## Request for Compensation from Housing SA

If your personal property has been damaged, or you have been injured and you believe Housing SA is at fault, you may request compensation. The information below is provided for reference only and is not an admission of liability.

Housing SA considers any claims made to us on its individual merits.

What to consider before making a Request for Compensation

### Housing SA does not insure the property of tenants or other people.

* Housing SA is not responsible for damage or loss simply because an incident occurred at a Housing SA Property.
* If you submit a claim this does not mean that we will pay the claim. We will assess your claim against our legal obligations to pay.
* If you have your own insurance, it may be more favourable for you to make a claim on your insurance policy. In most instances you will receive a benefit (such as new-for-old replacement) which will result in a better outcome for you than what Housing SA is legally responsible to pay.
* If you have suffered an injury, you may wish to obtain independent legal advice before submitting a request for compensation.
* Photos of damage, receipts, repair quotes, medical records, or any other information you consider relevant will assist us in considering your request. Please include all relevant documents with your Request for Compensation.

Request for Compensation details

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| **Section 1: Claimant Details** | | | | | | |
| First Name: | |  | | | Middle name (if the Claimant has one): |  |
| Last name: | |  | | |
| Address: | |  | | |  |  |
| Housing SA Tenant/Customer: | | Yes  No | If yes, please provide the Person Reference Number if known | | |  |
| **Section 2: Contact Person** | | | | | | |
| Are you: | The Claimant  Acting on behalf of the Claimant | | | If you are the Claimant, please go to **Section 4: Contact Details**. If you are Acting on behalf of the Claimant, please complete **Section 3: Authority to Act**. | | |

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| **Section 3: Authority to Act** | | | | | | | | | |
| Before making this claim, has the Claimant provided Housing SA Consent for you to act on their behalf: | | | | Yes  No | | | If Yes, please go to **Section 4: Contact Details**. If No, please note the comments below. | | |
| If you are acting on behalf of the Claimant, you will need to seek their approval to do so. If you have not sought their approval and the Claimant is a Housing SA tenant or customer, they may use their *Housing Connect* account to complete the online third-party consent.  Alternatively, or if the Claimant is not a Housing SA tenant or customer, complete the “*Consent for Housing SA to share your information with another person or organisation”* form and include a copy of the signed Consent form with this claim submission. You may select Yes to the question above if you include the signed form with your Request for Compensation submission. | | | | | | | | | |
| **Section 4: Contact Details** | | | | | | | | | |
| Preferred method of contact: | Phone  Email  Letter | | Please ensure you provide the details for your chosen contact method. You may also provide additional details. | | | | | | |
| Phone number: |  | | Email address: | | | |  | | |
| Postal address: |  | | | | | | | | |
| **Section 5: Incident Details** | | | | | | | | |
| Type of incident: | | Loss or Damage  Personal Injury | | | | If you have suffered an injury, you may wish to obtain independent legal advice before submitting a request for compensation. | | |
| Date of incident: | |  | | | | Time of Incident: | |  |
| Full Address of incident: | |  | | | | | | |
| Location of incident: | |  | | | | | | |
| Description of incident: | |  | | | | | | |
| Why do you think Housing SA is responsible for the loss or injury: | |  | | | | | | |
| What is the amount of your loss: | | $ | | | Please provide the monetary amount of your loss to assist us in considering this request. | | | |