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### **Compensation - Heating Loss**

Hanover wants you to be comfortably warm in your property. We will service and maintain the heating which has been provided in a rented home and any communal heating system in a home ownership property.

We recognise that from time to time the heating may break down. When this happens, we will do what we can to ensure that repairs are undertaken quickly. Where Hanover is not responsible for repairing the heating in a property, such as one which belongs to a home owner, we will try to offer help or advice if a resident needs it.

### **Repairs Response Times: October – April**

Where there is a total failure of the heating system within a property during the months of October to April, we will carry out repairs within 24 hours, often on the same day.

We may sometimes find that spare parts are not available, or that a contractor cannot attend until later. In those circumstances, during the winter period months of October to April, we will provide a temporary heater. We might do this by asking a contractor to deliver a heater or occasionally by asking your Estate Manager to arrange for one to be delivered.

The temporary heaters we provide are electric convector heater, fan heaters or panel heaters. We ensure that all temporary heaters are tested and comply fully with safety regulations.

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## **Compensation**

We understand that any breakdown of your heating system may cause inconvenience and distress, and the need to use an alternative means of heating may add to the running costs of your household.

- For periods of heating loss up to 4 weeks, we will pay you compensation of £10.00 per day for the inconvenience and to cover the additional fuel costs of any temporary heater used. Compensation will be payable from the first full day of loss of heating and no compensation will be made for part days.
- For periods of heating loss exceeding 4 weeks, your Housing Manager will discuss an appropriate level of compensation.

At the time of supplying the temporary heater, you will be asked to complete a form confirming the date of receipt of the heater and explaining that the heater will need to be returned to Hanover when the heating has been repaired.

## **Using your own alternative heating**

We would encourage you to accept the offer of a temporary heater supplied by Hanover. However, if you choose to use your own form of alternative heating, you will still be entitled to compensation at the rate of £10 per day, from the first full day of loss of heating and no compensation will be made for part days.

Any monies due to you as a result of these temporary heating arrangements will be sent to you directly, by cheque, once your heating has been satisfactorily repaired.

Please speak to your Estate Manager if you have any concerns about using a temporary heater and the associated running costs.