

# Compensation



**What to do if you think you are entitled to compensation**

## Compensation

Unity is committed to providing a high quality service. However, sometimes things go wrong and customers feel that they are entitled to compensation.

## How to claim

You can claim compensation in the following ways:

- Fill in the form on this leaflet
- Write to our Complaints Manager
- Email us at [uha@unity.co.uk](mailto:uha@unity.co.uk)
- You can ask someone else to write a letter for you, or ask our staff to fill in a compensation claim form

Make sure that you send us as much information as you can, with photos of any damage, copies of receipts and full details of times and dates.

## What happens next

We will acknowledge your claim for compensation within two working days and look at the information that you have given us. If we need to visit you, we will contact you to arrange an appointment. We aim to deal with straight-forward compensation claims within 10 working days, as long as you have given us all the information we need. It can take longer to deal with a complicated claim. We may refer your compensation claim to our insurers, who will then deal with you direct.

## Compensation claim form

Your name.....

Address.....

.....

 Daytime.....

 Mobile.....

 Email.....

How old are you?

16 - 25

26 - 39

40 - 59

60 +

Are you:

Male

Female

Do you have a disability?

Yes

No

Which ethnic group are you from? (tick one box)

White  British  Irish  
 Other

Mixed Race  White/Black Caribbean  
 White/Black African  
 White/Asian

Asian/Asian British  Indian  Pakistani  
 Bangladeshi  Other

Black/Black British  Caribbean  African  
 Other

Other  Chinese  
 Other.....

## Compensation claim form



Why do you think you are entitled to compensation?

What sort of compensation do you want?

Signed.....

Date.....

Please return this form to:

The Complaints Manager  
Unity Housing Association  
113-117 Chapeltown Road  
Leeds LS7 3HY



### What can I claim compensation for?

You could be entitled to compensation in the following circumstances:

- We didn't complete a repair within our target time, which meant you had extra expenses.
- You couldn't use part of your home or something in it (e.g. your heating) for an unreasonably long time.
- Your possessions were damaged or someone was injured because Unity didn't do something we were supposed to.
- If our contractors missed two appointments in a row.

### What if I disagree with Unity's decision?

You have the right to make a complaint. The other side of this leaflet explains how. You can also get advice from the Citizen's Advice Bureau or from a solicitor. Remember that legal fees will reduce any compensation that you may be awarded.

## Useful contacts

### To make a complaint

You can contact us at:

Unity Housing Association Ltd  
113-117 Chapeltown Road, Leeds, LS7 3HY

 **0113 200 7700**

 **uha@unityha.co.uk**

For more information about making a complaint, look in our leaflet Complaints & Compliments. Please ask for a copy or look on our website.

### To claim compensation

If you think you are entitled to compensation, please contact our Complaints Manager using the details below.

 **0113 200 7704**

 **uha@unityha.co.uk**

### Problems understanding?

If you need any of our information translating or if you need an interpreter, please contact us. We can also provide this information in large print or on CD if you need us to.

Unity Housing Association Ltd  
113-117 Chapeltown Road, Leeds, LS7 3HY

 **0113 200 7700**

 **uha@unityha.co.uk**

web: **www.unityha.co.uk**



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