

A GUIDE TO YOUR £500 REPAIRS ALLOWANCE

SHARED OWNERSHIP 2023 MODEL

As a Shared Ownership customer, you may be eligible to make a claim under the 'General repairs and maintenance allowance'.

Through this allowance you may be able to claim up to a maximum of £500 per year, to cover the costs of repairing and replacing faulty fixtures that:

- supply water, gas and electricity for sanitation (i.e. basins, sinks, baths and toilets), pipes and drainage
- heat your home (i.e. boilers and radiators)

Through this allowance you are unable to make claims against:

- installation of fixtures and fittings (i.e. kitchen cabinets)
- installation, repair or replacement of appliances that use your gas, electric or water supply (i.e. ovens, dishwashers and washing machines)
- repairs completed by yourself, a non-professional, or contractor which is not approved by the Trustmark scheme
- repairs or replacements carried out to an improved specification, unless unavoidable
- deliberate or avoidable damage
- instances where you have failed to arrange routine service and maintenance (i.e. regular boiler servicing)

Repairs covered by the Building Warranty, or any other Guarantees are not covered by this allowance. Please check the documents provided within your moving in pack for details on how to report these.

HOW TO MAKE A CLAIM

- 1** Check to see if there are any warranties and/or guarantees in place for the component you are looking to make a claim against, and that all routine servicing and maintenance has been completed as appropriate.
- 2** If there are no warranties and/or guarantees in place, and routine servicing and maintenance has been completed, proceed to get a quote for the repair directly with a Trustmark scheme approved contractor. To find a Trustmark scheme approved contractor, please visit trustmark.org.uk/homeowners.
- 3** Prior to works being carried out, please contact us via repairs@ovh.org.uk with a full description of the works needed and the quote from your Trustmark approved contractor.
- 4** We will get in touch with you to confirm that we are happy for the works to proceed.
- 5** Once the works are complete, you will need to contact us via repairs@ovh.org.uk to provide a copy of the invoice and a full description of the works completed, including photographic evidence (before and after) and information about the contractor used.
- 6** On receipt of your claim, we will review all documentation provided and will deliver approval or rejection in writing. In some circumstances, we may need to attend your property to inspect the repairs undertaken before approving or rejecting your claim. Please ensure you provide access as soon possible to ensure your claim is not delayed. Should your claim be rejected we will provide reasonings and advise you of the right to dispute this via our complaints and appeals process.
- 7** Upon approval of your claim, we will reimburse costs up to £500 within 28 days.