

Customer focus group Claims, compensation & goodwill policy

September 2025



Customer
recommendations



Manager's summary

Our new compensation policy has been designed to be fairer, clearer, and more consistent for all our customers.

Nine customers joined us to help shape this policy and guide us in finding the right balance between transparency, fairness, and flexibility.

We have reviewed the customer comments and suggestions carefully and have updated the compensation policy to ensure greater clarity and transparency.

The suggestions provided were very helpful, and we have taken these forward as they offer good, practical steps to improve the way we support customers.



Policy title

Customer feedback:

Five of the nine customers suggested that the policy should be renamed 'Claims, compensation & goodwill' as this would provide a clear definition.

Manager's feedback:

We considered all the suggestions shared by the customer group. The majority felt that 'Claims, Compensation & Goodwill' provided the clearest explanation of what the policy covers, and we agree that this title best reflects its purpose.



Understanding the policy

The customer feedback highlights:

- All customers agreed the importance of categorising types of compensation into mandatory, quantifiable and discretionary categories.

Recommendation -

- Include a glossary to define jargon or uncommon terms.
- Include examples to help understand the meaning of terms, such as "quantifiable."

Manager's response:

We have reviewed the comments carefully and have updated the compensation policy to ensure greater clarity and transparency, with:

- Three distinct categories, each one is explained in plain English, including an appendix that providing examples of what may be covered under each compensation type.



Discretionary payments

Customer feedback:

All customers shared their thoughts on what could be included other than a monetary payment.

- Empathy and personal touch - such as a sorry card or flowers.
- Practical support - include the option to purchase tools with decoration vouchers, or assistance with redecoration depending on customer ability and circumstance.
- Tailored compensation - depending on customer circumstance, shopping vouchers may be of greater benefit.
- Community wide gesture - if affecting more than one property.

Manager's response:

The suggestions customers provided were very helpful, and we have taken these forward as they offer good, practical steps to improve the way we support all customers.

All suggestions have been included in the updated policy, ensuring our approach includes personalised gestures, practical support, flexible vouchers, and community-wide responses where appropriate.

If you would like further information on this focus group, please email: makeadifference@selwoodhousing.com

#YourVoiceMatters #CreatedWithCustomers