



## **Easy-read Compensation Policy April 2026-2029**

### **What is this policy?**

This policy explains how emh may say sorry and make things right by paying compensation when something has gone wrong with the service you receive.

Compensation means money, vouchers, or help given to you when emh has made a mistake, a service took too long, or a problem caused you worry, upset, or extra cost.

### **Who is this for?**

This policy is for tenants, shared owners, leaseholders, and anyone living in an emh home. It is also for emh staff who deal with complaints.

### **What is emh trying to do?**

We want to be fair to everyone, treat people the same way, fix problems properly, and learn from mistakes and do better next time.

### **When might compensation be paid?**

We may pay compensation if emh did something wrong, took too long to act, or caused a problem that could have been avoided. Each case is looked at one by one.

Compensation is paid to the whole household.

### **Types of compensation**

Money you clearly lost – we may pay you back for money lost because of a mistake by emh. Proof like receipts is usually needed.

Money loss without proof – we may still pay a reasonable amount if it seems likely emh caused the problem.

If you could not use part of your home – compensation may be based on your rent, depending on which room could not be used.

Upset, stress, time and trouble – we may pay compensation if you felt upset, stressed, or had to spend a lot of time chasing us.

When compensation will not be paid – we usually do not pay for normal inconvenience, personal injury claims, or issues outside our control.

### **Getting help**

You can ask for this policy in another format or get help from emh staff. This policy is available on the emh website.

Last reviewed: April 2026