record calculation, dates, rent figure and any temporary accommodation or mitigation.
Specific service failure	Missed appointments, non-provision of heating, hot water, power, water, sanitary provision or other specified services. Apply specific sums or percentages where this policy sets them, then consider whether further redress is due for impact or complaint handling.	As set out in Appendix 1 or the loss-of-use table.	Record dates, trigger point, service affected and remedy already offered.

When applying Table 1, staff must avoid double counting but should not omit separate heads of loss. For example, a customer may receive reimbursement for evidenced costs, a separate loss-of-use calculation, a payment for complaint-handling failures, and a further impact payment where distress, inconvenience, time and trouble have not already been adequately recognised.

Manager Approval (Table 2)

	Name and Role	Signature	Date
Requested By			
Approved By			

Executive Approval (Table 2)

	Name and Role	Signature	Date
Approved By			

Approval Limits by Role (Table 3)

Type / value	Approval level	Requirement
Empowerment gesture: £1 to £30	All staff	Record reason, value and outcome.
Goodwill gesture: £1 to £250	Head of Service	Record as goodwill and confirm it is not an admission of liability.
Compensation up to £150	Manager of the service	Document service failure, impact and calculation.
Compensation £151 to £500	Head of Service	Document calculation, evidence, impact and any complaint-handling element.
Compensation £501 to £1,000	Member of SLT	Explain why the impact or loss justifies escalation above standard manager approval.
Compensation over £1,000	Director of Customer Services, Executive Director (Customers) and Executive Director (Homes)	Provide full rationale, evidence, calculations, Ombudsman alignment and any service improvement learning.

Compensation Request Handling Process

(see process map)

Start: Compensation Request Identified

- Triggered by customer complaint, service failure, or incident.

Step 1: Verify Eligibility

- Check: Does the issue meet qualifying conditions (e.g., service failure, statutory compensation, damage caused by MSV negligence)?
 - Yes → Proceed to Step 2.
 - No → End process (inform customer they do not qualify for compensation).

Step 2: Collect Evidence

- Request: Proof of loss, photos, receipts, and relevant documents (e.g., damage reports, bank statements).
- Check: Is the evidence sufficient to support the claim?
 - Yes → Proceed to Step 3.
 - No → Request additional information from the customer.

Step 3: Investigate the Claim

- Assess: Determine the cause of the service failure or damage.
- Evaluate: If the claim falls within MSV's responsibility or is covered by insurance.

- Decision Point: Is the claim eligible for compensation?
 - Yes → Proceed to Step 4.
 - No → End process (inform customer they are not eligible).

Step 4: Determine Compensation Amount (see table 1 and Housing Ombudsman compensation guidance <https://www.housing-ombudsman.org.uk/centre-for-learning/key-topics/our-orders/ombudsmans-policy-and-guidance-on-remedies/>)

- Assess: Calculate fair compensation by considering evidenced financial loss, likely but unevidenced loss, loss of use of the home or facilities, specific failures such as missed appointments or service loss, complaint-handling failures, and the overall distress, inconvenience, time and trouble caused.
- Decision: Is the amount reasonable and supported by evidence?
 - Yes → Proceed to Step 5.
 - No → Adjust amount or request further review.

Step 5: Obtain manager approval (see table 2)

- Complete compensation form
- Email form to complaints@msvhousing.co.uk

Step 6: Obtain Customer Agreement

- Action: Contact the customer and obtain written agreement on the compensation amount.
- Check: Does the customer accept the offer as full and final settlement?
 - Yes → Proceed to Step 7.

- No → Offer appeal process and re-evaluate.

Step 7: Approve and Process Compensation (see table 3)

- Approval: Ensure the offer is approved by relevant staff within the delegation framework.
- Action: Issue compensation payment or alternative remedy (e.g. goodwill gesture, service credit).

Step 8: Notify the Customer

- Action: Notify the customer of compensation approval and payment details.
- Follow-up: Offer to resolve any further queries or concerns.

Step 9 : Close Case

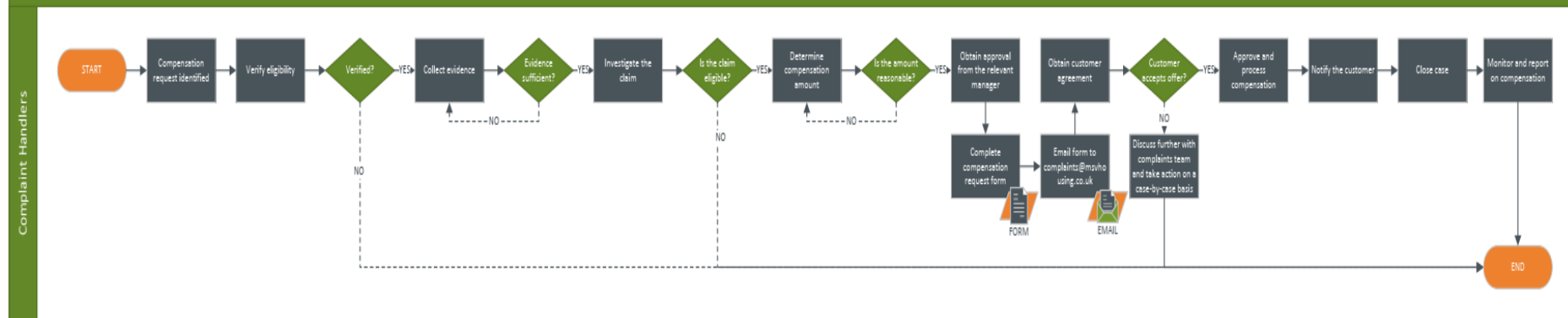
- Action: Finalise the case and update internal systems with resolution details.
- End Process: Case is closed, and all records are maintained.

Step 10: Monitor and Report

- Action: Track and report compensation cases to the Executive Team.
- Feedback Loop: Identify patterns or recurring issues to inform improvements in service delivery.

This process ensures a consistent, transparent and evidence-based approach to handling compensation requests. It supports fair assessment, timely resolution, clear communication with the customer, documented reasoning for the amount offered, and alignment with the Housing Ombudsman Service Compensation Guidance effective from 1 April 2026.

Compensation Process Map



KEY



Appendix 4 - Equality Impact Assessment (EIA)

Name of Policy:		Compensation
Date of Assessment / Review:		28 February 2024
Author:		Rick Bartlett
Who are the main stakeholders in relation to the function?		All service users and customers
Who will be consulted and what types of consultation will be carried out?		Customers via Focus Group and remotely Leadership Team via email welcoming feedback
Could the function have a differential impact on:		What evidence exists to support your analysis?
Racial Groups	Yes	Some customers may have less understanding of the English language and so be unaware of the process.
Gender or gender reassignment	No	
Disabled people	Yes	Customers with severe disability may not have capacity to understand the process.
Age	No	
Sexuality	No	
Religion or belief	No	
Any other protected or vulnerable characteristic including marriage or civil partnerships, pregnancy, or maternity?	No	
If the answer is NO to <u>all</u> questions and no differential treatment has been found there is no requirement for a full Equality Impact Assessment. Please go back regularly and review the cycle. If the answer is YES to any of the questions, please complete the rest of the form.		
In what areas could the differential identified be considered to have an adverse impact in this function and what solutions will be introduced to overcome these adverse impacts?		Ensure compensation leaflet has a strapline for customers who need information in a different language. Ensure all staff are aware of compensation procedure. Availability of language line and translation service to assist customers meet language needs.
In what areas could the differential identified be considered a positive impact in this function and what strategies will be introduced to safeguard and spread these positive impacts?		

Which Action Plans have these solutions/strategies been transferred into?	Equality Diversity and Inclusion Strategy, Customer Experience Strategy and Team Operational Plans
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