

Let's talk about...

WHEN CAN I CLAIM COMPENSATION FROM CHESTER & DISTRICT HOUSING TRUST?

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Chester
& District
Housing
Trust

At the Trust if we get something wrong, we want to put it right for you quickly!

WHEN CAN I CLAIM COMPENSATION FROM CHESTER & DISTRICT HOUSING TRUST?

If we have done something to cause you disruption or inconvenience, you may be entitled to compensation. If you are moving home and are leaving behind any property improvements which you have paid for personally, you may also have a valid claim.

Examples of successful and unsuccessful claims are given in this leaflet, but remember that this is a guide only. Each claim is different and is assessed on its own merit in accordance with our policy on compensation.

IMPORTANT POINTS TO REMEMBER

Accidental damage to your furnishings and other personal possessions caused by wear and tear is not covered by this scheme. You should make sure you are covered for this by a home insurance policy.

Jardine Lloyd Thompson operates a low cost home insurance policy for public sector tenants which includes claims for theft as well as accidental damage. You can pick up a leaflet from any of our housing offices.

LOSS OF SERVICES AND FACILITIES

Examples	Award
You are unable to use your kitchen overnight, because of an ongoing repair	Reasonable takeaway costs for evening meal for each person in the household (does not apply during planned works)
You are unable to use a room for more than 5 working days, because of an ongoing repair	Proportion of weekly rent awarded (does not apply during planned works)
Your water has been turned off by your supplier during pipe repairs and you are unable to use the bathroom	No award in this case. You will need to contact your water supply company and check out their own claim policy

INCONVENIENCE AND DISRUPTION

Examples	Award
You have arranged an appointment with us but nobody has turned up	£10
We have agreed to deliver a service to you by a certain date but it is overdue	£10 plus £2 per day that it remains overdue up to a maximum of £50

QUALIFYING IMPROVEMENTS

If your tenancy with the Trust is ending and you are leaving behind any approved improvements in the property which feature on this list, you may be eligible for compensation. Whilst you will not get back what you originally paid, we will make an assessment of the current value as follows:

1. That the item left behind does not need repairing and is in good working order
2. How much the Trust would have to pay now on the open market for the item(s) you have left behind
3. How old the item will have to be before it has no value

We will use this information to work out how much the item would have depreciated in value using the table below.

QUALIFYING IMPROVEMENTS AND ANNUAL DEPRECIATION

Qualifying Improvement	Age when value reduces to nil	Value drop per year since installation
Bath or shower	12 years	8.33%
Wash hand basin	12 years	8.33%
Toilet	12 years	8.33%
Kitchen sink	10 years	10%
Kitchen/Bathroom cupboards	10 years	10%
Work surface for food preparation	10 years	10%
Space or water heating	12 years	8.33%
Thermostatic radiator valves	7 years	14.29%
Insulation of pipes, water tank or cylinder	10 years	10%
Loft insulation	20 years	5%
Cavity wall insulation	20 years	5%
Draught proofing (external doors or windows)	8 years	12.5%
Double glazing or other window replacement or secondary glazing	20 years	5%
Rewiring or the provision of power and lighting or other electrical fittings	15 years	7.5%
Security measures (excluding burglar alarms)	10 years	10%

IF YOU WANT TO KNOW MORE, PLEASE CONTACT US:

Online

Web: www.cdht.org
Email: info@cdht.org

By phone

Freephone: 0808 100 7701

Lines open

Monday to Thursday
8am—6pm
Friday 8am—5pm

Fax: 01244 305690
Minicom: 01244 305500

BY VISITING US AT:

Chester —

Registered Office
Centurion House
77 Northgate Street
Chester, CH1 2HQ.
Monday to Friday
9am—4.45pm

Lache —

Neighbourhood Office
89a Cliveden Road
Lache, CH4 8DT.
Mon, Tues, Thurs and Fri
9am—12pm

Blacon —

Neighbourhood Office
17—18 The Parade
Blacon, CH1 5HW.
Monday to Friday
1.30pm—4.30pm

RESIDENT INVOLVEMENT

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!**

Interested? Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also available in

অনুবাদ পাওয়া যাবে 可获得翻译版本。 備有譯本 ترجمہ مہیا کیا جا سکتا ہے
dysponujemy tłumaczeniem dokumentu अनुवाद उपलब्ध الترجمة متاحة Cyfieithiad ar gael

