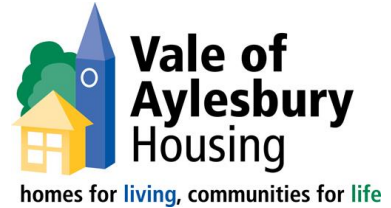


COMPENSATION CLAIM FORM



If you feel that you have a claim for compensation, we would ask you to fill in the details on this form and return it to the address indicated at the end of the form. Please ensure that this form is returned within 14 days. It is important that you complete the form fully and include as much information as possible including any supporting evidence for example: receipts or photos of damage.

If you need any advice or assistance including help completing this form contact our offices and a member of staff will be able to help you. Where appropriate your claim should be accompanied by the submission of a formal complaint.

Please note that any payments made will be deducted first from any amounts already owed to the Trust.

The Compensation Policy gives full details of when compensation may be payable and is available on request or can be downloaded from our website: www.vaht.co.uk

SECTION 1:

Your full name: -----

Your full address: -----

Postcode: -----

Telephone no: -----

E-mail address: -----

Is the Tenancy/Leasehold in your name? YES NO

If not – what name is on the Tenancy/Leasehold?

Have you made a formal complaint in connection with this claim? YES NO

If yes, what is the complaint reference number: -----

SECTION 2:

Please tell us the reasons for making your claim and what the compensation is for:
(please give us as much detail as you can, including dates & times of events – please enclose any receipts or supporting documentation that you may have to support your claim -use additional sheets if necessary)

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If claiming for damaged or broken property or belongings, please itemise these items and either attach receipts of original purchase or provide the following information for each item:

Item	Cost/ Estimated Cost	Age of item	Estimated Lifespan of item

Are these damaged items available for Inspection by the Trust or its representative?

YES NO

The Trust may refuse to consider your claim if the damaged items are not available for inspection.

If the items are not available for inspection please state why:

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Do you have any photographic evidence of the damaged items?

YES NO

SECTION 3:

Do you have home contents insurance? YES NO

Have you claimed against your home contents insurance for any of the items listed in this claim?

YES NO

If YES please provide details including name and address of your insurers and the outcome of the claim. If NO please advise why you have not claimed against your home contents insurance.

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Declaration:

I declare that the information I have provided on this form is, to the best of my knowledge, true and accurate and I accept that any attempt to knowingly submit false information may lead to the Vale of Aylesbury Housing Trust refusing to process this claim and if felt necessary pursue legal action.

Signed..... Date.....

The completed form should be returned to:

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Vale of Aylesbury Housing Trust
Fairfax House
69 Buckingham Street
AYLESBURY
Bucks
HP20 2NJ

SECTION 4: Notes

Claims for damage to contents and property where the loss has not been reported within a reasonable timescale (28 days) or in cases where the Trust or its representative has not been able to inspect and/or photograph damaged items, may be refused.

A complaint submitted where compensation is an element, may have the target response time extended beyond the 10 working day deadline whilst awaiting a compensation claim form to be completed or the compensation element of the complaint may be followed up after the complaint has been closed.

Any payments made will be offset against any monies outstanding which are owed to the Trust e.g. arrears on the rent account.

The Trust will **NOT** consider issuing compensation in the following circumstances:

- Where loss or damage has been caused by a resident, family member or a visitor to the premises.
- Where maintenance employees or contractors have been unable to gain access to carry out a repair in the designated timescale or where service failure is the result of extreme or unforeseen conditions (such as weather conditions) but where the Trust has taken all reasonable steps to restore services or facilities under the prevailing conditions.
- Where a resident's possessions are lost, stolen, broken or damaged through no fault of the Trust's as in for example, cases where damage has been caused by floods, fires, leaks etc... Residents should ensure that they have home contents insurance to cover them in these circumstances.
- Where the loss has not been reported within a reasonable timescale – generally the timescale will be within 28 days of the incident occurring.
- Where improvement works or repair works to a property will unavoidably result in low levels of damage to property or belongings e.g. holes left in carpets, other floor coverings or ceilings as a result of installing new radiator pipes, fitted carpets having to be taken-up etc...
- Where compensation is being sought for repair or accidental damage to any resident improvements that have not been approved by the Trust i.e. laminate or natural wood floor coverings, the install or removal of internal doors etc...

If you require an interpreter please contact us. This document can be produced in other formats or languages.

Urdu / اردو

اگر آپ کو انٹریپرٹر کی ضرورت ہو تو براہ مہربانی ہم سے رابطہ کریں۔ یہ دستاویز دیگر صورتوں اور زبانوں میں بھی فراہم کی جا سکتی ہے۔

Punjabi/ ਪੰਜਾਬੀ

ਜੇ ਤੁਹਾਨੂੰ ਦੁਬਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਇਹ ਦਸਤਾਵੇਜ਼ ਦੂਜੇ ਰੂਪਾਂਤਰਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਦੇ ਵਿੱਚ ਤਿਆਰ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।