

Compensation Claims

A Guide for Tenants and Leaseholders

This guide is published without prejudice and does not mean that the Council or its Agents admit to any

What Happens Next?

If your claim is for a personal injury or likely to be over £750, we will refer your claim to the Council's insurance office who will take over dealing with your claim and keep you informed of progress. The Housing Service will not have any further involvement in your claim. The Council's insurance office will notify you of contact details.

If your claim is **not** for personal injury or not likely to exceed £750 – once we have received the completed claim form we will send you an acknowledgement within 10 working days to confirm receipt and that we are dealing with your claim.

We will investigate your claim. This may include a visit to your home to ask you about your claim and inspect any damage you have mentioned in your claim. We will aim to do this within a week of receiving your claim.

When we have completed our investigation a senior manager will make a decision. We will keep you informed of progress and inform you of the decision. We aim to inform you of a decision within 30 working days of receiving your claim.

If the decision is in your favour we will award compensation in settlement of your claim and will endeavour to arrange payment within 28 days of notifying you of the settlement amount.

Claim for Compensation

Personal Injury Claims Only

Full name of injured person:
(if different from claimant)

Date of accident:

Place of accident:

Who has accident been reported to?

Did you attend a GP surgery or hospital? Yes

Personal Belongings Claims Only

Full name of owner (if different from claimant):

Date of damage:

List of items damaged: (continue on a separate sheet if necessary)

| Item | Date of Purchase | Serial No (if applicable) | Cost when Purchased | Condition of Item |
|------|------------------|---------------------------|---------------------|-------------------|
| | | | | |

Send copies of receipts (not originals) if available

You should keep any damaged items you are claiming for until your claim is settled.

Where can the items be inspected?

Details of damage and why you consider the Housing Service or its agents to be responsible:
(continue on a separate sheet if necessary)

Declaration

I/We declare that the details above are true and complete.

The City Council reserves the right to offset any outstanding debt you may have at the time of settlement and deduct this from any compensation payment.

Signed:

Date: