

33. Remedies Policy

Emily Holmes, Assistant Director, Transformation and Strategic Development:

- a. presented a report to seek comments on the Department of Housing Draft Remedies Policy as detailed at Appendix 1, prior to referral to Executive for approval
- b. reported that the Council now had a statutory duty to handle customer complaints in line with the Housing Ombudsman Service (HOS) Complaint Handling Code (The Code)
- c. detailed the main statutory requirements expected of the Council as follows:
 - Section 7.1: Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right.
 - Section 7.2: Any remedy offered must reflect the impact on the resident as a result of any fault identified.
 - Section 7.3: The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.
 - Section 7.5: Landlords must take account of the guidance issued by the Ombudsman when deciding on appropriate remedies.
- d. highlighted that whilst we had existing procedures for offering small sums to compensate loss we did not have a formal policy document which was in line with the HOS Guidance on Remedies and therefore, we needed to develop and agree one to ensure that we were compliant with The Code
- e. advised that Lincoln Tenants Panel had made the following comments when consulted on this report:
 - Recommend the remedies policy be reviewed annually.
 - LTP request that they be provided with an annual report on the volume of compensation administered and areas of service related to.
 - Agree with the proposed compensation amounts and increments system relating to qualifying improvements, gesture of goodwill and payment of compensation to customers.
 - Recommend rent refund for disturbance allowance amount be reduced.
- f. invited members comments on the content of the report and Remedies Policy.

RESOLVED that:

1. The Draft Remedies Policy be referred to Executive for approval.
2. The assistance given by the Lincoln Tenant's Panel in developing this policy be noted.