

## GOODWILL PAYMENT POLICY

### 1. Introduction

1.1 Mole Valley Housing Association (MVHA) is committed to the provision of excellent services. Where we fail to meet this level of service, we are committed to putting things right. Occasionally this will involve the payment of compensation or a “goodwill payment”.

### 2. Goodwill Payments

2.1 Any resident of MVHA that experiences difficulty concerning the service they receive from MVHA, may be entitled to a goodwill payment.

2.2 A resident of MVHA can claim a goodwill payment for:

- MVHA’s failure to attend more than one appointment for the same repair or service
- failure to carry out repairs within the specified target response times
- loss of amenities such as heating or hot water (caused by MVHA)
- damage to your property which is MVHA’s responsibility or a contractor working on the Associations behalf
- serious service delays
- maladministration

2.3 Each situation is different and it therefore not appropriate to have a rigid system of payment in place. In many cases it is not about financial compensation but recognition from MVHA that things could have been done differently or in a better way with less inconvenience to the resident. Often a bunch of flowers and a box of chocolates, together with an apology for the situation that arose, goes further with residents than a monetary sum.

2.4 MVHA cannot compensate for loss of earnings, even if an appointment is missed.

### 3. Payment Levels

3.1 A resident would usually apply for compensation; this claim must be made relatively quickly following the alleged failure of MVHA to meet its own standards. A “Compensation Claim Form” is provided as part of the operational procedures, which residents must complete and return to MVHA.

- 3.2 It is at the discretion of the team manager, in consultation with the Head of Department, to decide the type and sum of any goodwill payment. This applies until a complaint becomes a “Stage 3 Complaint”. Once a complaint reaches Stage 3, it is for the Managing Director to decide on the goodwill payment up to the sum of £1000; above this amount the Managing Director, will consult with the Chair of the Board.
- 3.3 Where a resident has suffered the loss of an amenity, caused by MVHA, the following payments will apply:

<b>Loss of heating or hot water</b>	<b>8 – 14 days</b>	<b>15 – 21 days</b>	<b>22 – 28 days</b>	<b>28 days +</b>
	£25	£50	£75	£100
<b>Loss of key amenity (electricity, water, WC, washing facilities)</b>		<b>3 – 7 days</b>	<b>8 – 14 days</b>	<b>14 days +</b>
		£50	£75	£100

- 3.4 When considering the sum of the goodwill payment, MVHA will have regard to the provision of any temporary amenities such as temporary radiators. Should additional costs be incurred by the resident when utilising temporary equipment, evidence of extra costs must be provided by the resident before reimbursement can be made if considered reasonable.
- 3.5 Any goodwill sum will usually be issued to the resident via a cheque payment, or at the resident’s request, placed onto their rent account/service charge account. No cash payments will be made.
- 3.6 If a resident is in arrears with their rent or service charge, any goodwill payment will be used to offset any arrears. Any residual balance will be paid via a cheque payment.

#### **4. Monitoring and Review of This Policy**

- 4.1 MVHA will monitor goodwill payments on a quarterly basis. This information will be available to the Board and shared with residents.

4.2 This policy will be reviewed within 2 years of MVHA becoming operational and in partnership with residents.

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