

Discretionary Payments

We aim to provide the best service at all times, but sometimes things may go wrong. When this happens, we will apologise and try to put things right. In **exceptional** circumstances, we may offer a discretionary payment.



How to request a discretionary payment

You can make a request by letter, phone, email or in person. You must make your request within one month of the problem as requests made after this time will not normally be considered.

What to expect from Victory

We will try to resolve your request immediately and informally. If we cannot do this, we will acknowledge your request and try to respond within 10 working days. We will write to you if there is any delay. Our response to your request will be by phone, in person or in writing.

If you disagree with the outcome, you can ask for a **review** of the decision which will be considered by a senior member of staff.

If after this you are still not satisfied, you can raise an **appeal**, which will be considered by a panel that includes a Board member, a resident and a member of our Executive Team.

There is also an option to refer the complaint to the **Housing Ombudsman Service**.

We have insurance policies in place to handle certain requests. More information can be found in our Discretionary Payment Policy.

Our full Discretionary Payment Policy can be downloaded from our website or requested from Customer Services.

Call us any time on:

0800 371 860 Free from landlines & mobiles

Email: info@victoryhousing.co.uk

Visit: www.victoryhousing.co.uk

Write to: Victory Housing Trust,
Tom Moore House, Cromer Road,
North Walsham NR28 0NB

Discretionary Payments

This is a goodwill gesture or payment made by Victory because we have failed to provide an adequate service. The aim is to make amends for inconvenience caused and minimise the dissatisfaction a resident feels.

Discretionary payments are usually up to a maximum of £250. If you owe Victory money we would always credit your rent account rather than make a payment direct to you.

Statutory Payments

In some situations, customers may have a statutory right to a payment, which means we must make a payment. These include Home Loss (if you're required to move home), Disturbance (for moving temporarily), Improvements and Right to Repair. Please contact us for more information.

The amount of any statutory payments are set by government not by Victory.

Home Contents Insurance

You are expected to arrange your own insurance to cover your home contents. Discretionary payments **will not** be paid to cover items that should be covered by contents insurance, whether or not you are insured.

Your request will not be considered if...

- ✗ Damage was caused by a third party (such as a utility company, or a friend or visitor) or if it was beyond Victory's control (caused by the weather, for example)
- ✗ It relates to a repair or alteration you arranged privately
- ✗ It relates to unavoidable low levels of damage, such as holes in carpets as a result of fitting new radiators
- ✗ It relates to a problem caused by your negligence or failure to comply with your tenancy