



## Have you been contacted by a solicitor about making a Disrepair Claim?

There are a number of people currently working for claim handlers/solicitors in your area who might come and speak to you about placing a disrepair claim against Mosscare St Vincent's Housing Group.

These companies do not have your best interests in mind - they just want to make money. They may ask you to sign a document which ties you in to a legal binding contract on a 'No win no fee' basis.

### Please think carefully before making a claim against Mosscare St Vincent's

as we defend all cases brought against us robustly and have a good record of winning them.

If you do decide to make a claim, part of the pre action protocol for disrepair claims will be that our Surveyor will carry out a survey of your home to check for repairs, any damage, and the condition and cleanliness of your home. If we find any damage you have caused during your tenancy and it is not as a result of fair wear and tear then Mosscare St Vincent's will look to recharge you for these repairs and take tenancy action.



Please note, we can ask the court to award court costs in our favour and these costs will have to be repaid by you.

Every claim we have to defend incurs costs to Mosscare St Vincent's. This has a real impact on providing services to our customers and improving homes.

If you feel pressured or you are not sure what to do when they approach you, or have any outstanding repairs or queries, please give us a ring on 0161 226 4211/ 0161 772 2120 and **we will be able to help you.**

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#MoreOpportunities



#MoreSupport



#MoreHomes



#MoreMSV

## get in touch

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Moss Side, Manchester, M14 4AA  
☎ 0161 226 4211

Old Trafford Office:

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Old Trafford, M16 9HQ  
☎ 0161 772 2120

Mossbank Homes:

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Bredbury, Stockport, SK6 2LF  
☎ 0161 474 8340

Homecare & Repair

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