



## DISTURBANCE CLAIM FORM

**DISTURBANCE** is a package which compensates you for the inconvenience involved in either:

- Being **permanently or temporarily** moved away from your home due to redevelopment, conversion, repairs or improvement work
- Or **remaining in your home** while major works/repairs take place.

**THIS FORM SHOULD BE COMPLETED AND SUBMITTED TO YOUR HOUSING MANAGER WITHIN SIX MONTHS OF THE DATE OF YOUR MOVE, TOGETHER WITH ALL RELEVANT RECEIPTS.**

*Name:	
Telephone/mobile no:	
Email:	
New address:	
Date of moving to new address:	
Former address:	
<p>I would like to claim for the Disturbance package because I am required to move from my former home either temporarily or permanently due to redevelopment, conversion, repairs or improvement work and I confirm that the details shown above and below are correct.</p>	
Signature:	Date:

\* The cheque will be made payable to this named person

**/ctd over**

<b>CHECKLIST OF RECEIPTS SUPPLIED (tick as applicable)</b>	<b>TICK</b>
Removal costs (to be approved by Haig in advance)	
Post office redirection of post for 6 months	
<b>Disconnections/reconnections</b>	
Telephone	
Cooker	
Washing machine	
Dishwasher	
Fires	
Cable TV	
Satellite dish installation (you must gain written permission from the Trust first)	
Other disconnections/reconnections (please give details)	
<b>Floor coverings</b> Only applicable if your move is permanent, or if the Trust gives permission	
Living room (maximum £20 per square metre)	
Stairs (maximum £20 per square metre)	
Hall (maximum £20 per square metre)	
Bedrooms (maximum £14 per square metre)	
<b>Vinyl flooring</b> (if not provided by Haig) Only applicable if your move is permanent, or if the Trust gives permission	
Kitchen (maximum £14 per square metre)	
Bathroom (maximum £14 per square metre)	
<b>Curtains allowance</b> (please tick <b>one</b> below) Only applicable if your move is permanent	
1 bedroom property: £150	
2 bedroom property: £210	
3 bedroom property: £265	
4 bedroom property: £295	
5 bedroom property: £325	
<b>Miscellaneous items</b>	

CHECKLIST OF RECEIPTS SUPPLIED (tick as applicable)	TICK
<b>Disturbance Allowance</b>	
An ex gratia payment of £300 will be made if you have remained living in your home while major works/repairs have been carried out	

**Notes:**

- 1. IF YOUR MOVE IS TEMPORARY THEN YOU CAN CLAIM TWICE, WHEN MOVING OUT AND AGAIN WHEN YOU MOVE BACK.**
- 2. IF YOUR MOVE IS PERMANENT THAN YOU MAY ADDITIONALLY QUALIFY FOR HOME LOSS PAYMENT.**

**DATA PROTECTION ACT 2018**

1. All personal data that Haig Housing Trust (the "Trust") may use will be collected, processed, and held in accordance with the provisions of the Data Protection Act 2018.

2. This Act also requires that any organisation or agency that the Trust passes your personal data to and for which it has gained your consent to do so to must also process your data strictly in accordance with the Data Protection Act (DPA) 2018. This includes limiting those who have access to it, electronically and on paper, and deleting permanently this data when there is no longer any requirement to retain it or consent is withdrawn.

3. For complete details of the Trust's collection, processing, storage, and retention of personal data including, but not limited to, the purposes for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to the Trust's Privacy Policy which can be found on our website [www.haighousing.org.uk](http://www.haighousing.org.uk) or can be obtained by emailing [communications@haighousing.org.uk](mailto:communications@haighousing.org.uk) or by telephoning 020 8685 5777. Beneficiaries will already have been provided by post or on being signed up with a Privacy Notice.