

Understanding compensation claims

Example compensation outcome

The example below is for illustration only. Actual compensation would depend on the individual circumstances of the case and the evidence available.

What happened:

A resident reported that their boiler has stopped working during winter.

What do we know:

- ✓ The repair is our responsibility.
- ✓ The repair should normally be completed within the emergency repair timescale.
- ✗ The repair is not completed within the target timeframe.
- ✗ The resident is left without heating and hot water for 5 days.

What do we consider?

Was there a service failure?

- ✓ Yes. The repair was not completed within the required timeframe.

Were temporary heaters provided?

- ✓ Yes, on day 2.

Did the resident incur additional costs?

- ✓ Yes. They provided evidence of £20 additional electricity costs from running temporary heaters.

Were there any vulnerabilities?

- ✓ Yes. The resident has a young child and a health condition which made the loss of heating more difficult to manage.

How could compensation be calculated?

Compensation element	Amount
Loss of heating and hot water	£15 per day × 4 days after the target completion date = £60
Additional electricity costs supported by evidence	£20
Distress and inconvenience due to delays and impact on the household	£50 - £100
Possible total compensation	£130 - £180