

Doc Number: 3-16	Lead: Housing Services Manager	Last Full Review: May 2026
Tick one of the below for review/changes made: Full review and changes made ☒ (add changes summary to table below) Full review, no changes made ☐ Changes made but no full review ☐ (add changes summary to table below)		Reviewer / Editor: Manager, Housing Services Changes Approved By: Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No

Tenant Compensation and Payments Policy

Document Change Details

Date	Summary of Changes Made
Oct 2023	All Housing P&Ps revert to version 01 as approval process & version control moved to SharePoint. Version number no longer shown on the document
May 2024	Changes made in line with the Beacon
May 2024	Home Loss Payments details and amount updated Page 3 Complaints Handling Code info included Page 4
May 2026	Reviewed in line with STAIRs

1.0 Purpose

We aim to provide a good standard of service to all our tenants. If we fall below these standards, or work on a home that causes serious inconvenience, tenants may be entitled to compensation.

This policy explains:

- When compensation may be paid
- How we calculate payments
- How to make a claim

This policy does not affect tenants legal rights, including their rights under:

- Right to Repair
- Right to Improve
- Home Loss payments

2.0 Policy

We aim to carry out repairs and improvements on time and with as little disruption as possible. Where this does not happen, we may offer compensation. All compensation is considered on a case-by-case basis.

We may consider compensation in the following situations:

A tenant loses use of part of their home.

If a tenant cannot use part of their home due to disrepair or works (for example, a bedroom, kitchen, or bathroom), we may offer compensation.

Major works of improvements

If a tenant remains living in their home while major works are completed, we may consider compensation where there is significant and unavoidable disruption, such as:

- prolonged noise or dust
- loss of access to key facilities (e.g. kitchen or bathroom)
- restricted use of parts of your home

Loss of a paid service

If a tenant pays for a service (through a service charge) and do not receive it, we may offer compensation where:

- the service was not provided, and
- we did not give reasonable notice or explanation.

Unsuccessful insurance claims

If a claim is made to our insurer and it is not successful, we may consider a goodwill payment where the tenant is not at fault.

Tenant improvements

At the end of a tenancy, we may consider compensation for improvements that have made where:

- the tenant had our written permission.
- they can provide receipts or evidence of the work.

3.0 Roles and Responsibilities

Director of Housing and Assets	Responsible for: • Provide strategic oversight of how compensation is used across the organisation. • Review and determine appeals.
Manager, Housing Services	Responsible for: • Overseeing the consistent application of the policy across the team • Reviewing compensation requests • Ensuring the team is trained and confident in applying the policy. • Ensuring lessons are learned to improve service delivery
Housing Services Teams	Responsible for: • Day to day delivery of this policy • Explaining the policy clearly and managing expectations.

4.0 How compensation is calculated

Loss of use of part of a property

If a tenant cannot use part of their home, we may offer a rent reduction or compensation.

This is calculated based on:

- The number of rooms affected
- Compared to the total number of rooms in the home
- The length of time the rooms could not be used.

This ensures the payment reflects a fair proportion of rent.

Major works disruption

We will consider a payment where disruption is significant and unavoidable.

Payments are usually made after the work has been completed, based on:

- The level of disruption
- How long it lasted.

Loss of heating, hot water, or other services

If heating or hot water is not restored within the timescales set out in our Tenant Handbook, and access has been provided we will offer:

- 5% of rent for loss of heating
- 5% of rent for loss of hot water

This applies to the period beyond the target repair time.

For other services, we calculate compensation based on:

- How long the service was unavailable
- How much is paid for that service.

We calculate the payment by multiplying the number of days the service was not available by the service charge over that period.

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- How long the service was unavailable.
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Where a head landlord is responsible for maintaining heating and hot water systems, we will seek compensation from them on the tenants' behalf. If they do not provide this, we may still consider a payment.

Removal expenses

If a tenant needs to move for major works or demolition, we will help with reasonable costs, including:

- hiring a removal company
- disconnecting and reconnecting utilities (gas, electricity, phone, broadband)
- redirecting post (up to 2 months)
- replacing or refitting carpet and curtains
- adapting or replacing fitted units.

If the move is temporary, we will also support the cost of moving back.

Home loss payments

Home Loss payments are payable to tenants where:

- they hold a Tenancy Agreement with us.
- They are required to move permanently.
- the move is due to redevelopment or demolition.
- the tenant has lived in the property as their only or main home for a minimum of 12 months.

The payment amount is set by government regulations (£8,100 from 1st October 2023).

Rent arrears.

If rent is owed, we may apply compensation to a tenant's rent account to help reduce the balance.

Contractor responsibility

If a contractor caused the issue, we would seek to recover the cost of compensation from them where appropriate.

Scale of payment

To ensure fairness and consistency, the following maximum amounts apply:

- Loss of use of part of property £500

• Major improvement disruption	£300
• Loss of service	£250
• Goodwill payments	£450
• Removal expenses (permanent move)	£1,000
• Removal expenses (temporary move)	£200

5.0 How to make a claim.

Claims can be made:

- In writing
- By email
- With support from your Housing Officer

Claims should be sent to the Manager, Housing Services at 2 Bell Lane, Lewes, BN7 1JU.

We will:

- Review the claim.
- Send a written decision within 10 working days.

9. Appeals

If a tenant is unhappy with the decision:

- They can appeal in writing.
- The Director of Housing and Assets will review the case.
- A response will be sent within 10 working days.

6.0 Relevant legislation/guidance

This policy supports our legal responsibilities, including:

- Leasehold Reform, Housing and Urban Development Act 1993
- Home Loss Payments Regulations
- Housing Ombudsman Complaints Handling Code

Related policies, procedures, and documents

[Business Continuity / Disaster Contingency Plan 1.06](#)

[Comments, Compliments and Complaints Policy 1.10a](#)

[Complaints Procedure 1.10b](#)

[Compliments Procedure 1.10c](#)

[Property Maintenance Procedure 3-01b.docx](#)

[Tenant Handbook 2025 v1.1](#)