

## Claim for Compensation

Please complete and return if you wish to submit a compensation claim.

This form can be used for claims of compensation against Castle Point Borough Council (CPBC) Housing Service. Claims should be submitted within one calendar month of the event or service failure.

Compensation that can be considered by completing this form are:

**Quantifiable loss payment**, such as:

- Increased electricity costs due to no heating and having to run an electric heating or use of a dehumidifier following a flood/leak.
- Out of pocket expenses in you have to move out of your home.
- Failure to provide a service that has been charged for.

**Discretionary payments**, such as:

- Delays in undertaking a repair.
- Temporary loss of amenities.
- Loss of use of part of the property.
- Failure to follow policy or procedure.
- Unreasonable time to resolve a situation.
- Poor complaint handling.

**Mandatory payments**, such as:

- Right to Repair Scheme
  - Loss of heating for more than three days between November and April
  - Loss of hot water for more than three days
  - Only toilet in property not useable for more than one day
  - Total loss of water supply for more than three days
  - Total loss of electric for more than one day

Please indicate which type(s) of compensation you are claiming from the choices above. Quantifiable, Discretionary or Mandatory.

Payments for compensation will consider the individual circumstances of the household.

Payments will not be agreed for items that would be covered by home contents insurance, such as fire, flood or theft.

**Please return completed form with supporting evidence to:**

Housing Services, Castle Point Borough Council, Kiln Road, Benfleet. SS7 1TF

Or email to: [housingenquiries@castlepoint.gov.uk](mailto:housingenquiries@castlepoint.gov.uk)

## Claim for Compensation

Please complete all questions and provide as much information as possible.

<b>Full name of person making the claim</b>	
<b>Address, including postcode</b>	
<b>Telephone number</b>	
<b>Email address</b>	
<b>Are you a tenant or leaseholder?</b>	
<b>Type of property you live in? e.g., house, flat, include floor level</b>	
<b>How long have you lived at the address?</b>	
<b>How many people have been affected?</b>	
<b>Is anyone that has been affected vulnerable or disabled? Give details</b>	
<b>Type of compensation you are claiming?</b>	<b>Quantifiable / Discretionary / Mandatory</b> See definition above and delete as necessary
<b>What are you claiming for?</b> Break amount down if for more than one issue	
<b>How much are you seeking to claim?</b>	
<b>How have you calculated this amount?</b>	
<b>Do you have receipts or evidence of loss?</b>	

Now we need more details of what happened.

<b>Who was at fault?</b> This could be because of what has been done or not done.				
<b>Details of what happened?</b> Please give as much detail as possible				
<b>Time period if applicable</b>	<b>Start Date</b>		<b>End Date</b>	
<b>Items damaged if applicable</b>				
<b>Do you have home contents insurance?</b>				

**Please read and sign below:**

- I believe that the information in this claim form to be true.
- I understand that completing this form does not mean I am entitled to compensation.
- I have included any supporting evidence, such as photographs, receipts

Signed..... Date.....

**Office Use Only:**

Received on:

Reviewed by:

Amount agreed:

Reason for decision:

Authorised by:

Sent for payment on: