

Business and Housing Policy Committee, 21 June 2022, Minute extract

7. **HOUSING SERVICES - COMPENSATION POLICY (BHP029)**

The Deputy Leader and Cabinet Member for Community and Housing and the Property Services Manager introduced the report, ref BHP029, ([available here](#)) which set out proposals for the Housing Services Compensation Policy.

The committee was recommended to review the draft policy and comment on:

1. the appropriateness of the proposed policy
2. the levels of specific awards
3. any other factors which should be included within the policy.

The committee proceeded to ask questions and debate the report. In summary, the following matters were raised:

1. how would the policy apply to claims for issues where roofs had been exposed for extended periods
2. appointment time bandings
3. compensation following a missed appointment
4. the process for compensation payments being made and the anticipated timescales
5. the anticipated timescales for repairs being undertaken
6. the consultation undertaken with tenants on the proposed policy
7. the plans for future communication of the policy
8. how the policy applied to exceptional items not specified in the schedule
9. whether larger payments had to be referred to the cabinet member
10. whether a longer period of time for claims to be submitted should be provided
11. specifying the standards of repair expected so it was clear whether compensation would be appropriate
12. the treatment of repetitive faults for example lifts, how the policy applied to where a repair was no longer cost-effective
13. the risk that the policy drove the wrong behaviours for example to do "quick fixes"
14. turning the document into an accessible, tenant-focused document.

These points were responded to by the Deputy Leader and Cabinet Member for Community and Housing, the Corporate Head of Housing, the Property Services Manager and the Responsive Maintenance Manager accordingly and were noted by the cabinet members present at the meeting.

RESOLVED:

that officers and the cabinet member consider the comments of the committee as part of the next stage of policy formation.