NORTHAMPTONSHIRE
PARTNERSHIP HOMES

Compensation Policy

July 2026

Contents

Page	
4	1. Purpose and Context
4	2. Policy Statement
4-12	3. Policy
13	4. Policy Arrangements
13	5. Guidelines
13	6. Review
Appendix	
14-15	1. Specific Compensation orders
16-17	2. Compensation for complaint handling
18-19	3. Compensation for impact of other service failings
20	4. Loss of use of the property/room
21-30	5. Insurance Claim Form

DOCUMENT MANAGEMENT	
Approved by: BOARD *Date of approval: 14/10/2026*	Next Review Date: October 2027 *Version 1*
Contact Officer: (Duty Holder) Claire Clark Customer Excellence Officer Contact: (Responsible Person) Kathy Brooks Head of Customer Excellence	

THIS DOCUMENT IS TO BE READ IN CONJUNCTION WITH:
1. Repairs Policy
2. Complaints and Feedback Policy
3. Disrepair Policy

REVISION HISTORY				
Revision date	**Previous revision date**	**Summary of Changes**	**Changes marked**	**Version**

DISTRIBUTION – This document has been distributed to:			
Name	**Job Title**	**Date of Issue**	**Version**

PUBLICITY – How will this policy be publicised to staff or tenants who may be affected?
Internal- Will be added to Itrent and Strategy Bookcase for internal use. Internal comms to staff by email. External- Will be added to internet.

IMPLICATIONS – What are the implications for other NPH or WNC departments (e.g. IT, finance, communications etc) and have these been discussed?
Draft compensation policy shared with all HoS and Managers for comment and feedback. Further consultation held with Rikki Kerr AD of Repairs to consider impact of missed repairs appointments compensation. Tom Forty Head of Business Improvement consulted and suggestions implemented. WNC consulted minor amendments and update of Ombudsman guidance on calculating compensation updated to mirror HO website as is. SQC suggestions added.

1 Purpose and Context

1.1 NPH is committed to providing high-quality services to our residents. Unfortunately, sometimes the service expected to be delivered falls short, and, on these occasions, we will offer redress to restore the resident to the position they would have been in had the service failure not occurred. This policy has been written using Housing Ombudsman (HO) guidance.

1.2 Tenants and Leaseholders who live on our estates can make a claim for compensation if the issue has occurred within the last 12 months.

1.3 This will include a number of remedies such as:

- A written or in person apology.
- Practical actions- undertaking repairs or redecoration which would ordinarily be the resident or leaseholders' responsibility.
- Gestures of goodwill - vouchers, flowers, chocolates.
- Financial compensation.

1.4 There are 3 types of compensation payment:

- Mandatory
- Quantifiable loss
- Discretionary

2 Policy Statement

2.1 The purpose of this Compensation Policy is to provide a fair, transparent and consistent approach to awarding compensation where a resident has experienced a loss, inconvenience, distress, or detriment as a result of a service failure, delay, or other action for which we are responsible. The policy sets out the circumstances in which compensation will be considered, the types of compensation available, and the factors that will be taken into account when determining appropriate redress. It also aims to ensure that residents are treated equitably, while recognising that the impact of service failures will vary depending on individual circumstances and vulnerabilities.

3 Policy

3.1 Mandatory Payments

Home Loss and Disturbance Payments are statutory payments that landlords must make to eligible tenants and leaseholders who are required to move from their home. Home Loss Payments compensate for the loss of a home, while Disturbance Payments cover reasonable moving and relocation costs.

3.2 Home Loss

3.2.1 Land Compensation Act 1973 Section 29: Home Loss Payment Summary

If a tenant or leaseholder is required to permanently leave their home because their landlord intends to carry out improvements to the property or redevelop the land on which the property stands, the landlord is legally obligated under Section 29 of the Land Compensation Act 1973 to pay a Home Loss Payment. This is a fixed sum set by legislation intended to compensate the resident for the loss of their home.

3.3 Disturbance Payment

3.3.1 Land Compensation Act 1973 Section 37

3.3.2 If a tenant or leaseholder is required to permanently leave their home because their landlord intends to carry out improvements to the property or redevelop the land on which the property stands, the landlord is legally obligated under Section 37 of the Land Compensation Act 1973 to pay a disturbance Payment.

3.3.3 Reasonable Expenses for Disturbance Payments

3.34 Disturbance Payments must cover the reasonable costs of moving the resident from their home. The courts have clarified that 'reasonable expenses' are those directly linked to the move and incurred as a direct and natural consequence of displacement.

3.3.5 Examples of expenses that are likely to be allowed include:

- Removal costs.
- Redecoration costs.
- Reconnection charges for utilities and services.
- Re-fitting or replacement of carpets and curtains.
- Redirection of mail.

3.3.6 Only costs that relate strictly to the move and are reasonably incurred will be covered under Disturbance Payments.

3.3.7 Tenants who are required to move to another property temporarily while their landlord carries out repairs or improvements, where such works would otherwise interfere with the normal reasonable enjoyment of the property, are entitled to disturbance payments. These payments cover reasonable moving costs incurred as a result of the temporary relocation. Importantly, tenants who are only required to move temporarily will not receive Home Loss Payments, which are reserved for those who must permanently leave their home.

4 Right to repair scheme

4.1 The Right to Repair Scheme is established under Section 96 of the Housing Act 1985 and the Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994. It gives

eligible council tenants the right to have certain qualifying repairs completed within prescribed timescales and to receive compensation where these timescales are not met.

4.2 Qualifying right to repair, repairs which include emergency or urgent repairs should be carried out within a reasonable amount of time. If we fail to carry out these repairs in a reasonable amount of time, you may be able to get compensation up to the value of £50.

4.3 In order to do so you must ask to use the Right to Repair Scheme.

4.4 When you report an issue, we will tell you:

- Who will carry out the repair.
- The expected date the works will start and finish.
- If the disrepair qualifies for the scheme.

4.5 The scheme includes disrepair that is our responsibility to fix and:

- Is a health or safety risk if not fixed quickly.
- The costs are less than £250 to fix.

4.6 If the disrepair qualifies for the scheme, you can get compensation if:

- The work is not done by the date it should have been. See NPH Repairs Policy for qualifying repairs and expected timescales.
- The delay is your landlord's fault.

4.7 We will find a new contractor and set a new 24 hour or four-day deadline. You can get compensation if the work is not done by the new deadline.

4.8 You can get compensation if they do not finish the work by the date they originally agreed.

4.9 You will get £10 compensation for the first day the work is late. You get another £2 per day until the work is done. The most you can get is £50.

4.10 You cannot use the Right to Repair Scheme if:

- It's not an emergency, urgent or a health and safety issue in your home. See NPH Repairs Policy for qualifying repairs.
- You told us you do not want repairs to go ahead.
- You refused to let the contractor into your home.
- The delay was not your landlord's fault (for example, bad weather).

5 Quantifiable Payments

5.1 Quantifiable loss is an actual financial loss or expense that a resident has incurred directly as a result of a failure by NPH or its contractors. The loss must be evidenced, where reasonably possible, by receipts, invoices, bank statements or other supporting documentation.

5.2 Compensation will normally seek to reimburse the resident for reasonable and unavoidable costs that would not otherwise have been incurred.

- Cost of dehumidifiers
- Cost of electric heaters
- Food
- Alternative accommodation

5.3 If other loss is incurred this must be evidenced by the provision of receipts, statements etc. to be considered.

6 Discretionary Payments

6.1 Discretionary payments will be made for:

- Poor complaint handling.
- Delays in providing a service e.g. in undertaking a repair.
- Failure to provide a service that has been charged for.
- Temporary loss of amenity.
- Failure to meet target response times.
- Loss of use of part of the property.
- Failure to follow policy and procedure.
- Unreasonable time taken to resolve a situation.

7 How we assess compensation

7.1 Compensation will be assessed in accordance with the Housing Ombudsman's guidance, taking into account:

- Specific compensation orders (Appendix 1)
- Compensation for complaint handling failures (Appendix 2)
- Compensation for the impact of other service failures (Appendix 3)
- Loss of use of the property (and rooms within property) (Appendix 4)

7.2 Where Housing Ombudsman guidance is referenced, we intend to apply the level of redress notes. Should the sums increase or decrease we will follow the guidance at the time of the complaint. please check Housing Ombudsman's website for latest figures.

7.3 Where there is no specific Housing Ombudsman guidance we will follow the tabled guidelines below.

	Amount
Cost of electricity to run dehumidifier per day.	£1.50 per dehumidifier per day.
Cost of electricity to run an electric heater.	£2.50 per heater per day.

Reimbursement of costs following loss of cooking facilities – where alternative accommodation is not offered NPH will cover the costs of purchasing prepared food at standard rates per household member.	Actual cost receipts required. Up to £15 per adult per day and up to £10.00 per child per day after 24 hours.
Alternative accommodation.	Actual cost receipts required.
Missed Appointment, arrive more than 2 hours late, or cancel an appointment giving less than 2 hours' notice.	£15.00 per appointment- HO guidance *
Reimbursement of increased electricity costs due to the need to boil water as a result of a boiler breakdown.	£2.00 per household member per day after 24 hours.
Total loss of water (if within landlords' control)	£10 per day.
Lift failure	£1.50 per day if a lift is out of service for more than 3 days. See specific lift compensation conditions at 7.4.

* Where HO guidance is noted please check Housing Ombudsman's website for latest figures.

7.4 Lift Failure

Compensation will be payable for lift failure under the following conditions:

• There is no access to another lift in the same block.
• Residents who live on the 4th floor and above. Residents with mobility issues, regardless of their floor, will receive compensation based on their individual needs.
• If there have been three or more instances of lift failure within a 1-month period, regardless of the duration of each outage.
• Residents will be compensated if the lift is out of service for 3 days in a row, including the first 3 days of the issue.

Compensation will NOT be payable for lift failure under the following conditions:

• Compensation will not be paid to residents living on the ground floor of a building.
• Compensation will not be provided if someone becomes trapped in the lift, unless there are exceptional circumstances where the assistance provided is significantly delayed. In these cases, we will carefully consider the situation with consideration and understanding.
• No compensation will be paid if after investigation, the council has investigated and found that lifts have been vandalised. Lift vandalism can include graffiti, damaged buttons, blocking lift doors, and damaged interior fittings.

8 Impact

8.1 Each case must be considered on its individual merits and where the above specific situations do not apply impact, distress and inconvenience and time and trouble will be considered.

8.2 When considering compensation, we will take into account the individual circumstances of the resident and the impact the service failure has had on them. This will include any vulnerabilities, health conditions, disabilities, caring responsibilities, or other factors that will have increased the detriment experienced. Where the impact on the resident is greater because of their personal circumstances, we will award a higher level of compensation in recognition of that additional impact.

When considering the impact on a resident the following must be considered:

8.3 Distress and Inconvenience

8.3.1 Which can include:

- Stress, anxiety, worry, frustration, and uncertainty.
- raised expectations – where our actions or inactions resulted in a resident reasonably believing that something would, or would not, happen.
- Inconvenience.
- A strong sense of having been treated differently to others for no apparent reason.
- Problems caused by delays in us resolving matters or poor complaint handling.

8.4 Time and Trouble

8.4.1 Will be considered when the time and trouble incurred by the resident in seeking to resolve their complaint was significantly more than would be reasonably expected due to poor complaint handling. For example, if we unreasonably failed to progress or escalate a complaint on repeated occasions, failed to respond to reasonable contacts from the resident or demonstrated overall poor complaint handling.

9 When we will not compensate

9.1 Loss of wages such as annual leave

9.1.1 We will not offer compensation for time off work, loss of wages or loss of employment whilst repairs are carried out. Whilst such works will inevitably cause some inconvenience, residents are required to provide access for repairs to be carried out as needed.

9.2 Damage to belongings

9.2.1 Whilst we expect tenants and leaseholders to have a Contents Insurance Policy to cover any unexpected damage to personal items where damage has been caused as a direct result of the actions or omissions of NPH or our contractors we will consider compensation to prevent any further inconvenience or cost to our residents.

9.2.2 We will not ordinarily compensate for damage caused to items by a leak that we have not been informed of or is being caused by a third party of which we have no jurisdiction. However, each case will be considered on its individual circumstances.

9.2.3 We will not compensate for damage caused by circumstances out of our control such as damage caused by storm or flooding.

10 Insurance Claims

10.1 Where a resident claims damage to their **property, person or vehicle** this must be dealt with as an insurance claim and the resident asked to complete the Public Liability Form Northamptonshire Partnership Homes (Appendix 5) and submitted to SharedInsuranceClaims@westnorthants.gov.uk

11 How do I claim for compensation?

11.1 Compensation will be considered at Stage 1 and 2 of the Complaint handling process in all cases.

11.2 If you would like to claim for compensation outside of this process, please call 0300 330 7003, send a letter or email. This helps us collect all the relevant information, and deal with your claim quickly and efficiently.

11.3 Please include full details of why you think you are entitled to claim compensation, including any additional information, such as copies of letters, receipts or relevant photographs, to support your request. Letters must be sent to:

Housing compensation claim
Customer Excellence Team
Northampton Partnership Homes
One Angel Square (Service Yard)
Angel Street
Northampton
NN1 1ED

11.4 Emails must be sent to: housingcomplaints@nph.org.uk using the subject heading: 'Housing Compensation Claim'.

12 Customer help and assistance

12.1 If you need help writing a letter or an email, please ask a NPH officer (such as your neighbourhood housing officer) for help by contacting 0300 330 7003.

12.2 You may also be able to get help and support from an independent advisor such as the Citizens Advice Bureau (CAB), which provides free information and advice on legal, money, and other issues.

13 Accepting an offer of compensation

13.1 Once your claim has been investigated, we will write to you with the outcome. If we offer monetary compensation, the details of the offer will be in writing.

13.2 By providing your bank/building society account details you are accepting the offer made to you in full and final settlement of your claim.

14 Payment method

14.1 Where compensation is awarded for quantifiable loss the payment amount will be paid directly to your bank/building society account.

14.2 Where compensation is awarded as a discretionary payment, consideration will be given to deduction of any rent or service charge arrears before making a payment to your bank/building society account.

14.3 When compensation is ordered by the Housing Ombudsman this will be paid directly to your bank/building society account unless you request that the sum be paid to NPH for any rent arrears or any other debt(s) owed to NPH (such as charges for repairs, or failed gas safety inspection appointments).

14.4 If you do not have a bank/building society account an alternative method of payment will be discussed with you.

15 Right of appeal

15.1 If your request for compensation is part of a formal complaint at Stage 1 and you are not satisfied with the outcome of your compensation claim, then you can request a Stage 2 complaint to review the decision.

15.2 If your request for compensation has already reached Stage 2 and you not satisfied with the outcome you can escalate to the Housing Ombudsman.

Housing Ombudsman Service

PO Box 1484, Unit D
Preston,
PR2 0ET
Tel: 0300 111 3000
casework@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

15.3 If your request for compensation is not part of a formal complaint we will log the request as a stage 1 formal complaint.

15.4 In the case of home loss and disturbance compensation payments, tenants also have the right to appeal under the Land Compensation Act 1973, by contacting:

Upper Tribunal (Lands Chamber)
5th floor, Rolls Building
7 Rolls Buildings
Fetter Lane
London
EC4A 1NL
United Kingdom
Tel: 0207 612 9723
Email: lands@justice.gov.uk

15.5 Leaseholders also have the right to appeal to The First-Tier Tribunal by contacting:

The First-Tier Tribunal
Centre City Tower
5-7 Hill Street
Birmingham
B5 4UU

Email: rpmidland@justice.gov.uk
Telephone 0121 600 7888
Fax 01264 785 122

16 Tracking and Reporting

16.1 NPH will monitor.

- The number of claims processed.
- Total compensation paid out
- Nature of claims and trends overtime.

16.2 The above statistics will be included in the quarterly Complaints Report.

17 Policy Arrangements

17.1 This policy will be used by all staff at NPH who are involved in the assessment of compensation claims to ensure a fair, transparent and consistent approach.

18 Guidance

18.1 This policy will adhere to any change in set compensation from the Land Compensation Act 1973.

18.2 This policy will be reviewed annually to ensure it complies with any change in legislation or guidance set by the Housing Ombudsman.

18.3 The Equality Impact Assessment will be reviewed annually to assess the impact of the policy on our customers and consider if any changes are required as a result of the assessment.

19 Review Date

19.1 This policy will be reviewed annually by the Customer Excellence Manager.

20 Appendices

Appendix 1

Specific Compensation orders

Service	Redress	Considerations
Loss of heating and/or hot water	• Apology • £15 per day for complete loss • £8 per day for loss of one service (heating or hot water)	• Where the landlord's policy sets out higher amounts for the same specific services, we will order compensation in line with that higher amount. • Where the use of a room is substantially impaired (unable to be used for its intended purpose), compensation will be based on the rent charged (see section 7, 'Loss of use of the property'). • Where the impact on the resident is significant and exceptional, we may order additional compensation (see section 9, 'Impact of service failings'). • Compensation for loss of heating should not be ordered where suitable, alternative heating is supplied. • Compensation should be ordered after the end of the applicable repair timeframe.
Loss of Power	• Apology • £10 per day for complete loss • £10 per week for loss of lighting only	• Additional loss, e.g., perishables following a loss of electrical supply, should be considered distinctly to the set sums for loss of service (see section 5, 'quantifiable financial loss', and section

		6, 'unquantifiable financial loss'). • Where a loss of power also affects heating and/or hot water provision, compensation will be awarded for both loss of power and heating and/or hot water • Compensation should be ordered after the end of the applicable repair timeframe.
Missed Appointments	• Apology • £15 per missed appointment	• Where the impact on the resident is significant and exceptional, e.g. repeated failure to attend resulting in significant loss of holiday entitlement, additional compensation may be ordered (see section 9, 'impact of other service failings').

* Where HO guidance is noted please check Housing Ombudsman's website for latest figures.

Appendix 2

Compensation for complaint handling

Redress	Likely associated finding	Impact on resident	Circumstances	Examples
Apology Learning	Service Failure	Minimal impact Short duration, resulting in minimal inconvenience, time and trouble. Did not affect the overall outcome for the resident.	• There was minimal impact caused by the landlord's complaint handling failings. • The failing would usually be a single incident, where the effect was of short duration, and there was no wider impact. • The landlord may have acknowledged the failing, but did not apologise, resulting in an unsympathetic approach.	• The landlord made an offer of compensation shortly after the complaints procedure which is sufficient financial redress, but there remain minor failings in its handling of the complaint. • There were minor factual inaccuracies in the complaint response which had no material impact on the complaint.
Up to £50 Apology Learning	Service failure	Low impact Short duration May not have affected the overall outcome for the resident. Might include distress and inconvenience, time and trouble, disappointment, loss of confidence, and minor delays in addressing the complaint.	• There was minor failure by the landlord in its response to the complaint and it did not appropriately acknowledge this and/or fully put it right. • The landlord may have made an offer of action/compensation, but it is not proportionate to the failings identified by our investigation.	• The complaint response was delayed by several days, causing minor delay in resolution of the substantive issue. • The resident was compelled to chase a complaint response due to a minor delay and lack of update. • The landlord has not applied its own compensation policy to the facts, resulting in a lower offer of compensation.

Up to £100 Apology Learning	Maladministration	No permanent impact	• There was a complaint handling failure which adversely affected the resident. • The landlord has failed to acknowledge its complaint handling failings and/or has made no attempt to put things right, or • The landlord has acknowledged complaint handling failings and/or made some attempt to put things right but failed to address the detriment to the resident and/or the offer was not proportionate to the failings identified by our investigation.	• The complaint response was delayed by more than several days, or there were repeated minor delays. • The landlord responded to the substantive issue but failed to acknowledge sensitive circumstances, resulting in a heavy handed response.
Up to £250 Apology Learning	Maladministration/ Severe maladministration	Significant impact Physical and/or emotional impact	• There was a complaint handling failure which had a significant impact on the resident. • The circumstances for maladministration or severe maladministration apply and the redress needed to put things right is substantial.	• The complaint response actively disregarded sensitive circumstances, resulting in a heavy handed response. • The complaint response was delayed by weeks or months, affecting timely resolution of the dispute. • There were significant errors in the complaint response, resulting in misleading advice, unaddressed complaint, or confusion on the part of the resident.

* Where HO guidance is noted please check Housing Ombudsman's website for latest figures.

Appendix 3

Compensation for impact of other service failings

Redress	Likely associated finding	Impact on resident	Circumstances
Apology Learning	Service Failure	Minimal impact Short duration, resulting in minimal inconvenience, time and trouble. Did not affect the overall outcome for the resident.	• There was minimal impact caused by the landlord's failings. • The failing would usually be a single incident, where the effect was of short duration, and there was no wider impact. • The landlord may have made an offer of action/compensation, but it did not apologise for the impact of its failings, resulting in an unsympathetic approach. • The landlord may have made an offer of compensation post-complaints procedure which is sufficient financial redress, but there remain minor failings in its handling of the complaint. • An apology is sufficient to remedy what has gone wrong.
Up to £100* Apology Learning	Service Failure	Low impact Short duration May not have affected the overall outcome for the resident. Might include distress and inconvenience, time and trouble, disappointment, loss of confidence, and minor delays in getting matters resolved	• There was minor failure by the landlord in the service it provided, and it did not appropriately acknowledge these and/or fully put them right. • The landlord may have made an offer of action/compensation, but it does not quite reflect the detriment to the resident and/or is not quite proportionate to the failings identified by our investigation.
Up to £600* Apology Learning	Maladministration	No permanent impact	• There was a failure which adversely affected the resident. • The landlord has failed to acknowledge its failings and/or has made no attempt to put things right, or

			• The landlord has acknowledged failings and/or made some attempt to put things right but failed to address the detriment to the resident and/or the offer was not proportionate to the failings identified by our investigation.
£600+* Apology Learning	Maladministration/ Severe Maladministration	Significant impact Physical and/or emotional impact	• There was a failure which had a significant impact on the resident. • The circumstances for maladministration apply and the redress needed to put things right is substantial. • The circumstances for severe maladministration apply but the redress needed to put things right is at the lower end of that scale.
£1,000+* Apology Learning	Severe maladministration	Severe long-term impact	• There have been serious failings by the landlord. • There was a single significant failure in service or a series of significant failures which have had a seriously detrimental impact on the resident. • The landlord's response to the failures (if any) exacerbated the situation and further undermined the landlord/resident relationship. • The landlord repeatedly failed to provide the same service which had a seriously detrimental impact on the resident; demonstrating a failure to provide a service, put things right and learn from outcomes. • The failures accumulated over a significant period of time (however this will not necessarily be the case as a single significant service failure may.

* Where HO guidance is noted please check Housing Ombudsman's website for latest figures.

Appendix 4

Loss of use of the property/room

Room	Percentage of weekly rent
Living Room	20%
Bedroom	20%
Kitchen	30%
Bathroom	30%
Bathroom where an additional WC is available	20%
Entire Property	100%
Entire garage	100%

The start date for compensation is the date the resident reported the issue minus the reasonable repair period. See Repairs Policy for reasonable repair period.

* Where HO guidance is noted please check Housing Ombudsman's website for latest figures.

Appendix 5

Cambridgeshire County Council

NORTHAMPTONSHIRE PARTNERSHIP HOMES

LIABILITY CLAIM FORM

IMPORTANT INFORMATION

Please read the following information carefully before completing this form.

WHO WE ARE

- Insurance Services ('the Service') will manage your claim against Northamptonshire Partnership Homes.

- The Service is led by Cambridgeshire County Council, but we provide insurance services to other Councils and organisations including West Northamptonshire Council, North Northamptonshire Council and Milton Keynes City Council. You can find more information about that here Lead Authority model - Cambridgeshire County Council. The Service also provides insurance services to Northamptonshire Partnership Homes.

- The Service is made up of employees from the different Councils and, for administrative purposes, we manage correspondence through our shared e-mail address SharedInsuranceClaims@westnorthants.gov.uk and postal address One Angel Square (Service Yard), Angel Street, Northampton, NN1 1ED. Our telephone number is 01604 526276.

ABOUT THIS FORM

- This form is designed for a wide variety of claims. Please ensure you complete all sections of this form that are relevant to your claim and return it to the e-mail or postal address above. Your claim will not be considered if the form is incomplete and will be returned to you.

- If you are under 18 years old, please ask a parent or guardian to complete and sign this form.

MANAGING YOUR CLAIM

- We aim to acknowledge claims within 5 working days. It may take us longer during busy periods. Look out for our e-mail auto acknowledgement which provides information about our current timescales.

- It can take up to 90 days for us to investigate your claim. The investigation period depends on the nature of the claim you are making. You can find more information about the investigation period which applies to your claim here Pre-Action Protocols - Civil Procedure Rules (justice.gov.uk). We will tell you when you can expect our decision about your claim when we acknowledge it.

- Northamptonshire Partnership Homes reserves the right to request a joint inspection of the location or property which is the subject of any claim with the claimant.

KNOW YOUR LEGAL RIGHTS

- Whilst we treat all claimants fairly, we cannot provide you with legal advice. You can find sources of advice at Citizens Advice or Legal Choices | Legal Choices.

- Please note that there are legal time limits within which your claim should be made. If you are in any doubt about the time limit which applies to your case, take advice.

- The issuing of this form does not constitute an admission of liability on behalf of the Northamptonshire Partnership Homes or imply that you will receive compensation for the losses you have incurred.

FRAUDULENT CLAIMS

- Those who make fraudulent claims are liable to prosecution. Northamptonshire Partnership Homes will fully investigate any claim which it suspects may be in any way fraudulent.

DATA PROTECTION

- You can find information about how Northamptonshire Partnership Homes collects and uses your information here Privacy Policy | Northampton Partnership Homes (nph.org.uk)

- The information provided by you on this form, and throughout your claim, will be held and used by Northamptonshire Partnership Homes in accordance with the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act for the purpose of managing your claim.

- Please note that your information will be shared between the Councils the Service provides insurance services to only to the extent that is made up of employees from the different Councils.

- We will never sell or transfer your details to third parties. However, we may share the information with third party organisations in order to manage your claim and for the purpose of prevention and detection of fraud. We may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

SECTION A – CLAIMANT DETAILS

1.1

Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other ☐

Surname | Forename

1.2

Address

Post Code:

1.3

Telephone Number

Email

1.4

Please tick your preferred method of communication for us to correspond with you in respect of this claim:

Post (using the address above) ☐ Email (using the address above) ☐

1.5

Date of Birth ____/____/_____ National Insurance Number

1.6

Are you registered for VAT? Yes ☐ No ☐

If YES what percentage is recoverable? %

1.7

Occupation

SECTION B – INCIDENT DETAILS

2.1

Date of incident ____/____/_____ Time

2.2

Where did the incident occur?

Please provide sufficient details to identify precise location (e.g. detailed street map, road name, house number, photos of defect and immediate surrounding area. ***If you are unable to provide location details, we will be unable to investigate the claim, and it will be returned.***

The onus is on you to provide sufficient details in order for us to investigate your claim.

2.3

Incident description

2.4

Please provide/attach a sketch/plan of the area **(A Google map marked with an 'X' indicating the exact site of the defect would be preferred)**

2.5

Was the incident reported? Yes ☐ No ☐

If answered YES, please confirm the date when the incident was reported and to whom it was reported (if known) Date ____/____/_____ Whom

2.6

Please explain why you believe that Northamptonshire Partnership Homes is responsible for the incident.

2.7

Were there any witnesses to the incident? Yes ☐ No ☐

If YES, please provide contact details

Name	Name
Address	Address
Postcode	Postcode

SECTION C – INJURY & MEDICAL DETAILS

3.1

Please provide a brief description of the injuries sustained as a result of the incident

For property only claims please complete Section D

3.2

Have you had to take any time off work as a result of the incident? Yes ☐ No ☐

Are you still off work? Yes ☐ No ☐

If NO, how many days in total were taken? ☐

3.3

Have you sought any medical attention? Yes ☐ No ☐

If YES, on what date was the medical attention received? ___/___/____

Was hospital attendance required as a result of the incident? Yes ☐ No ☐

If YES, please confirm the name and address of the hospital or GP attended

If hospital attendance was sought, were you required to stay overnight? Yes ☐ No ☐

SECTION D – PROPERTY DAMAGE

4.1

Were any individual items of property damaged as a result of this incident?

Yes ☐ No ☐

4.2

If YES, please provide details of the damaged items ***(please use separate page if necessary)***

Items	Make	Age	Original Purchase Price

4.3

Have the items been retained? Yes ☐ No ☐

4.4

Please enter the total value of your claim for

individual property losses £

Receipts will be required for all items less than 18 months old. If you haven't kept these, you will be able to obtain copies from the relevant retailer

Please do not send in originals documents as these cannot be returned

Claims involving subsidence damage should also be notified to your building insurers.

Please note, all claims involving structural damage to a building or wall will need to be supported with appropriate expert's reports, for example a structural engineer's report.

4.5

Does the damage relate to a building?

Yes ☐ No ☐

4.6

If Yes, please provide details of the damaged caused

SECTION E – MOTOR VEHICLE DAMAGE

5.1

Was any damage caused to your motor vehicle as a result of this incident?

Yes ☐ No ☐

If answered YES, please confirm

5.2

Your registration number

5.3

Make and model of vehicle

5.4

Description of damage

5.5

Mileage at time of accident

5.6

Photos of damage available? Yes ☐ No ☐

5.7

Copy of estimates / receipts attached? Yes ☐ No ☐

5.8

Have you made a claim with your own motor insurers? Yes ☐ No ☐

If YES, please confirm insurers name and policy number

SECTION F – STATEMENT OF TRUTH

I declare that the information provided on this form is factual and a true reflection of the incident. I understand that if the information is falsified or incorrect this could result in my claim being refused.

Print Name: _____ Signature: _____ Date: _____

SECTION G – SUBMITTING YOUR CLAIM

Please return your completed form together with additional documents (for example receipts, photographs, or expert's reports) by email to: -

SharedInsuranceClaims@westnorthants.gov.uk

Alternatively, you can post your form and supporting documents to the address below: -

Insurance Services
c/o West Northamptonshire Council
One Angel Square (Service Yard)
Angel Street
Northampton
NN1 1ED