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## Repairs and maintenance in your Shared Ownership home

[www.abrihomes.co.uk](http://www.abrihomes.co.uk)

If something goes wrong in your home, it's not always clear who should step in to fix it.

The short answer? It depends on:

- how long you've owned your home
- what's gone wrong.

The good news is—you don't have to figure it out alone. We'll guide you through it.

### Common repair issues

Not sure where the issue fits? Here are some examples.

#### Inside your home (this is usually your responsibility):

- boiler or heating faults
- leaking taps or pipework
- blocked sinks or toilets
- electrical faults (like tripping circuits)
- internal decoration or minor cracks in walls (under 4mm)
- appliances not working.

#### Structure and outside (we'll usually handle this in the first 10 years)

- roof leaks
- problems with external walls or render
- structural movement
- shared drains or pipework.

#### Build defects (first 12 months only)

- poor workmanship (e.g. badly fitted doors or windows)
- faults that were there when the home was built.

## How things change over time

### Year 1: the builder puts things right

For the first 12 months after legal completion, the builder is responsible for fixing any defects.

What do we mean by a defect?

Something that wasn't right when your home was built—not everyday wear and tear.

Spot something? Let us know and we'll take it up with the builder for you.

### Years 1-10: the initial repair period

If your home was built under the newer Shared Ownership model, you may have a 10-year initial repair period.

Here's what that means:

- you're responsible for day-to-day repairs
- we'll support you with essential repairs
- we'll usually cover structural and external repairs.

This support only applies while you own less than 100% of your home.

### After 10 years from the start of the lease (or if you own 100%)

At this point, most repairs become your responsibility, in line with your lease.

## Your repairs allowance (years 1-10)

To help with unexpected costs, you can claim a contribution towards some repairs.

### What you can claim:

- up to £500 each year
- any unused amount rolls over (up to a maximum of £1,000).

### What it helps cover

Essential repairs to things like:

- heating systems (for example, your boiler)
- water, gas and electricity systems
- pipes and drainage
- toilets, sinks and baths.

### What it doesn't cover

There are a few things the allowance won't apply to, including:

- appliances (like ovens or washing machines)
- routine servicing (such as boiler servicing)
- decoration
- improvements or upgrades
- repairs already covered by warranty or insurance
- issues caused by damage, misuse or neglect.

### How to use your allowance

Here's how it works.

1. **Give us a call first**  
We'll check if your repair qualifies.
2. **Get a quote**  
From a TrustMark-registered tradesperson.
3. **Send us the details**  
Include photos and your quote.
4. **Wait for approval**  
We'll confirm how much we can cover.
5. **Go ahead with the work**  
You arrange the repair and pay the invoice.
6. **Send us the invoice**  
We'll pay the agreed amount into your account.

## How to report a repair

We'll keep this simple.

### Step 1: Check who's responsible

### Step 2: Get in touch

- Call: 02380 628340
- Email: [customercare@abri.co.uk](mailto:customercare@abri.co.uk)

For an emergency outside working hours call 0300 123 1567.

### Step 3: Tell us what's going on

Please send us:

- your address
- a brief description of the issue
- photos (if you have them).

We'll take it from there.

### A quick note on appliances

If something like your oven or fridge breaks:

- check your manufacturer warranty
- contact them directly.

These aren't covered by us or the builder.

## Not sure if it's a defect or a repair?

Here's a simple way to think about it:

- **Defect** - it was wrong from the start
- **Repair** - it's worn out or stopped working over time.

Still unsure? Give us a call—we'll help you figure it out.

### Before you report it...

Some issues have quick fixes you can try first.

- Blocked sink? Try a plunger.
- Electrics tripping? Try resetting the fuse box.
- Condensation? Open vents and use extractor fans.

If it's still not sorted, we're here to help.

## Your lease matters

Every Shared Ownership home is a little different:

- check your lease or Key Information Document for details
- that's the final word on who's responsible.

## Need a hand?

If something's gone wrong, don't stress—we'll work through it together.

Give us a call, send us a message, or drop us an email. We'll point you in the right direction and help get things sorted as quickly as we can.