



How to wrap up your home repair

Description



Don't let home repairs become a drain – let MMHS take the strain.

You can even claim the cost if the job is MMHS's responsibility. For repairs costing less than £250, all you have to do is arrange the job and give MMHS the contractor's invoice for reimbursement.

To make the path to repair run smoothly, simply follow these steps:

1 Check responsibility

Before arranging any work, check resident and landlord responsibilities in the *Residents's Handbook*. If unsure, contact the Property and People Services Department for advice.

2 Check insurance

Contractors need Public Liability Insurance. Provide a copy of their insurance to MMHS alongside any invoice or quote. This applies to all reimbursable or authorised works.

3 Request invoice

Once the repair is done, ask the contractor for an itemised invoice clearly showing:

- contractor's name and contact details;
- description of work completed;
- total cost;
- date of the work.

Then submit the invoice to MMHS for reimbursement.

4 Submit invoice

Email your invoice and contractor's insurance document to property@mmhs.org.uk or post copies to the MMHS office at 109 Baker Street, London W1U 6RP.

Invoices should be attached to your request in Word, Excel or PDF format. We can accept jpg documents as long as the image is clear and not too small. Other document types cannot be opened.

Don't send any links for a contractor's website or your own Google accounts as these need passwords and MMHS should not/cannot access these. Often these can be quarantined by the MMHS server in case they're dangerous, so your email may be rejected and not reach us.

5 Get quotes

For larger repairs, prior permission and quotes are required, as listed:

- for repairs costing £251-£500 obtain *one* quote and await approval before instructing work;
- for repairs costing £501-£1,000 obtain *two* quotes and await approval;
- for repairs costing more than £1,000, contact MMHS for guidance before arranging anything.

If you're unsure about choosing a contractor, sourcing quotes, or what is eligible for reimbursement, the MMHS team is always happy to help. Call us on 020 3848 6020.

Category

1. News & reviews

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