



**PEMBROKESHIRE HOUSING  
TAI SIR BENFRO**



**Compensating Customers for  
Extra Heating Costs**

*Mae'r daflen yma ar gael yn Gymraeg*



# Compensating Customers for Extra Heating

## 1. Summary

**1.1** In the winter Pembrokeshire Housing will compensate customers for the extra electricity costs they incur when the normal central heating system breaks down and we cannot promptly repair it.

## 2. Our Service Standard

**2.1** When a tenant has no heating during the winter Pembrokeshire Housing will attempt to repair it by the end of the next working day. If this cannot be achieved, we will offer to supply the customer with temporary electric heating and pay £7 per day for extra electricity until the normal heating system is repaired or replaced.

## 3. Details

**3.1** This procedure applies to all tenants who have individual landlord supplied central heating systems (all fuels) in their home. Separate arrangements apply to tenants who share accommodation e.g. supported housing projects or tenants who rely on a central boiler to serve a number of properties and pay for their heating as a service charge e.g. extra care housing.

**3.2** It applies when the normal central heating system breaks down and cannot be repaired by the end of the next working day during the winter. Winter is defined as 15th October to 14th April (inclusive). Working days are Monday to Friday, excluding Bank Holidays.

**3.3** Normally the payment will be made after the event on receipt of a claim by the customer (the claim can be made verbally or in writing). However, in cases where this would cause hardship, interim payments can be made during the breakdown period. Even the interim payments would normally be made in arrears, not in advance.

**3.4** No evidence is required that £7 extra electricity has been used. However, if the customer wishes to claim in excess of £7 per day it is reasonable to ask for evidence that would justify a larger claim.

**3.5** Every effort should be made to get the heating back on as soon as possible.

**3.6** Payment can be made whether or not we supply temporary electric heating so customers who use their own heaters are treated equally.

**3.7** Claims should be made within a reasonable time, normally within 6 months of the date when the heating is fixed.

**3.8** This scheme with its £7 per day applies to any claims for faults occurring on or after 15th October 2007.

## 4. Exclusions

**4.1** We have fitted secondary heating appliances to some of our properties. If a customer can use a landlord-supplied gas fire or solid fuel appliance to provide temporary heating, this is much



# Costs



cheaper than using electricity so payments will not normally be made. However, if secondary heating must be supplied, for example where a member of the family is vulnerable and needs heating in the bedroom, payments can be made.

**4.2** If the customer fails to give reasonable access to the contractor, payments will be reduced or not given at all. Reasonable access is here defined as 'readily allowing the engineers to do the work during a normal working day between 9am and 5pm, normally on an (am) or (pm) appointment basis'. So if the customer can only arrange access on a Saturday, that is acceptable, but if this results in extra days without heating, no payments will be made for these extra days. The same principle applies if the tenant goes away, say to visit relatives and arranges access on their return.

**4.3** If the engineer cannot reasonably work in the property because the home is dirty, infested or through unacceptable behaviour by a member of the household, payments will be reduced or not given at all.

**4.4** If the heating system has failed or cannot be repaired because the gas or electricity has been disconnected or there is no oil or LP in the tank, no payments will be made.

**4.5** If the heating system has failed because of an event that would normally be rechargeable (e.g. damage) no payment will be made.

**4.6** Payments will not be made outside the winter period.

**4.7** Partial failure of a heating system will not attract these payments, for example a faulty radiator, faulty time clock so the system is switched on or off manually or one storage heater is faulty.

**4.8** If the heating system has failed or cannot be repaired because of circumstances outside the control of Pembrokeshire Housing, payments will be reduced or not given at all. For example, in the event of a power failure where the utility company is responsible.

**4.9** If the heating failure is linked to a larger civil emergency or disaster, special arrangements may be made and in these circumstances the normal compensation scheme is suspended.

## 5. Customer Information

**5.1** General advice on this scheme will be circulated to all customers in 'The Key', normally in the Autumn or Winter editions.

**5.2** When a tenant reports no heating during the winter the customer services advisor will remind them of the scheme and a leaflet will be available upon request.

## 6. Claims Administration

**6.1** The Area Officer will administer and authorise claims.

**6.2** Please compare claim dates with our repair records and note down your calculation. If more than £7 per day is claimed, copy the evidence.

**6.3** The claim will be in the form of a cheque request so the supporting evidence and your calculations, etc., can be filed away.



**6.4** Interim payments will generally be made as petty cash claims, supported with cheque request forms to reimburse petty cash.

**6.5** Payments are made from the tenants compensation budget and the current financial regulations apply to authorising claims so on occasion the Housing Manager or Director of Housing may need to authorise larger claims.

## 7. How Your Claim is Calculated

**Example 1** - Mrs Jones has gas central heating and reported no heating on Monday 24th October. The problem was reported the same day and an engineer visited to explain that a replacement part was required. The heating was fixed on Monday 31st October. Mrs Jones was offered electric heaters but said she would use her own.

Mrs Jones has asked for payment to help with extra electricity costs. In this instance the amount payable under our scheme is £35, as shown below.

Date	Amount Due	Reason
Monday 24th Oct.	£0	No payment, fault reported today
Tuesday 25th Oct.	£0	No payment, service standard is to complete repair by end of next working day after fault reported
Weds 26th Oct	£7	Compensation scheme applies, as fault has now not been fixed within the service standard
Thursday 27th Oct	£7	As above
Friday 28th Oct	£7	As above
Saturday 29th Oct	£7	As above
Sunday 30th Oct	£7	As above
Monday 31st Oct	£0	No payment, as fault repaired today

**Example 2** - Mr Smith has oil central heating and reports no heating on Friday 23rd December. An engineer visits but cannot repair the fault there and then promises to return straight away leaving the tenant with temporary heating. However, because the parts supplier is closed over Christmas the fault is finally repaired on 4th January. In this instance, the amount payable under our scheme is £49, as shown below.



Date	Amount Due	Reason
Friday 23rd Dec	£0	No payment, fault reported today
Saturday 24th Dec	£0	No payment, weekend so not a normal working day
Sunday 25th Dec	£0	No payment, weekend
Monday 26th Dec	£0	No payment, Bank Holiday
Tuesday 27th Dec	£0	No payment, Bank Holiday and our service standard is to repair the fault by the end of the next working day, which in this instance is the end of Weds. 28th Dec.
Weds 28th Dec	£7	Compensation scheme applies, as fault has now not been fixed within the service standard
Thursday 29th Dec	£7	As above
Friday 30th Dec	£7	As above
Saturday 30th Dec	£7	As above
Sunday 1st Jan	£7	As above
Monday 2nd Jan	£7	As above
Tuesday 3rd Jan	£7	As above
Weds 4th Jan	£0	No payment, as fault repaired today

## 8. Record keeping

**8.1** Each Customer Services Advisor will keep a simple record (spreadsheet) providing details of all claims, name, address, type of heating fuel, contractor used, date fault reported, date heating system repaired, number of days and amount of claim.

**8.2** At the end of each winter period (before the end of April) a clerical assistant will collate the Customer Services Advisor records and present the report to the Housing Manager, with copies to each Area Officer, Customer Services Advisor and the Director of Housing.

## 9. Appeal

**9.1** If a claim is refused or reduced, the customer may appeal to the Housing Manager who will review the decision made by the Area Officer. The Housing Manager's decision is final.

## 10. Review

**10.1** This procedure was last reviewed on 10th January 2008. The next normal review will co-incide with the review of the relevant policy in January 2010.



# Help with extra electricity costs

## CLAIM FORM

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Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

My central heating broke down on \_\_\_\_\_ (please enter date)

I reported the problem to you on \_\_\_\_\_ (please enter date)

You fixed the problem on \_\_\_\_\_ (please enter date)

**Please can I claim for extra electricity costs.**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to your Customer Services Advisor at:

**Pembrokeshire Housing  
Meyler House,  
St. Thomas Green, Haverfordwest,  
Pembrokeshire.  
SA61 1QP**





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*Pembrokeshire Housing is a Charitable Organisation*

*Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma*

**Compensating Customers for Extra Heating Costs**

**Office Hours:**

Monday to Thursday  
9:00 - 17:00  
Friday  
9:00 - 16:30