

Your Repairs Allowance

New Model Shared Ownership

New properties have a set time period within which the housing developer must fix defects – The defect period can vary but is usually between 12 – 24 months. For dates of your defect period, check your Handover Pack you were given when you purchased your new home. The start of the defect period is from when the builder hands over the property to us, not from when you move in. It's important to make use of the defect period so the cost of putting defects right is covered by the housing developer and not you. After the defect period all repairs are your responsibility as a shared owner.

£500 repairs allowance

Some properties, depending on the terms of your lease, will come with a £500 repairs allowance per year, for the first 10 years. It's designed to cover the cost of repairs to things that shouldn't be faulty in a new build home, such as:

- Supply of 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, for example windows, doors, or walls.

It does not include:

- Installing other fixtures (such as kitchen cabinets) and fittings (such as a bed or sofa)
- Installing appliances that use your gas, electricity, or water supplies, such as ovens or washing machines.
- Repairs covered by the building warranty or any other guarantee.

It's always a good idea to check the terms of your repairs allowance, as it can vary from one development to another. If you have any questions, or are unsure, get in contact with us and we are happy to help.

My lease includes a repairs allowance. How do I make a claim?

If you discover a repair that's needed in your new home and you're out of your defects period, you'll need to arrange for it to be fixed and claim the cost back from us, up to the value of £500 for each year of the first ten years of ownership.

You must use a Trustmark-approved tradesperson. To find a Trustmark-approved tradesperson, [click here](#)

If you break the terms of your lease, we have the right to refuse to pay for the repair. For example, if you cause damage on purpose or do not keep up with routine servicing and maintenance, such as regular boiler servicing.

Do I need to provide you with a receipt for the repair work?

To claim back the cost of the repair, you will need to provide us with an invoice which includes a detailed breakdown of the work carried out. If your invoice is approved, we will arrange for the cost of the repair to be reimbursed to you.

What happens if my claim is rejected?

If we reject your repair claim we will tell you why as soon as possible after receiving the invoice from you, along with a summary of your options.

What if I don't spend my £500 allowance?

You can carry any unspent allowance (up to £500) into the following year but cannot roll it over again. The maximum allowance in any one year will be £1,000.

What happens to the repairs allowance if I sell my home?

If you sell your home within the first ten years and your lease includes a repairs allowance, it will transfer to the new shared owner of the property. If the new owner purchases 100% of the shares, the repairs allowance will no longer be applicable as they will own the property outright.