



Compensation Policy

Approved by SMT	29 th February 2024
Approved by Committee/Board	N/A
Effective date	1 st March 2024
Review date	31 st March 2026
Policy developed by	Head of Asset Management
Consultations	Customers, Customer Experience Manager and HoSs
Associated procedure	Compensation procedure

03332 31 32 33

connexus-group.co.uk

hello@connexus-group.co.uk

[@weareconnexus](https://www.instagram.com/weareconnexus)

Introduction

1. Purpose

- 1.1 This policy sets out the following: -
 - The commitment of Connexus to meet its statutory obligations in relation to compensation payable to customers under specific circumstances.
 - The approach of Connexus for paying compensation where service delivery fails to meet the service standards promised to our customers.
- 1.2 Connexus is committed to providing an effective, efficient and responsive service to its customers. Where compensation payments are laid out in legislation, the Association will comply with the relevant legislation, this is detailed in the Compensation Procedure. Where the service delivery does not meet our service standards, Connexus will consider compensation to affected customers.
- 1.3 Scope: The Policy applies to the whole of the group. This means Connexus Homes Limited, (ultimate parent) and all its subsidiaries.

2. Problem to Solve

- 2.1 The aim of this policy is to state the position of Connexus regarding:
 - General policy relating to compensation claims and payments.
 - Right of compensation for delays in Repairs.
 - Compensation for customers' own improvements.
 - Compensation for disrepair claims.
 - Home Loss and Disturbance under the Land Compensation Act 1973.
 - Compensation for damage to possessions.
 - Compensation claims against third parties.
 - Compensation for loss of amenity.
 - Compensation for failure in service delivery.
 - Goodwill payments/gestures.
 - Compensation for lack of heating.
- 2.2 This Policy meets the requirements of the Social Housing (Regulation) Act 2023, HCA Regulatory Framework 2012 and complies with the Leasehold Reform, Housing and Urban Development Act 1993, and with Statutory Instrument 133/94 and 613/94.
- 2.3 The policy complies with section 29 of the Land Compensation Act 1973 and as amended by the Planning and Compensation Act 1991.
- 2.4 The Policy complies with the requirements of The Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994.

3. Method/s

- 3.1 This policy ensures Connexus meets its commitment to its statutory obligations in relation to compensation payable to customers. It also sets out Connexus' approach to paying compensation where our service delivery fails to meet the agreed service standards promised to our customers.
- 3.2 It is the responsibility of Heads of Service to ensure the awareness of this policy, best practice, and regulatory and statutory requirements, and for ensuring they guide their operational managers and colleagues in its implementation.
- 3.3 It is the responsibility of all Operational Managers to ensure compliance with this policy, the relevant procedures and to act as a role model for their colleagues, demonstrating how it should be implemented in day-to-day operations.

4. Measurement

- 4.1 Where a complaint is managed through the company complaints database details of all payments must be recorded there, these include: -
 - Reason for payment.
 - Amount paid.
 - Date paid.
- 4.2 In addition, all payments must be made against the relevant team's compensation budget to allow the company's finance team to produce a full and detailed assessment of payments made to customers. This is especially important where compensation is managed outside of the complaints database.
- 4.3 The Customer Experience Manager will work with the finance team to produce a report of compensation paid in respect of complaints and any other statutory payments and present this to the customer forum every six months. The Senior Management Team also need to have assurance every six months in relation to the compensation paid out.
- 4.4 This policy will be reviewed every two years to incorporate legislative, regulatory, or best practice developments. Connexus will also make policy and procedural amendments as and when required to ensure effective complaint handling and monitoring. Reviews will be undertaken in consultation with customers.

5. Associated Documents

- 5.1 Compensation Procedure.
- 5.2 Complaints Policy.
- 5.3 Planned Maintenance Policy.
- 5.4 Repairs and Maintenance Policy.
- 5.5 Decant Policy.
- 5.6 Tenancy Agreement.
- 5.7 Standing Orders and Financial Regulations.



Equality Impact Assessment Form

Strategy / policy / procedure / service / function / project being assessed	Compensation Policy
--	---------------------

Stage 1 Lead officer	Tony Jones, Head of Asset Management	
Date of assessment	20 th November 2023	
Date for next review	November 2025 it will be reviewed alongside the compensation procedure which is due for review then.	
Reason for assessment	The policy has reached its bi-annual review.	
Agreed and signed off by lead officer's line manager	Manager's signature 	Date 20/11/2023

Stage 2 Aims of the service / function / policy/project under assessment	The Policy explains how Connexus will approach issuing compensation to customers when there has been a failure of delivery. The compensation procedure sets out in more detail how and what customers will receive in terms of compensation.	
Main stakeholders / beneficiaries	The policy applies to all tenancies and leases of properties owned and directly managed by Connexus where compensation may be due.	
Who is likely to be affected by the service/ function/ policy/project?	The Policy will affect customers of general needs homes and independent living schemes; supported housing, shared ownership and leasehold/ freehold homes. Commercial properties are not covered by this policy.	



Stage 3 Collect and evaluate the evidence				
Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on any racial groups? Describe how and which.			X	This policy ensures that all customers receive clear and transparent information on how Connexus's manages its compensation policy. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on individuals where English is not their first language? Describe how and which.	X			This policy ensures that all customers receive clear and transparent information on how Connexus's manages its compensation policy. It needs to be read in conjunction with the compensation procedures. Where English is not the customers first language this can be offered in a variety of ways through a translation service ensuring that they understand how we will deliver this policy.
Does the policy or service have a positive or negative impact on women or men? This includes Transgender people / Trans people. Describe how and which.			X	This policy ensures that all customers receive clear and transparent information on how Connexus's manages its compensation policy. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on people of a particular age? (e.g. children, young people, older people). Describe how and which.			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.

Key questions	Positive impact	Negative impact	No specific impact on any one group	Evidence
Does the policy or service have a positive or negative impact on people with disabilities? Describe how and which			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on people with particular sexuality / sexual orientation? Describe how and which			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on people in terms of marriage/civil partnership status? Describe how and which			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on people with a particular religion or belief? Describe how and which			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.
Does the policy or service have a positive or negative impact on people in terms of pregnancy/maternity? Describe how and which			X	This policy has no specific impact on any customer receiving compensation for a failure. It needs to be read in conjunction with the compensation procedures.
Is it possible that the service/function/policy could discriminate or unfairly disadvantage those that do not have access to digital equipment?	X			This policy has a positive impact because our Tenant Liaison Officers will be able to visit homes and talk to residents to explain the work being undertaken and any compensation due especially if they are elderly or do not have access to digital equipment.
Is it possible that the service/function/policy could discriminate or unfairly disadvantage or cause an individual/community financial hardship?	X			This policy will have a positive impact because it has been created to ensure that customers do not suffer hardship. This policy does not relate to a community it is for individuals

Outsourced services	
If delivery of your strategy, policy, project or service is partly or wholly provided by external organisations / agencies, please list any arrangements you plan, to ensure that they promote equality and diversity.	This policy is wholly delivered by Connexus.
Relations between different equality groups	
Does your assessment show that a policy, project or service may have a differential impact between any discrete groups? If yes, please explain how this issue is going to be tackled	This does not impact differently between groups or customers.
Stage 4 – Summary of replies from individuals and stakeholders consulted, including any previous complaints on equality and diversity issues about the policy or service	
Those replies and changes from our involved customers, complaints received and any Ombudsmen judgements have helped shape this Policy.	
Stage 5 – Options resulting from this equality impact assessment, including measures necessary to minimise or remove any adverse impact and better promotion of equality and diversity. Consider any alternative solutions	
Where English is not the main language this policy can be issued using a translation service to ensure that everyone can understand it. In addition, colleagues are available to make contact calls and visits to customers to explain and agree face to face with individuals any compensation package. Our Tenant Liaison team will also visit and meet customers in their home to discuss compensation payments.	
Stage 6 – Arrangements for regular monitoring of the impact of the policy, project or service	
This will be completed through the Customer Experience team when meeting with customers.	

