

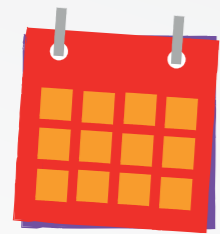
How can I claim my repair?

If you want to make a claim from the Qualifying General Repairs and Maintenance Allowance, please get in touch with us. Our team will then be able to check if the item you require repairing is not covered by a warranty or guarantee.

We will then guide you to an online form where you can provide us with information surrounding your repair. If you don't have access to a computer or smartphone let us know and we can submit the claim on your behalf through our portal.

Your initial enquiry will then be assessed, which we will then approve or refuse, and you will be notified of our decision.

Please be aware we cannot accept a repair that has already been done.



We will then notify you of our decision and will advise you of our next steps being:

1. Repair refused - We will advise you why this has happened, and let you know how you can appeal

2. Repair approved - We will provide you with guidance on having the repair undertaken and will send a link for the claim form to make the claim or if you are unable to submit an online claim we will contact you to facilitate the claim

To start your claim please get in touch with us: **0808 164 0111**
info@karbonhomes.co.uk



Contact us

Opening times: Monday to Friday 8am-6pm

Call us: 0808 164 0111
Email: info@karbonhomes.co.uk
Website: www.karbonhomes.co.uk



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Providing a strong foundation for life.

Internal repairs for your new home

A guide to help New Model Shared Ownership customers understand what repairs you are entitled to through Karbon in your new home

Repairs

We understand sometimes there may be some initial problems or defects with your new home, and we want to make sure you know exactly what repairs you are entitled to through Karbon.

New properties have a set time period within which we as your housing provider must fix defects, both external and internal – this is usually 12 months. This is called the defects period.

The 12 month period starts from when the builder hands over the property to us, not from when you as a customer receive the home.

As a Shared Ownership customer, you also now have the right to claim up to £500 per year for any essential internal maintenance to your home for the first 10 years of your lease. We refer to this as the Initial Repairs Period (IRP). For the initial 10 year period Karbon are also responsible for any external repairs to your home. This includes but is not limited to the roof, foundations, joists and external walls.

Internal repairs covered by the (IRP) period include those for essential fixtures and fittings that shouldn't be faulty in a new home.



The content in this leaflet relates to the shared ownership Affordable Housing Programme 2021 – 2026 new model lease.

What is an internal repair?

Internal repairs include anything in your home installed for the supply of water, gas, electric, pipes and drainage. This includes basins, sinks, baths and toilets. However, this does not include appliances that make use of the supply of water, gas or electricity such as washing machines or ovens.

Installations in the home for heating your home or hot water are also classed as an internal repair.

We have listed some further examples of internal repairs later on in this leaflet.



What if I don't use my annual repair allowance?

Any unused balance will roll over to the following year, but not any further. The maximum allowance you can have in any one year is £1000.



What's next?

Certain repairs are not eligible. Examples of these are:

- The damage is covered by insurance
- It falls within the defect liability period
- The repair is covered by a warranty
- The repair is a result of wear and tear or deliberate damage
- The allowance will be used for improvement works or DIY
- The repair is not carried out by an approved, Trustmarked trade contractor

Who can carry out my repair?

Once approved, the repair must be undertaken by a Trustmark approved contractor.

You can find Trustmarked Traders in your area via the Trustmark website: <https://www.trustmark.org.uk/homeowner>



Further examples of eligible repairs

Bathroom

Toilet:
Cistern constantly flowing
Cistern needs to be re-fixed to wall
Cistern not filling with water
Cistern not flushing
Cistern cracked
Cistern overflowing
Toilet bowl is cracked
Toilet bowl is cracked and leaking
Toilet needs to be re-fixed to the floor
Push button or handle broken

Bath:

Pipes are leaking
Tap is broken
Tap is dripping
Tap is loose
Plug hole grill is broken
Wash hand basin:
Fixing to the wall is loose or broken
Pipe is leaking
Plug hole is cracked
Tap is leaking
Hand basin is cracked

Shower:

Water is leaking out of the shower
Shower screen is broken
Shower tray is cracked or broken
Plug hole grill is broken
No cold water
No hot water
No water at all

Kitchen

Sink unit:
Sink unit broken or damaged
Taps and waste pipes

Tap is faulty
Sink waste pipe or tap is leaking
Tap is loose
Plug hole grill is broken

Electric

Socket or switch is not working
Socket or switch is broken or loose
No power in socket or switches

Lighting

Faulty light attached to my home
Light fitting is loose
Light fitting is broken
Pull cord is broken or loose

Heating

Gas boiler:
Boiler is loose on the wall
Boiler is faulty
Gas or water pipework to the boiler is leaking
Gas or water pipework to the boiler is loose
Electric heating:
Electric heater is loose
Electric heater is faulty or not working

Heating controls:

Room stat, programmer, or timer faulty
Room stat, programmer, or timer are broken

Radiators:

Radiator is loose
Radiator is leaking
Radiator valve is leaking or faulty

Pipework

Supply pipe or wastewater pipe is leaking or burst