

HYELM Compensation Policy – Resident Summary

At HYELM, we want everyone to receive a high standard of service. If something goes wrong and it causes you loss, inconvenience, or disruption, we may offer compensation to put things right.

This may include:

- Paying back costs you have had to cover yourself
- Giving a rent credit
- Offering a small goodwill gesture
- Providing an apology and explaining what we will do differently

When compensation may be offered

We may offer compensation if:

- Repairs are not completed within the expected timescales
- You lose essential services (such as heating, hot water, lighting, cooking facilities or laundry services) for a significant time
- Your room becomes unusable due to issues like leaks or damage
- HYELM or our contractors damage your belongings
- You experience inconvenience, distress, or disruption because of a service failure

If you need to move out temporarily

If HYELM needs to move you to temporary accommodation:

- We will offer suitable alternative accommodation
- If the temporary room is cheaper, your rent will be reduced
- You will receive a disturbance payment of £5 per day (up to £100)

What will we not pay compensation for?

Compensation is *not* offered when:

- HYELM is not responsible for the issue
- You have not allowed a contractor to access your room
- Delays are caused by waiting for parts and we keep you updated
- Damage is caused by resident behaviour or negligence
- Issues are caused by extreme weather
- Problems arise from not following guidance on damp and condensation

We always recommend you have your own contents insurance.

How to request compensation

You can request compensation by:

- Speaking to staff
- Submitting a complaint
- Emailing the Housing Team

We will let you know our decision clearly and in plain language.



