

Customer Care Compensation Process as of 1 April 2007

Significant Defects

If a property experiences a significant defect (s) within 14 days of the occupant moving in, then the occupant is entitled to receive £50 compensation in the form of a voucher. This is a one-off payment and significant defects are categorised as a defect of plumbing, total loss of electricity, gas, cooking facilities and heating.

Property Unavailable for Move-In

If any property that an MHS Contractor is preparing to Move-In standard is not available by the due date for Move-In, then the occupant is entitled to a one-off payment of £50 compensation in the form of a voucher.

Missed Appointments

If an occupant has a verified missed appointment for a reactive or planned visit requiring internal access to the property, then they are entitled to receive £20 compensation in the form of a voucher for each and every missed appointment. The definition of a missed appointment is provided below.

Damage to Property or Personal Injury

MHS will make good or pay for all damage to the property of an occupant or personal injury to an occupant which has been identified as caused by MHS personnel, the Supply Chain or other persons under MHS control. Claims should be directed to the MHS Help Desk.

Loss of Earnings

MHS do not compensate for loss of earnings; this area may be compensated using the missed appointment compensation guidelines, by looking at our IMS system, WorkManager, and counting the number of missed appointments as well as talking with the occupant. All such claims should be directed to Defence Estates Ops Housing/HIC.

Rent Reductions

MHS do not compensate for rent reductions. Any occupant wishing to pursue a claim for a rent reduction should contact the HIC.

Bill Payments

MHS do not compensate for any form of utility bill. Any occupant wishing to pursue a claim relating to a utility bill should contact the HIC. DE Ops Housing will investigate the claim and decide on any settlement accordingly.

Lost Keys

MHS do not compensate for lost keys. It is the occupant's responsibility to look after their keys. This is potentially a re-chargeable issue and occupants

should be aware of this. If there are any issues, the matter should be referred to the HIC.

Missed Appointment) Definition

A missed appointment is when the Supply Chain has not formally notified an occupant by 2000hrs the previous working day of a change to an existing appointment. Formal notification includes; letter (posted no later than 4 days before the appointment), telephone call (including a left message on an answer machine) and a personal visit. The Supply Chain will record notification details for audit purposes.

An appointment will be made from within one of the 5 categories detailed below. These and their time frames are:

- | | |
|------------------------|------------------------------------|
| 1. AM | 0745 to 1230 |
| 2. PM | 1230 to 1715 |
| 3. All Day (AD) | 0745 to 1715 |
| 4. School Run (SR) | 0930 to 1430 |
| 5. Specified Time (ST) | Tolerance of 30 minutes around ST. |

If the operative arrives at the property outside the specified appointment time frame but is allowed entry to the property then this **will not** be classed as a missed appointment. If the operative arrives at the property outside the specified time frame and does not gain entry then this **will** be a missed appointment.

There will be occasions when it is impossible for the Supply Chain to inform the occupant within the specified time frame of a change to an appointment. Mitigating circumstances are severe weather and security alerts which physically prevent the operative making the appointment on that day. When a failure to attend is due to these specific circumstances then it will not be classed as a missed appointment.