

# REPAIR CLAIM FORM



## AFFORDABLE HOUSING PROGRAMME 21-26 SCHEME

**If you bought your shared ownership home under the AHP (Affordable Housing Programme) 2021 - 2026 lease, you can claim up to £500 a year for qualifying repairs for 10 years from when the build was completed. To make a claim, it must be first verified by Accent, and then we will approve or reject it.**

To make a claim you need to complete this form and provide supporting documents of the work done. As part of this process, we may contact contractors to check invoices submitted to us.

### **Completing by hand and returning by post:**

- Complete the form in pen, check you've filled in all sections and ensure the declaration is completed.
- Include the original invoice and printed copies of photos. Don't forget to keep copies for yourself as back up.
- Please input your bank details into the separate bank details form.
- Send the completed form and documents to: Accent Housing Limited, West Point, Lynch Wood, Peterborough PE2 6FZ. (We would recommend using Royal Mail recorded delivery so you have proof of postage.)

### **Completing electronically and returning by email:**

- Complete the form using PDF reader software (for example, Adobe Acrobat Reader), filling in all sections and ensuring the declaration is completed.
- Email the completed form along with a copy of the invoice and photos to: [SOrepairclaims@accentgroup.org](mailto:SOrepairclaims@accentgroup.org)
- Please input your bank details into the separate bank details form.

It will take us around 7 working days to review your claim. Once we have, we will let you know if it has been approved or rejected.

We will not process any claims until the work has been carried out.

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## **YOUR PERSONAL DETAILS**

We will use the information you give us to assess and process your claim. Details of the claim will be saved to your records; however, 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: [www.accentgroup.org/how-we-use-your-information](http://www.accentgroup.org/how-we-use-your-information)

### ***Your details***

First Name:  Last Name:

Address:

Postcode:  Telephone:

Email address:

## YOUR REPAIR CLAIM

Claim amount:

Description of damage and repair completed:

Name of the contractor who has done the work:

We cannot approve the claim if the contractor is not Trustmark-approved.

What's the contractor's Trustmark licence number?

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## CLAIM CHECKLIST

Have you included the contractor's invoice?  Yes  No

Have you included photographs of completed repair (max 2)?  Yes  No

Have you included photographs of damage before repair (max 2)?  Yes  No

Have you completed all sections of this form?  Yes  No

Have you completed the bank details and provided the correct bank details?  Yes  No

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## 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.

**Name:**

**Date of claim:**