



Habinteg
housing association
(Ulster) Ltd

TENANTS' GUARANTEE

COMPENSATION POLICY

The Association aims to provide a high standard of service for its clients and keeps policies under review to ensure that any possible improvements are implemented.

Many of the standards which we seek to achieve are set out in the Tenants' Handbook, Tenancy Agreement and the Newsletter which is published annually. There may be occasions, however, when the service does not meet the standard set and tenants may feel disappointed.

In normal circumstances breakdowns in service will be dealt with by the Community Assistant or Housing Officer/Housing Manager responsible for their area and the matter will be resolved to everyone's satisfaction. In exceptional cases, where a situation arises which causes excessive inconvenience or hardship, tenants may be entitled to compensation.

In all cases tenants who feel aggrieved should write to the Deputy Chief Executive. The tenant will be advised in writing of the Association's response.

Where it seems that there may be justifiable grounds for compensation to be paid, the matter will be referred to the Chief Executive for a decision. If the tenant is not satisfied with the response which he/she receives they will be entitled to follow the Association's Complaints Procedure.

Approved

HMC: 11.01.06
BOM: 01.02.06
COMP-POL

