

We will make this information available in other languages, Braille, large print or other formats on request.

North Star brings together the skills, resources and values of Endeavour, Teesdale and Darlington Housing Associations.

We are a strong organisation with a clear vision of what we want to achieve for the people who live in our region – creating homes, building futures.

GET IN TOUCH

 03000 11 00 11

 customer.services@northstarhg.co.uk

 www.northstarhg.co.uk

 @northstarhg  /NorthStarHG

VISIT / WRITE:

Endeavour House, St Marks Court, Thornaby
Stockton-on-Tees TS17 6QN

CLAIMING COMPENSATION

TYPES OF CLAIM

LOSS OF ROOMS OR USE OF FACILITIES WITHIN THE HOME

We will compensate you if you lose the use of part of your property or facilities for a significant time. Where North Star or a contractor acting on behalf of North Star, has caused any damage or loss, we will help you to make a claim.

LOSS OF SERVICE

We will compensate you if you lose a service for a significant time. We will pay you for each full week the service (for which there is a service charge levied) is not available. This will be subject to a minimum of £10.

RIGHT TO COMPENSATION FOR IMPROVEMENTS

You may undertake improvement work to your home subject to getting written permission from us first.

On leaving your home, you have the right to claim compensation for qualifying improvements that have been made. If you are eligible for compensation, we will follow the scheme's guidelines in paying it. You must make a claim for compensation in writing either 28 days before the end of your tenancy or up to 14 days afterwards.

RIGHT TO REPAIR

North Star has a responsibility under the Right to Repair provision as laid down by statute. We will pay compensation where we fail to carry out qualifying repairs within prescribed timescales. This legislation only covers certain types of repairs (known as 'qualifying repairs') please refer to our repairs and maintenance policy for more information.

DAMAGE TO PROPERTY OR DECORATIONS

We will compensate you for any damage caused to your property or possessions that is the fault of North Star or our contractors. Any payments we make will consider the full circumstances of the case, including the age and condition of the damaged property. We may also pay decoration and disturbance allowances when major works take place.

REMOVAL EXPENSES

If you need to move temporarily for North Star to carry out major works. We will offer help towards your removal expenses. If you are moving due to essential repairs being required either temporarily or permanently we will help you both to and from the temporary accommodation.

FAILURE OF SERVICE

Occasionally, a customer may experience a failure in service delivery or in the way in which we dealt with a complaint. This failure may have caused you great distress, inconvenience or dissatisfaction. If we fail in our service to you, we may offer compensation in line with our Compensation and Claims Policy.

MAKING A CLAIM FOR COMPENSATION

If you are seeing compensation under our Compensation Policy, you should make a claim within 28 days from when the event of loss occurred. You may make a claim:

- Online
- By email
- By telephone
- In writing
- In person at Endeavour House in Stockton
- By asking your Housing Officer
- By asking someone to claim on your behalf.

The claim should set out the compensation sought and the reasons for it, supported by evidence of costs incurred where suitable.

We will acknowledge all claims within two working days and provide a full response within 10 working days. If it is not possible to decide within 10 working days, we will advise you when it is likely that the matter will be resolved.

YOUR COMPENSATION CLAIM FORM

Please complete and detach this form and post it to us (no stamp required).

If extra space is required, please continue on a separate sheet and enclose before sealing.

Name.....

Address.....

..... Postcode.....

Home Telephone Number.....

Mobile Number.....

Email Address.....

REASON FOR CLAIMING COMPENSATION

(Please tick applicable)

Loss of use of part of the property

Details of claim.....

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Loss of service

Details of claim.....

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Right to compensation for improvements

Details of claim.....

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Right to repair

Details of claim.....

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Damage to property or decorations

Details of claim.....

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Failures in service delivery and dealing with complaints

Details of claim.....

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