

Penge Churches Housing Association
'providing good quality homes and housing services in the
local community'

Compensation Policy

PCHA and others employed to carry out services on our behalf, aim to work to high standards. Inevitably, sometimes things go wrong.

In some circumstances we will consider paying compensation if:

- We have not kept to our obligations as a landlord
- A tenant has carried out a 'Qualifying' improvement to the home and is moving out, leaving the property vacant
- We need a tenant to move permanently to allow us to undertake improvement work
- An act or omission has caused damage or loss
- Our service has not been to the standard that we expect to provide

We will not pay compensation if:

- A contractor cannot gain access to a home, or in other ways is prevented from carrying out a repair
- The service or facility is unavailable due to factors outside our control.