Complaints & Compensation Policy

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You are advised that a printed version may not be the latest available version. The latest version, which supersedes all previous versions, is available on the Brighter Places Policy Index Sheet. Those to whom this policy applies, are responsible for familiarising themselves with the latest version and for always complying with the policy requirements.

Should colleagues require any reasonable adjustment to allow for engagement with this document please contact the policy lead

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1. Policy Statement / Purpose

We will always strive to provide high quality customer-focused service in all aspects of our work; however, we recognise that we may not always get everything right.

This policy outlines our approach to managing complaints from customers. It sets out: what to expect from our two stage process; the timescales for responding; how we learn from complaints and share this learning; and how we will calculate compensation where simply saying “sorry” isn’t enough. It also outlines any exclusions and our approach if a complainant’s behaviour is deemed unreasonable.

2. Commitment

- We will enable residents to make a complaint by accepting them across a wide range of channels with every member of staff expected to be able to take details of complaint.
- We will work with customers to understand their complaint and handle it in a fair, impartial and timely manner.
- We will look for and record learning from complaints and make improvements to services on the back of them. We will share complaints handling performance and the improvements we have made with residents.

3. Linked Documents

- Appendix One: Compensation Claim Form
- Appendix Two: Eligible improvements

4. Legal and Regulatory Compliance

Housing Ombudsman's Complaint Handling Code

Equality Act 2010

Social Housing (Regulation) Act 2023, which introduced the new consumer standards for social housing

Data Protection Act 2018

5. Policy Detail

5.1. Introduction and scope

- A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by Brighter Places, our staff, or those acting on our behalf, affecting a resident or group of residents.
- The individual or group of residents do not have to use the word 'complaint' in order for it to be treated as such, they can be reported to any member of Brighter Places and can be made verbally or in writing (e.g. face-to-face, telephone, email, social media, an online form, letter etc.).
- A complaint that is submitted via a third party or representative will be handled in line with this Complaints & Compensation Policy.

- A service request is a request from a resident that requires action to be taken to put something right. These are routine, first-time requests for a service (e.g. requesting a repair as something is broken, reporting an anti-social behaviour incident, raising a query about a service charge calculation etc.). Service requests are not complaints, but we will record these, monitor them and review them regularly.
- However, if a resident expresses dissatisfaction with the response to their service request then this would be investigated as a complaint in line with this Complaints & Compensation Policy. If the handling of the service request remains ongoing, then we will continue to make efforts to address this request, whilst the Complaint Investigation is carried out.
- An expression of dissatisfaction with services made through a survey is not defined as a complaint. However, the respondent will be made aware of how to make a complaint should they wish to do so. When we ask for wider feedback, we will also provide details of how residents can complain.
- A data protection complaint is a concern that we have infringed data protection law in the way we have processed someone's personal data or handled their data rights. These complaints will be managed in line with this policy, although the timescales for acknowledging and resolving them will be in line with those set out by the Information Commissioner's Office (ICO). We will acknowledge receipt of data protection complaints within 30 days, or sooner where possible, and then take appropriate steps to investigate and respond without undue delay, including keeping the complainant informed and communicating the outcome without undue delay, in line with section 164A of the Data Protection Act 2018 as inserted by the Data (Use and Access) Act 2025. There will also be additional tracking and oversight of these complaints by the Governance team / Data Protection Officer.

5.2. Complaint Exclusions

We will always consider the individual circumstances of each complaint and won't take a blanket approach to excluding complaints. However, we would not normally accept complaints or offer escalation to the next stage of our complaint's procedure in the following circumstances:

- A routine, first-time request for a service (e.g. requesting a repair as something is broken, reporting an anti-social behaviour incident, raising a query about a service charge calculation etc.).
- Where an alternative, more suitable policy would apply (e.g. a complaint about the conduct of another resident, would be handled through our Anti-social Behaviour Policy). However, if we failed to deal with an issue in line with that alternative policy, then this failure can be raised as a complaint and

investigated within this Complaints & Compensation Policy. Customers will be supported to ensure the issues they are raising are appropriately directed.

- Requests to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision following a Stage 2 investigation.
- Where legal proceedings have started and the complaint is defined in the details of the claim. This could be where the Claim Form and Particulars of Claim have been filed at court.
- Personal injury or third-party liability claims. These claims will be dealt with by our insurers.
- When it relates to services not provided by Brighter Places or partners acting on our behalf.
- Where the Unreasonable Complainant Behaviour restrictions have been applied.
- Dissatisfaction with the content of our policies, unless the accusation is that they are discriminatory, will not be dealt with as a complaint. We will still provide residents with a response to the issue and we will consider feedback when carrying out future policy reviews.
- We may decline to investigate a complaint about a specific incident or service failure that occurred over 12 months prior to the complaint being made or over 12 months of the resident becoming aware of the issue. However, discretion will be used, particularly if there is evidence of a longstanding or continuing problem.
- Requests to escalate a complaint to Stage 2 of the process that are received after 15 working days of the Stage 1 response or 15 working days after any actions outlined in the letter are completed. However, we will consider these on a case by case basis.

If we decide not to accept a complaint, for any of the above reasons, we will explain why, and the resident will have the right to challenge this decision by bringing the matter to the Housing Ombudsman.

5.3 Complaint Handling Process

Residents can make a complaint verbally or in writing through any of our contact channels (e.g. face-to-face, telephone, email, social media, an online form, letter etc.) and to any member of Brighter Places staff. This person will gather full details of the complaint and what the resident is looking for as a resolution. Although they will aim to resolve the problem themselves or pass it to someone who can, they will also make the Customer Feedback Team aware of the complaint.

At each stage of the complaints process, we will:

- Speak with the resident to gain a full understanding of their concerns and their experience.
- Deal with complaints on their merits, act independently, and have an open mind.
- Give the resident a fair chance to set out their position.
- Take measures to address any actual or perceived conflict of interest.
- Consider all relevant information and evidence carefully.

We have a two stage complaints process. A member of the Customer Feedback Team will lead the initial complaint investigation (Stage 1). They will liaise with the resident, staff, contractors and partners to get to the root cause of what has gone wrong and try to put things right. They will engage with the resident and provide the final response.

5.4 Escalating A Complaint To Stage 2

If a resident is unhappy with all or part of the outcome of their Stage 1 complaint they can contact the Customer Feedback Team (feedback@brighterplaces.co.uk) to escalate their complaint to Stage 2 of the complaints handling process. The resident must let us know within 15 working days of their Stage 1 response letter, or within 15 working days after any actions outlined in the letter are completed. Any requests to escalate a complaint outside of these timeframes will be considered on a case by case basis. If a request to escalate a complaint to Stage 2 is received during these timeframes, then we wouldn't normally refuse to escalate a complaint, unless we had valid reasons to do so. If this was the case, then we would clearly set out the reasons for refusal. Although residents aren't required to explain their reasons for requesting a Stage 2 escalation, we will make reasonable efforts to understand why a resident remains unhappy and include this as part of our Stage 2 complaint response.

If the resident wishes to escalate the complaint to Stage 2 of the process, a Senior Manager will lead the Stage 2 investigation. They will involve all suitable staff members needed review the findings of the initial complaint and issue our final response. Any staff members investigating Stage 2 complaints would not have had any involvement in the Stage 1 investigation.

5.5 Complaint Acknowledgement

At both Stage 1 and Stage 2, residents can expect:

Acknowledgement within 5 working days

Whether a complaint is received at Stage 1 or a request is made to escalate it to Stage 2, the resident can expect to receive an acknowledgement from the Customer Feedback Team within five working days.

This acknowledgement will include our understanding of the complaint and the outcomes that the resident is seeking. If any aspect of the complaint is unclear, we will contact the resident to ask for clarification. The acknowledgement will outline which aspects of the complaint we are, and are not, responsible for and clarify any areas where this is not clear.

5.6 Complaint Response

How quickly we take to investigate and respond to a complaint differs at Stage 1 and Stage 2. Here is what residents can expect at each stage:

Stage 1 – Within 10 working days of the acknowledgement

A member of the Customer Feedback Team will lead the initial investigation (Stage 1). They will aim to send a complaint response within ten working days after the acknowledgement has been sent.

Stage 2 – Within 20 working days of the acknowledgement

If a resident chooses to escalate their complaint to Stage 2 of the complaints handling process, a Senior Manager will lead the investigation. They will aim to send a complaint response within twenty working days after the acknowledgement has been sent.

At both Stage 1 and Stage 2 of the complaints process, the complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. We will include a timescale to address any outstanding actions within the complaint response. These actions will be tracked and actioned promptly with appropriate updates provided to the resident.

The complaint response will be sent in writing to the resident and be in clear, plain language. It will:

- Include the complaint stage.
- Address all of the points raised in the complaint acknowledgement and provide clear reasons for any decisions, referencing the relevant policy, law and good practice where appropriate.
- Detail the decision on the complaint and the reasons for this.
- Outline the details of any remedy offered to put things right.
- Make clear any outstanding actions, including timescales for completion.

- Stage 1 complaint response letters will provide details of how to escalate the complaint to Stage 2 if the resident is unsatisfied with the response.
- Stage 2 complaint response letters will provide details of how to escalate the matter to the Ombudsman Service if the resident remains dissatisfied.

5.7 Extensions

Sometimes, investigations for more complex complaints may take longer. If this is the case then we will communicate this with the resident and extend the complaint deadline. All complaint extensions will be discussed with and agreed by the Customer Feedback Manager or Head of Customer Experience to ensure that they are being applied appropriately.

For Stage 1 complaints, this extension could be up to a further ten working days.

For Stage 2 complaints, this extension could be up to a further twenty working days.

In extreme cases, where a response to a complaint is likely to fall outside the timescales set out in the Ombudsman's Code, we will explain the reasons for deciding to further extend providing a response, agree with the customer suitable intervals for keeping them informed about their complaint, advise of an expected timescale for a response and make it clear that the resident can approach the Housing Ombudsman Service as the timescales have exceeded those that are stated in The Code.

5.8 Additional Information Provided

Where residents raise additional related complaints prior to a Stage 1 complaint response being sent, these will usually be incorporated into the Stage 1 complaint

investigation. However, these new issues will be logged as a new Stage 1 complaint if one of the following situations applies:

- The Stage 1 complaint response has already been issued.
- They are raised during a Stage 2 investigation or at the point of escalation.
- The new issues are unrelated to the issues already being investigated
- It would unreasonably delay the complaint response.

5.9 Inability To Progress A Complaint Due To No Contact

If we are unable to progress the complaint without further input from the customer and contact has not been possible, we will close it until contact is established. We will write to the customer allowing 15 days to respond before closing their complaint. If a response is received from the customer after this period, a new complaint will be logged.

5.10 Putting Things Right (Including Compensation)

Where something has gone wrong we will recognise this and be clear about the actions we have taken already, or that we intend to take, to put things right. Sometimes just saying “sorry” isn’t enough so when we are at fault we will consider the impact that this has had on the resident and on occasions we may do one or more of the following four things:

1. **Goodwill gestures and practical actions**

We may make a goodwill gesture (e.g. vouchers, flowers etc.).

Alternatively, we may consider doing something that goes beyond our normal service offer or contractual requirements (e.g. doing a repair that would usually be chargeable, decoration works, agreeing an appointment outside of our normal working hours etc.).

2. **Mandatory compensation**

<u>Delayed repairs</u>

If we fail to attend to a repair in a resident’s home that is deemed an emergency, urgent or a health and safety issue within the timescales set out in the Right to

Repair Act then the resident can claim compensation. The amount that we will award is £10 for the first day that the work is late, followed by a further £2 per day until we have attended. The maximum amount that can be claimed is £50. The resident can't make a claim if they have told us that they do not want repairs to go ahead, they have refused to let a contractor into their home or the delay was not our fault (e.g. bad weather).

Home Loss

If a resident has lived in their home for a minimum of 12 months and are required to move home permanently as a result of redevelopment or demolition, then they can claim compensation. More information on this is detailed in our Decant Policy.

Disturbance

If a resident has lived in their home for less than 12 months and are required to move home permanently, then they can make a claim for reasonable moving costs. A resident can also make a claim if they need to move on a temporary basis.

Improvements

If a resident's tenancy is ending, they may be entitled to compensation for any eligible improvements (see Appendix: Eligible Improvements) they have made to their home, providing we have approved them in writing. This does not apply to fixed-term or non-secure tenancies.

3. Quantifiable Loss

If our actions have resulted in a financial loss that can be measured and evidenced then we will aim to put the resident back into the position they were in had the failure not occurred. Examples of a quantifiable loss could be: increased utility bills as a result of us not carrying out a repair in a timely fashion; reimbursing bank charges for an error in direct debit collection; or damage to possessions. The resident must provide evidence of the costs, which must have been reasonably incurred.

Increased Energy Costs

Sometimes it can be hard to evidence the cost of increased heating costs that have been incurred so we will calculate this at:

May – October: £2.50 per day, from the second day onwards, for the loss of hot water.

November – April: £2.50 per day, from the second day onwards, for the loss of heating and/or hot water.

Damaged belongings

If belongings are damaged as a direct result of the actions of a Brighter Places staff member or someone on our behalf, or because of a non-reasonable delay in us undertaking work, then residents may make a claim for this. Refer to “5.11 - Exclusions For Compensation Claims” for more information on when we would refuse to pay a claim.

In the event of belongings being damaged, Brighter Places or our insurers may need to physically see the goods so it is important that the resident does not throw away affected items before this happens. In many cases, it will be possible for goods to be satisfactorily cleaned (e.g. carpets) and in these cases we will either arrange the cleaning ourselves or will reimburse the resident for their own reasonable costs. Compensation will be based on the age of goods, not "new for old”.

4. Discretionary Compensation

We will calculate discretionary compensation in one of three ways:

Missed appointments

Sometimes things happen that are unavoidable, which may mean we can’t attend a pre-arranged appointment. Where this happens, we will attempt to contact the resident at least an hour before the appointment to let them know that we are unable to attend. The resident can claim £12 compensation if we don’t attempt to make contact.

Unusable rooms

In some unavoidable cases, repairs to a home may make rooms unusable for a while. If an entire room is unusable for more than three working days, the compensation will be calculated as a proportion of the net rent due (up to 100% of the rent) as guided in the below table. In the event that a portion of a room is unusable, we may choose to apply a smaller percentage to acknowledge the loss, usually 10%. If a non-communal garden is unusable for more than three months due to repair works, the compensation will be calculated as a proportion of the net rent due at a rate of 10%.

% of net rent payable for non-use of room (up to maximum of 100%)							
Kitchen	Bathroom	Living Room	First Bedroom	Second Bedroom	Third Bedroom	Fourth Bedroom	Fifth Bedroom
20%	20%	20%	20%	20%	15%	15%	15%

Impact

Where the “missed appointments” or “unusable rooms” calculations don’t apply, we can also calculate discretionary compensation based on the impact it has on the resident:

- Low Impact: There has been a minor failure that we failed to fully put right. This might include distress and inconvenience, delays in getting matters resolved etc.
- Medium Impact: There has been repeated failures to address the problem.
- Major Impact: There has been a serious failure in service standards. This could be due to the severity of the event or persistent failures over a protracted time.

Degree of Brighter Places' responsibility	Low Impact	Medium Impact	Major Impact
Partially at fault	£3 per week*	£5 per week**	£10 per week***
Fully at fault	£10 per week*	£20 per week**	£50 per week***

*Low Impact - Up to a maximum of £100.
**Medium Impact - Up to a maximum of £600.
***Major Impact - Up to a maximum of £1,000.

5.11 Exclusions For Compensation Claims

We won’t pay compensation in circumstances where the issue can be easily resolved. Similarly, compensation will not be considered when:

- The responsibility for housing management functions regarding day-to-day repairs have been delegated to a managing agent. In these cases, the managing agent would be liable for any claims.

- There is, or has been, a payment ordered by a court or competent tribunal in respect of the same issue.
- Issues are subject to legal proceedings.
- Claims are for personal injury or other public liability insurance.
- Claims should be covered by a home contents insurance policy (e.g. personal belongings, carpets, furniture, decoration that is damaged accidentally or because of a leak, flood or fire etc.). This policy is not intended to replace or compensate for a tenant's lack of home contents insurance.
- The resident is looking to recover a loss of earnings or annual leave. However, the resident can make a claim for a missed appointment where we have failed to contact them as described earlier in the policy.
- Contractors cannot get into a home and are able to evidence this.
- Delays are caused by waiting an unreasonable amount of time for spare parts or where extra work is required and the contractor has kept the resident informed of the timescales involved and can evidence this. However, we will continue to make a payment towards increased energy costs as described earlier in the policy.
- The impact has been caused by us making reasonable improvements to properties.
- Work is required at a property, this has been communicated in advance and we have kept to this plan.
- The incident was caused because of a resident's failure to comply with the terms of their tenancy or lease e.g. failure to report a repair in a timely manner.
- The loss is due to lack of action, reporting, neglect, wilful damage, or misuse by the resident, their household or a visitor.
- The fault is caused by a third party or is something we are not responsible for. For example, a utility company, another resident or a visitor.
- The circumstances are beyond our control e.g. storm damage or flooding from extreme weather.
- There is evidence that the issue being raised is being caused by the resident either deliberately or through neglect.
- We have fulfilled our statutory and contractual obligations.
- The failure or incident occurred over 12 months ago.

5.12 Expectations For Compensation Payments

When we make an offer of compensation as part of putting things right, we expect residents to accept or decline the offer within three months of it being made or within three months of all complaint actions being completed. After this time, we will withdraw the offer and close the claim. If a resident contacts us during this time to

request an extension because they are taking further advice or waiting for a complicated repair to be completed, then will consider this request on a case-by-case basis.

A resident can proactively make a claim for compensation themselves by submitting a Compensation Claim Form (Appendix 1). We will aim to acknowledge these within five working days and respond to them within 20 working days of this acknowledgement. If the claim is complex, then we may need to extend this period by up to a further 20 working days and we will be communicate this to the resident.

Unless the offer of compensation is as a result of a quantifiable loss or as part of an Ombudsman's order, then we will initially use the funds offered to clear any debt that you may have with Brighter Places (e.g. current or former rent arrears, service charge arrears, chargeable repairs, court costs etc.).

We will only make payments into the bank account of the resident who has been affected by the complaint. Payments should be received within 28 working days of the offer being accepted.

If a resident is unhappy with our decision / offer following a compensation claim, they can appeal this decision within three months of our response.

5.13 Accessibility & Awareness

We will make a range of channels available so that residents can make a complaint in a way that suits them. Complaints can be made to any member of Brighter Places staff and can be made verbally or in writing (e.g. face-to-face, telephone, email, social media, an online form, letter etc.).

We will treat all residents with fairness and respect. We recognise that we have an ethical and a legal duty (through the Equalities Act 2010) to advance equality of opportunity and prevent discrimination. As a result, we recognise that we may need to adapt our policies, procedures or processes to accommodate the different needs of our customers. We will readily make reasonable adjustments to our ways of working to achieve equal and fair treatment of all residents. We will record any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed.

This policy and an explanation of our process is clear and is available in a format that is accessible for all residents. It is published on our website and available on request. Our website will also contain our self-assessment, our annual complaints report and details of the Ombudsman. We will publish our performance and key learning via number of channels (e.g. online, newsletters etc.) and share details of the Ombudsman at each stage of the complaints process, including when we need to extend the timescales for resolving a complaint.

5.14 Unreasonable Complainant Behaviour

We consider that a complainant has behaved unreasonably when they make:

- Repeated complaints about the same thing or repeatedly change the substance of complaint even after we've carried out a review and implemented a resolution.
- Unreasonable demands upon staff in terms of what is expected. This could be asking for timescales that cannot be achieved, insisting on only speaking to one member of staff, or the amount of contact they make (e.g. letters, e-mails, phone calls etc.) risks creating an excessive workload that would negatively impact on staff time, which in turn disadvantages other residents.
- Make threats, use derogatory remarks, are rude, use language that makes staff feel threatened or afraid and use inflammatory or unsubstantiated statements.

We will manage unreasonable actions by residents by using one or more of the following restrictions (this list is not exhaustive):

- Placing limits on the number and duration of contacts with staff per week or month.
- Offering a restricted time slot for necessary calls.
- Limiting the complainant to only contacting us using a channel of our choice.
- Requiring the complainant to communicate only with one named member of staff.
- Requiring any personal contacts to take place in the presence of a witness and in a suitable location.
- Refusing to register and process further complaints about the same matter.

We aim to avoid using Unreasonable Behaviour Restrictions wherever possible so a Housing Manager will contact the resident to try to reach an understanding and to guard against undue retaliation before deciding whether these should be applied. If

an appeal against any decision to apply a restriction is made, the Housing Manager will seek the guidance of a Senior Manager.

If a decision is taken to apply restricted access, we explain to the customer:

- Why the decision has been taken.
- How they may contact the organisation during the period of restriction.
- How long any limits will last – usually we will review these every three months.
- What they can do to have the decision reviewed.

Any restrictions will be appropriate to the needs of the customer and demonstrate a regard for the provisions of the Equality Act 2010. Limits should only be extended if there are good grounds to do so and where this is the case, we will explain our reasons and state when the limits will next be reviewed.

5.15 Continuous Learning & Improvement

We will learn from the complaints we receive, both from individual complaints and by analysing trends. This learning may come in different forms (e.g. staff training, service improvements, changes to policies or procedures etc.).

Complaints handling performance will be reviewed at various levels, including by the Customer Experience Committee. We will also share information with residents through our newsletters and by publishing our annual complaints report on our website.

6. Training Requirements

- Colleagues are given training to help them resolve dissatisfaction and about this policy so that they are clear what to do if things do go wrong.
- Managers are given training so they are clear on what is expected of them when they are contacted by a member of the Customer Feedback as part of a complaint investigation.
- Senior managers are given training to help them manage Stage 2 investigations.
- Contractors are given an awareness of the policy so that they understand what action to take if a resident raises dissatisfaction directly with them and

what is expected of them if the Customer Feedback team contacts them during an investigation.

7. Monitoring and Review

- The ongoing application of this policy is monitored by the Head of Customer Experience and the Customer Feedback Manager to ensure that it remains relevant, up to date and accessible to the relevant audience.
- The policy will be reviewed at least every three years.

8. Data Protection

Any personal data created or used in the application of this policy must be done so in line with the Brighter Places data protection policy and privacy notices.

9. Equality, Diversity and Inclusion

Where required, reasonable adjustments will be considered to support colleagues to engage with this policy. Please speak to the policy owner for assistance.

10. Summary Roles and Responsibilities

Activities	Board	CEO	PGC	ARC	Exec	Managers	All staff	HR	Gov
Owner of the policy						X			
Monitoring & review of the policy						X			
Approval of changes to the policy					X				
Responsible for policy implementation							X		

Activities	Board	CEO	PGC	ARC	Exec	Managers	All staff	HR	Gov
Addressing issues in the implementation of the policy						X			
Version control of live policy									X
Training of colleagues						X			

11. Appendix One: Compensation Claim Form

The issue of this form does not imply an acceptance of liability on part of Brighter Places. It is intended to provide a convenient means of bringing the details of a claim to the attention of the appropriate department.

You can make a claim for compensation by completing the form and sending it to: feedback@brighterplaces.co.uk or returning it to our offices:

FAO Feedback Team re: Compensation Claims

Brighter Places Housing Association

Eden House

Eastgate Business Park

Eastville

BRISTOL

BS5 6XX

Name:

……

Address:

……

……...

……. Postcode: ……...

Telephone No.: …… Email: ……

Please state the amount you are seeking in compensation: £……..

On the following sheets, please provide as much details as possible about the reasons for your claim.

By signing this form you confirm that, to the best of your knowledge, all of the information you have provided is correct.

Signed: …….. Date: ……

We aim to acknowledge your claim within 5 working days of its receipt and respond within 20 working days.

Please give details of your claim in the space below.

Top Tips!

- Include as much information as possible about the nature of your claim.
- The names of any Brighter Places staff or contractors that were involved.
- Dates of missed appointments.
- Photographs and itemised lists of items damaged, photographs and receipts.
- For eligible improvements, include details of the works, when they were carried out and attach receipts.
- Provide evidence that works were authorised by Brighter Places prior to taking place.
- Include the relevant certificates of the people who carried out the works and any warranties.

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11. Appendix Two: Eligible Improvements

- You must have our written consent for the improvements before the work starts.
- Normally a site visit will be made to ensure the proposed improvements are practical. In some cases, there is also a statutory requirement for a local authority Building Control officer to approve the work. Planning permission may be required. The surveyor doing the inspection will advise you if this is the case.
- You must provide three estimates from genuine companies and state your reason for choosing a particular company.
- The improvement must be of a satisfactory standard when you vacate the property and must not be so unusual design or materials that they may be rejected by an incoming tenant.
- Compensation will not be paid until you have left the property in a satisfactory condition.
- Lifecycles listed in the table below may differ from Brighter Places' suggested component lifecycles. Where relevant, this is because the lifecycle of Brighter Places' components would be linked to Brighter Places' design brief with specifications that may be higher than those suppliers / installers a resident uses when installing their own components or making their own improvements.

Qualifying improvement	Notional life in years
Bath or shower	12
Wash-hand basin	12
Toilet	12
Kitchen sink	15
Storage cupboards in bathroom or kitchen	15
Work surfaces for food preparation	15
Space or water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Loft insulation	20
Cavity wall insulation	20
Draught proofing of external doors or windows	8
Double glazing or other external window replacement or secondary glazing	20
Rewiring or the provision of power and lighting or other electrical fittings including smoke detectors	15
Any object which improves the security of the house, excluding burglar alarms	10