



# Repair Claim Process

## LEASES AFTER 2021

Properties brought after 2021 may include an initial repair period in the lease.

An initial repair period usually lasts for 10 years and only applies if you own less than a 100% share of your home.

During this period you can claim up to £500 a year from the landlord to cover repairing, replacing (if faulty) and maintaining fixtures and fittings that supply water, gas or electric to your home.

After the period ends, all repairs are your responsibility.

### Repair Claim Process:

Please contact Customer Services on 0333 016 2000 and select option 3 to report an issue with your property as this may be classed as a defect or email [csrepairs@eastsoffolk.gov.uk](mailto:csrepairs@eastsoffolk.gov.uk)

As a shared owner you may be entitled to:

£500 for the first year of occupancy

£500 for the following 9 years.

This is subject to the repair falling under the criteria in the Shared Ownership Homes Guidance.

<https://www.gov.uk/shared-ownership-scheme/repairs-home-improvements>

To submit a repair, claim please follow the steps below:

1. Take date/time stamped photos/video of the repair.
2. Arrange for the repair to be fixed. The repair work will need to be carried out by a Trustmark approved professional. You will not be able to claim expenditure for DIY repairs, or repairs done by non-professionals. You can find local Trustmark professionals here: <https://www.trustmark.org.uk/homeowner>
3. Once the work has been completed take date/time stamped photos of the repair rectified.
4. Visit the East Suffolk Council website and complete the "Shared Ownership Repair Claim" form within 28 days of work being completed.  
This form is located in our shared ownership area under the housing section on our website.  
Make sure to upload the evidence you have collected which includes photos, invoices, and receipts.

If you don't have access to the Internet, please contact our Customer Services on

0333 016 2000 and select option 3 for the form to be filled out over the phone.

Evidence to support your claim will still need to be submitted via post or delivered to one of our offices FAO Housing Shared Ownership team.

Once the claim and all required evidence has been submitted, you will be contacted within 7 days to advise of the outcome.

We will reimburse costs within 21 days of the completed repair claim being approved provided you have provided correct account information and evidence required.

Once a claim has been approved East Suffolk Council will update you of your remaining allowance.

East Suffolk Council will also provide you with an update of your remaining allowance at the end of each year.

Where a claim has been declined, we will set out why in writing within 7 days from receiving supporting information of the claim, advising of the right to dispute the decisions, and setting out the complaints handling process.