



together
housing



**Be
Aware**

**Don't fall for disrepair
claim handlers operating
in this area!**



You may have been approached by people working for a Claim Handler or Solicitor who are talking to you about cases of disrepair to your home and advising you to take out a claim against your landlord.

Together Housing takes its responsibility to repair very seriously and will always attempt to make repairs in line with our repairs policy, which forms part of the tenancy housing agreement.

Because of this Together Housing will always defend all cases brought before them, which are not covered by insurance and is often an unnecessary cost that could be better used for property improvements.

These cases are not always what they seem. If your case does not turn out to be profitable for them, you may find:

- You get a bill for all or some of the legal costs.
- You get a bill for the costs of a surveyor.

Make sure you:

- Always ask the right questions.
- Check the small print.

Help us get it right first time by:

- Reporting all repairs quickly.
- Making sure you are in for your appointment.
- Raising any complaints you have with us directly.

You can report repairs online at:

www.togetherhousing.co.uk

or by calling **0300 555 5560**