

London Borough of Camden

Financial Remedies

Housing Repairs

Heating Refunds and Compensation

When there has been a supply failure of landlord-controlled heating, hot water or bulk gas supply for three consecutive days or more during the heating season (last week of September to the end of May) we will refund our customers. We make refunds based on the gross weekly charge made to the resident for landlord-controlled heating, hot water or gas. The refund is a pro rata weekly amount (including the first three days).

In addition to a refund, we pay compensation to both tenants and leaseholders when landlord controlled heating or hot water loss is longer than 5 days. We will also pay compensation when loss of bulk gas supply affects heating or hot water supply. We only pay compensation when we have not provided alternatives and we control the hot water/heating or gas supply.

Landlord-Controlled Systems - Compensation

Failure Type	Compensation (> than 5 days)/per day
loss of both heating and hot water	£3.50
loss of heating only	£2.50
Loss of hot water only	£1.00

The amount payable will be for the total period including the initial 5 days.

Tenants' Individual Systems - Compensation

Failure Type	Compensation (> than 5 days)/per day
loss of both heating and hot water	£3.80
loss of heating only	£2.50
Loss of hot water only	£1.00

The amount payable will be for the total period including the initial 5 days.

Note we do not pay a refund as there is no charge applied to tenants with individual systems but it is still our responsibility to repair them.