



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

We are aware 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.

Unfortunately these companies do not have your best interests in mind but are doing this to make money. They may therefore ask you to sign a document which ties you in to a legal binding contract on a 'No win no fee' basis.

It is important to think carefully before making a claim against Mosscare St Vincent's as we defend all cases brought against us 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. This survey will 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 if we are successful and win the case, we can ask the court to award court costs in our favour and these costs will have to be repaid by you.

When we have to defend a claim, this is not covered by our insurance. Therefore the costs incurred in defending a case are taken out of our budgets which have a real impact on Mosscare St Vincent's providing the services to our customers and improving their homes.

If you feel pressured or 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 and we will be able to help you.



આ દસ્તાવેજ ગુજરાતી ભાષામાં પણ ઉપલબ્ધ કરી સકાય છે. જો આપને આ સેવા જોઈતી હોય તો મહેરબાની કરીને મોસકેર ઢાઉસર્વિસનો 0161 226 4211 નંબર પર સંપર્ક કરો.	GUJARATI
یہ دستاویز اردو میں بھی فراہم کی جاسکتی ہے۔ اگر آپ کو یہ خدمت چاہئے تو براہ مہربانی ماسکیر ہاؤسنگ سے 0161 226 4211 پر رابطہ کیجئے۔	URDU
نه م دۆکیومینته په زمانه کوردیش هه په، نه گه ر ده ته ویت نه مخزمه تگوزاری په به کار بهنیت تکابه په یوه ندی بکه به Mosscare Housing مۆسکیر هاوسینگ، په ژماره ته لیفۆنی 01612264211	KURDISH
Mbarakha izi hukhadirowa khfanyowa ka lugha la CHIMINI. Fanya ihsani biga simu ya Mosscare Housing. Nambari ni 0161 226 4211 ikiwa we takhusula kusaidowa ka jawabu iyi.	BRAVANESE
Ta broszurka jest dostępna w języku polskim. Aby poprosić o wersję polską, prosimy skontaktować się z Mosscare. 0161 226 4211	POLISH
این مدارك همچنين به زبان فارسي موجود مي باشند. در صورت نیاز به این خدمات لطفا با ماسکر هاوزینگ (Mosscare Housing) با تلفن: 0161 226 4211 تماس بگیرید.	FARSI
Waxaad kalood qoraalkani ku heli kartaa af Soomaali. Fadlan la soo xiriir hay'adda guryaha ee Moscare telefoonka 0161 226 4211	SOMALI



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get in touch

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7th Floor, Trafford House, Chester
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The Pod:
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Manchester, M14 4RE
☎ 0161 226 4211

Mossbank Homes:
Highgate Centre, Bents Avenue
Bredbury, Stockport, SK6 2LF
☎ 0161 474 8340

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41 Bury Rd, Haslingden,
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