General Repairs and Maintenance Allowance – How to Make 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. Ensure all routine servicing and maintenance has been completed as appropriate. You may be asked for evidence of this (any work required that is covered under a warranty/guarantee should be claimed through the policy by the policy holder).

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 https://www.trustmark.org.uk/homeowner

3. **Prior** to any works being carried out, please contact us via leasehold@lfha.co.uk with a full description of the works needed, photos and the quote from your Trustmark approved contractor.

4. We will contact you to confirm whether we are happy for the works to proceed. **Once your claim has been approved** you can organise the works.

5. Once the work is complete, you will need to contact us via leasehold@lfha.co.uk. Please provide details of the contractor used, a copy of the invoice and a full description of the work completed, including photographic evidence (before and after).

6. We will review the information provided following completion of the work and deliver approval or rejection within 7 days in writing. In some circumstances, we may need to visit your property to inspect the repairs undertaken before approving or rejecting your claim. Please ensure access is provided as soon as possible so that your claim is not delayed.

7. If your claim is approved, costs will be reimbursed within 21 days (this will come off your maintenance allowance balance). We will provide an update of your remaining balance following an approved claim.

8. If your claim is rejected, we will set out why and advise you of the right to dispute this via our complaints process.

General Repairs and Maintenance Allowance – How to Make Claim (Emergency Repairs)

Where the repair is classed as an emergency, we will agree to pay claims up to the £500 allowance, or to the remainder of the balance in your account as long as you use a **Trustmark approved contractor.**

What would classify as an emergency repair? An emergency repair is where there is an immediate risk to you, or your property that is not covered under an existing warranty, or the buildings insurance.

We will not approve a claim **after** works have been undertaken, **unless the repair is an emergency.**

Non-emergency repairs need to follow the pre claim process outlined on page 1 of this document.

To find a Trustmark scheme approved contractor, please visit https://www.trustmark.org.uk/homeowner

If there is a life-threatening emergency, call 999 immediately.

If you suspect a gas leak, call the National Gas Emergency Helpline on 0800 111 999.

Points to remember before making a claim

Shared owners are expected to...

- Check warranties relating to particular components and claim through existing policies where covered. Any items not registered which should have been, will not be covered.
- Appropriately maintain their home and ensure routine servicing and maintenance arrangements are in place (e.g. boiler servicing) and provide evidence of this as requested.
- Seek agreement from Leeds Federated prior to undertaking any work (this may involve sending pictures and description of work that needs to be done).
- Notify Leeds Federated once work is completed and provide invoice and any further evidence we require. This may include a full description of works completed, any photographic evidence and relevant information about contractor that completed the work. This must be done within 28 days of work being completed.
- Use Trustmark approved tradesperson to carry out the repair. If you do not, your claim will not be valid.
- Provide access to the property where the landlord wishes to inspect a repair.

Points to remember before making a claim (cont'd)

- If you use part of the contribution and claim for a repair that will exceed your remaining balance, you will be required to pay the remainder.

- Shared owners will not be able to claim expenditure for DIY repairs, or repairs done by non-professionals.

- Repairs where there has been a breach of lease such as deliberate or avoidable damage will not be claimable. This includes where shared owners have failed to ensure appropriate routine servicing and maintenance.

- Leeds Federated have the right to reject claims where any unapproved company which is not part of the Trustmark scheme has been used.

- Repairs or replacements carried out to an improved specification will not be eligible.

leasehold@lfha.co.uk