

The Repairs Guarantee

Housing Repairs Customer Contract Compensation Form

You can get compensation if one of the following applies:

1. A repair was not carried out in the time indicated (please see priority code of your receipt) and this time had not been extended by an appointment which you have been notified about.

We will give you a £10.00 gift voucher. You will receive a £20.00 gift voucher if an emergency repair is not made safe in the time indicated.

Do you want to claim compensation for this reason?

YES: NO:

2. An Inspecting Officer or Repair Worker failed to keep an appointment.
We will give you a £10.00 gift voucher.

Do you want to claim compensation for this reason?

YES: NO:

3. We failed to reply to a letter about a repair.
We will give you a £10.00 gift voucher.

Do you want to claim compensation for this reason?

YES: NO:

Please Note - Tenants that are in rent arrears can only get a credit to their rent account.

Your Name:

Your Address:

Telephone Number:

Job Number:

Continued over -

Date of Appointment:

Date you sent your letter:

More Information about my claim:

What was the work to be done:

Signature:

Date:

Please return this form either to: **Customer Relations Team
Lewisham Homes
9 Holbeach Road, Catford, SE6 4TW**

Or to your local Housing Office. Failure to return this form within 10 days of the missed appointment will result in non-payment of any compensation monies owed as per The Repairs Guarantee.

Please tick the boxes that best describe you

White:

British:	Irish:	Other White Background (please state);
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Mixed:

White and Black Caribbean:	White and Black African:	White and Asian:	Other Mixed Background:
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Asian or Asian British:

Indian Pakistani:	Bangladeshi:	Other Asian Background (please state):
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Black or Black British:

Caribbean:	African:	Other Black Background:
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Other:

Chinese:	Vietnamese:	Turkish:	Turkish Cypriot:
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Are you?

Male:	Female:
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Do you have a disability?

YES:	NO:
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Please specify:

Date of Birth: