

Claim form

Name: _____

Address: _____

Postcode: _____

Email: _____

Contact Telephone numbers: _____

Reason for compensation: _____

(Please continue on separate sheet if necessary.)

Signed: _____

Date: _____

No need to use a stamp if you return the form to:

Mosscares Housing
Freepost
NWW 1312
Manchester M14 9HY



Contact us if you
would like a copy
of this publication
in large print, Braille,
audio format or
another language.

Arabic

إذا كنت ترغب في الحصول على نسخة من هذا المنشور باللغة الصومالية، يرجى الاتصال بالهاتف على الرقم 0161 226 4211 أو إرسال رسالة إلى العنوان التالي:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

French

Si vous souhaitez une copie de cette publication en Français, veuillez téléphoner au 0161 226 4211 ou écrire à :
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Gujarati

જો તમને આ પ્રકાશનની ગુજરાતી ભાષામાં નકલની આવશ્યકતા હોય કૃપા કરી 0161 226 4211 પર ટેલીફોન કરો અથવા આ સરનામે લખો "The Mosscares Housing Group, 101 Great Western Street, Moss Side, Manchester, M14 4AA"

Polish

Jeżeli chciałbyś otrzymać kopię niniejszej publikacji w języku polskim, prosimy skontaktuj się z nami pod numerem telefonu 0161 226 4211 lub napisz do nas na adres:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Somali

Haddii aad af Soomaali ku rabtid nuqulka daabacaddaan fadlan soo wac telefoonka 0161 226 4211 ama u soo qor:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Urdu

اگر آپ کو اس اشاعت کی ایک نقل اردو میں چاہیے تو فون نمبر 0161 226 4211 پر رابطہ کریں یا ہمیں لکھیں:
Mosscares Housing Limited, 101 Great Western Street, Moss Side,
Manchester, M14 4AA

Mosscares Housing Head Office
101 Great Western Street
Moss Side
Manchester M14 4AA
Tel: 0161 226 4211
Fax: 0161 226 8752

information@mosscares.org.uk
www.mosscares.org.uk

Mosscares Housing
Neighbourhood and Community
Liaison Team East
New Roundhouse
1328-1330 Ashton Old Road
Openshaw
Manchester M11 1JG
Tel: 0161 371 6570
Fax: 0161 370 9170

Carrbrook Housing Co-operative
1 Broadbent Close
Carrbrook
Stalybridge SK15 3LJ
Tel: 01457 832195
Fax: 01457 838943

Textphone for all offices: 0161 226 2222

Registered Charitable Housing Association No. 18877R.
Registered with the Tenant Services Authority.



INVESTOR IN PEOPLE



A guide to claiming compensation from us



A guide to claiming compensation from us



Compensation

Mosscare aims to provide a high quality service that meets the requirements of the Tenant Services Authority and the Audit Commission and complies with the Resident's Charter. We recognise that if we fail to provide a service we may need to pay compensation.

Under what circumstances may Mosscare pay compensation?

- Failure by a member of Mosscare staff to keep a pre-arranged and confirmed appointment with you – within reason
- Failure to attend to repairs within published or advised target times
- Loss of facilities – if you lose facilities for which you are paying rent or a service charge
- Loss or damage to personal property when caused by Mosscare staff or contractors. If any damage occurs whilst staff or contractors are undertaking work on our behalf, we will make sure that it is made good. We will do this by either repairing the damage ourselves or by paying you compensation
- Failure to provide a service



Compensation may also be paid to a tenant under other legislation as follows:

- Right to repair
- Home loss and disturbance – if a tenant has to move they may be entitled to statutory home loss and disturbance payments

How much compensation will we pay?

- For missed appointments the fee is £10
- Other claims for compensation are at Mosscare discretion and the assessment will be based on reasonableness

How do I make a claim for compensation?

Mosscare requires any claim for compensation to be made in writing. If you need help to do this or would like an interpreter please contact us on: **0161 232 4452**.

You must put the date on your claim form and include clear details of the reason why compensation is required. A compensation claim form is attached at the end of this leaflet.

What happens next?

We will acknowledge the claim within 3 working days. We will then assess whether or not compensation is payable. We will inform you of our decision within 10 working days.

If compensation is payable, you will be informed within 10 working days either of the amount to be paid, or the timescales for reaching an agreement on the level of compensation.

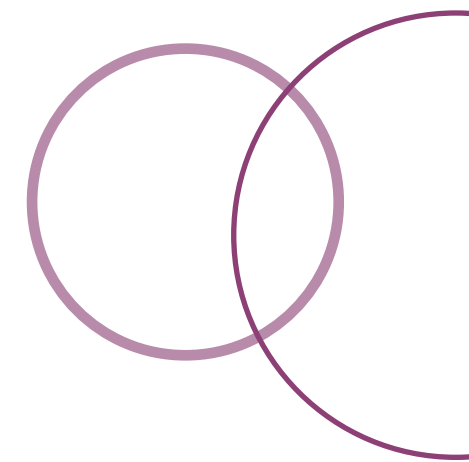
If the matter is subject to an insurance claim, this may be subject to different timescales.

What happens if I am not satisfied with Mosscare's response?

If you are not happy with our response you have a right to appeal. Your appeal must be submitted to Mosscare in writing within 10 working days from the date of our response. Your appeal will be considered by a relevant Director.

What happens if I am still not satisfied?

You have the right to follow our Complaints Procedure. You can find this in the leaflet called 'A guide to making a complaint'.



Compensation