



Goodwill Policy

February 2024 - 26

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Our Vision

Excellent housing in vibrant communities.

Our Values

Respect

We see the positive in everyone, especially our tenants. We treat everyone fairly, regardless of age, race, gender, sexuality or background. We ask for opinions even if we know we might not like what we hear. And we address people's concerns in any way we realistically can.

Integrity

What we say in public is the same as what we say behind the scenes. If we say we'll do something, we mean it. Our tenants can count on us to solve their problems and make sound decisions.

Aspiration

We want the best for all our current and future tenants. We're not afraid to strive for things that won't be easy – or try things that haven't been done before. We seek out opportunities and welcome change. If it doesn't turn out as planned, we learn and improve again. And then we try again.

Our Strategic Objectives

1. Build more desirable homes in popular neighbourhoods
2. Deliver more excellent services to suit our tenants' lives
3. Invest in our people to grow and develop their skills
4. Find more ways to ensure value for money
5. Continue to challenge poverty
6. Put even more focus on community health and wellbeing
7. Be ready for opportunities

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1. Introduction

- 1.1 We aim to deliver *excellent service that suits our tenants' lives*. Where we fail to meet our customer service standards, we are committed to putting things right.
- 1.2 This Policy sets the process for when things have not gone to plan or when we have let a customer down but there is no quantifiable loss.

2. Scope

- 2.1 This Policy contains staff guidance on goodwill payments only. Guidance on compensation and statutory requirements are set out in the Repairs & Maintenance Policy 2020-23 and the Decant Policy (Disturbance Payments & Allowances, Major Works).

3 Definition of Goodwill

- 3.1 It may be expected that the Association offers recompense when things go wrong. Whether we consider compensation depends on whether the Association, through its actions or failure to act, has caused some financial loss that can be quantified.
- 3.2 Where someone has incurred quantifiable damage and the Association is not at fault, we are under no obligation to make a payment of compensation.
- 3.3 People can be compensated when our service delivery in an area falls short of the standards we aspire to and material loss or inconvenience occurs. A **goodwill gesture** is not defined so easily: but it is offered as a way of apologising in a situation where again the service falls short of that we aspire to but there is little or no material loss.
- 3.4 Tenants cannot apply for goodwill payments; rather staff should offer it at their own discretion, with the approval of their manager. This may be following an official complaint, or if staff uncover an incidence of poor service, they may feel it appropriate to offer a goodwill payment.

4. Key Principles

- 4.1.1 It is difficult to set limits for goodwill gestures, however as guidance:
- Up to £25 for chocolates / bunch of flowers, where service delivery falls short standards to a point where some recognition is deemed appropriate.
 - Up to £50 voucher where a customer is inconvenienced by poor service, where our service delivery falls short to a greater degree.
 - Up to £100 where there is a financial loss / the tenant is out of pocket where there is no fault on the Association's part (e.g. person flooded for 3rd time by tenant above and we offer to cover the cost of their insurance excess).
- 4.2 All goodwill payments must be authorised by a manager and any goodwill payment over £50 must be authorised by a Director.

5. Administering Goodwill payments

5.1 There are 3 budgets for administering goodwill payments.

| Service | Budget | Code |
|-------------------|--------|------|
| Property Services | £500 | 2965 |
| Housing Services | £500 | 2965 |
| Business Strategy | £500 | 2965 |

5.2 All goodwill payments must be administered under the 3 budget codes only. This will allow us to accurately report payments to the Board.

6. Responsibilities

6.1 Responsibilities for this Policy are:

- The Business Strategy Team has overall responsibility for this policy.
- The Property Services team have responsibility for their own goodwill budget as defined in this policy.
- The Neighbourhood Services team have responsibility for their own goodwill budget as defined in this policy.
- All employees of the Association are responsible for maintaining accurate records and adhering to budget requirements.

7. Monitoring and Review

7.1 This Policy will be subject to a review every three years, or sooner in the event of any relevant legislative or regulatory changes or best practice guidance.

7.2 The Association board are to receive an annual complaints performance report, which contains information on the number of goodwill payments given throughout the year.

7.3 The budgets will be reviewed in line with the Association's annual budget setting.

8. Related Policies and Documents

QCHA Repairs & Maintenance Policy

QCHA Decant Policy (Disturbance Payments & Allowances, Major Works).

QCHA Complaints Handling Procedure

Scottish Government – Right to Repair Scotland Act 2001

<https://www.gov.scot/publications/right-repair/>

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