

## SHARED OWNERSHIP- CLAIM FOR REPAIRS

If your shared ownership home was built during or after 2021, you may be able to claim up to £500 a year for certain repairs, for the first 10 years. This allowance is designed to help with the cost of essential repairs in your home.

The £500 allowance applies to shared owners on the new model shared ownership lease. You can find out if you are eligible by checking your lease.

### What the allowance covers:

The allowance covers the costs of keeping in repair and proper working order, the fixtures, and fittings that:

- Supply water, gas or electricity – for example sinks, baths or pipes.
- Heat your home, for example a boiler or radiator.
- Support the structure of the building e.g. windows, doors or walls.
- Any admin fee or insurance excess in respect of a warranty may be claimed.

The work must have been completed by a *Trustmark* approved tradesperson, and the claim must be verified by whg.

### What cannot be claimed:

You cannot claim for:

- Installing other fixtures (such as kitchen cabinets) and fittings.
- Installing appliances that use your gas, electricity or water supplies, such as ovens or washing machines.
- Works already covered under a warranty, insurance policy or guarantee.

### Carrying forward unused allowance

If you do not use your full £500 allowance in one year, you can carry forward **up to one year's unused allowance** to the following year. See example below:

Year	Repairs allowance	Allowance claimed	Carried forward
1	£500	£0	£500
2	£1000 (£500 & £500)	£600	£400
3	£900 (£400 & £500)	£700	£200
4	£700 (£200 & £500)	£0	£500

## How to make a claim

- 1) Arrange the repair with a TrustMark registered contractor. You can find a contractor by visiting [www.trustmark.org.uk](http://www.trustmark.org.uk) or by scanning the QR code:



SCAN ME

- 2) Pay for the repair work.
- 3) Complete this claim form.
- 4) Send us the completed form with supporting documents of the work done, including a copy of any invoices and photographs, where appropriate.

It will take up to seven working days to review your claim, and we may contact contractors to verify invoices. We will not process any claims until the work has been carried out.

<p><b>Returning by post:</b> Complete all sections and ensure the declaration is signed. Include the original invoice and printed copies of photos. We recommend keeping copies for yourself as back up.</p> <p>Complete the bank details form and send the completed forms and documents to:</p> <p>whg – Residential Property Team 100 Hatherton Street Walsall WS1 1AB</p>	<p><b>Returning by email:</b> Complete the form, filling in all sections and ensuring the declaration is completed.</p> <p>Email the completed form along with a copy of the invoice and photos to: <a href="mailto:Residentialpropertyteam@whgrp.co.uk">Residentialpropertyteam@whgrp.co.uk</a></p>
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We will use the information you give us to assess and process your claim. We will only retain your bank details for the minimum time necessary to process any payments you are entitled to and then the bank details will be safely deleted. If you would like to know more about how we collect and use your personal information, your information rights, and how to contact us if you have any concerns, please see our website: [whg.uk.com](http://whg.uk.com)

## Your Details

Full Name(s) of owner	
Address	
Postcode	
Telephone	
Email	

## Your Claim

Claim amount	£
Description of damage and repair completed	
Name of contractor who completed the work	
Contractors <i>Trustmark</i> licence number: <b>NB- we cannot approve the claim if the contractor is not <i>Trustmark</i> approved</b>	

## Bank Details

If your repair claim is approved, whg will make payment to the bank account provided below. Please allow 21 days from acceptance of your claim

First Name	
Surname	
Address	
Name of bank	
Sort code	
Account number	

## CHECKLIST:

Contractors Invoice	<b>Yes / No</b>
Photographs of Damage / issue before work	<b>Yes / No</b>
Photographs of repair following work	<b>Yes / No</b>
Complete all sections of this form	<b>Yes / No</b>
Include completed bank details	<b>Yes / No</b>

## Declaration:

I confirm that the information given in the repair claim form is true and correct. I agree that any false statement will void my claim and may affect future claims. I have read and fully understood the above declaration

Signature

Date