



Have you been contacted by a solicitor about making a disrepair claim?

We have been made aware that there are a number of people currently working for “claim handlers/referrers” in your area who might come and speak to you about placing a disrepair claim against MSV Housing.

We have been told of occasions where these companies even pretend to work for MSV Housing and customers have been put under real pressure to sign “no win no fee” contracts, which they are then able to leave without paying the solicitors to do so.

Unfortunately these companies may not have your best interests in mind; ultimately they are in this business to make money; they actually get paid substantial sums of money to refer cases to solicitors who then look to bring no win no fee claims against MSV Housing.

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 success in doing so.

If you are experiencing problems in your home and need repairs carrying out and feel that we have not responded appropriately, it is essential you let us know. We would ask that you email us at enquiry@msvhousing.co.uk.

If you are not happy with our service, we would encourage you to use our complaints process. If our service has been below standard, we can pay you compensation without the need for a solicitor to become involved.

If you do decide to make a Court



claim, part of the process 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 you lose 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.

We urge you to work with us to ensure the condition of your home meets the standards that you and we both expect.



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



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

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