



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 MSV Housing.

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 MSV 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.

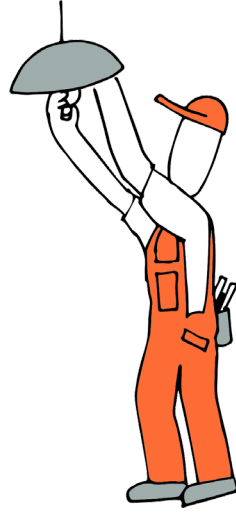
This survey will check for repairs, any damage, and the condition and cleanliness of your home. If we find any damage you have caused during your tenancy and it is not as a result of fair wear and tear then MSV will look to recharge you for these repairs and take tenancy action.

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 MSV providing the services to our customers and improving their homes.



If you feel pressured or unsure what to do when a solicitor approaches you, or have any outstanding repairs or queries, please contact us:

-  Via 'My MSV' (on our website at www.msvhousing.co.uk)
-  enquiry@msvhousing.co.uk



If you would like this leaflet in another format or language please use the **accessibility toolbar** on our website, or **contact us**

'اگر آپ کو مدد یا ترجمہ چاہیے تو برائے مہربانی نیچے دیئے گئے نمبر یا ای میل ایڈریس پر ہم سے رابطہ کریں'

