

NEW HOME GUIDE



LANCET
HOMES



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SECTION 1

INTRODUCTION

What is in This Booklet?

This booklet is your New Home Guide and contains important information on maintaining your home.

If you have a potential defect, please refer to this booklet in the first instance to see whether it is covered by your warranty, covered by your one or two year builders defect period or whether it is in fact not a defect.

The booklet also contains guides to common maintenance requirements. The maintenance guides are not exhaustive and you should refer to any manufacturer's information or user guides.

The following tasks should only be maintained by a qualified professional:

- All gas and heating appliances
- All electrical appliances

Our Policy on Defects

Your new home will have been checked prior to you moving in, to ensure that the process is as easy as possible, with our Site Manager having carried out his own inspection of the property, as well as the property having been inspected by your warranty provider. Defects will still occur and the policy for dealing with these is set out below:

When you move into the property you will be asked to undertake an inspection, at key handover, to identify any damage to fittings, fixtures and surfaces. You will then be asked to sign for your keys and also to confirm that there are no obviously damaged items within the home. We commonly see damage to plasterwork, furniture and fittings when customers move their own furniture into their new home, so this initial inspection will ensure that any items damaged before you move in, are correctly recorded for action by our Site Management and Customer Care teams.

Once you have moved into your home, we ask that you provide a defects list after 7 days, identifying any minor faults or defects which have been encountered as you start to use the property. This list must be submitted in writing using the 7 Day Customer Defects List Form which you will receive a copy of. We will then look to carry out all repairs to any genuine defects within 28 days, subject to access being available.

Any defects reported after the 7 day list, will be dealt with in order or priority.

Emergency defects such as electrical faults and gas or water leaks should be notified immediately to the Site Manager or the Customer Care team using the contact details provided. These will be actioned as appropriate to the severity of the issue.

Beyond the two year or one year period of cover by the builder, your warranty provider will be responsible for any structural defects and you should contact your warranty provider if any problems occur.

Access Arrangements

Access to attend to defects will be requested between 7:00am and 4:30pm Monday to Friday. We do not undertake any defect rectification works at weekends or in the evening. You should remove all personal effects and furniture from the working area prior to any operatives attending.

Access will be arranged by prior appointment. Should you be unable to provide access at the agreed time, we will make a further attempt to arrange an appointment. After three attempts, the defect will be removed from the list of outstanding items and any works undertaken will be at our discretion.

Time taken off work to provide access, will not be reimbursed.

WHEN	ACTION	CONTACT
At key Handover	The Site Manager and/or Sales Advisor will carry out a home demonstration and key handover. Please notify them of any evident damage to furniture, fittings and finishings and note these on the key handover form	Site Manager & Sales Advisor
7 day Snag List	Provide a hand written list on the form provided, identifying any problems that have arisen We will aim to complete works within 28 days	Customer Care
Up to 24 months	Email customer care department with any further defects We will aim to complete these works within 6 weeks	Customer Care
After 24 months from legal completion	Responsibility passed to Warranty Provider and homeowner	Warranty Provider

Urgent items must be telephoned to the Customer Care department during office hours. Out of hours contact details will also be provided by your Sales Adviser, at handover.

SECTION 2

MAINTENANCE & CARE OF YOUR NEW HOME

Regular Tasks to Undertake as a Homeowner

As you would expect, there are many areas within your new property that will benefit from regular maintenance. In particular, we recommend that locks and hinges to windows and doors and garage doors/cables are regularly lubricated to help keep the mechanisms in good working order.

Holidays/extended periods of non-occupancy

We would recommend that you take all necessary precautions before going away on holiday or leaving your home unoccupied for long periods of time.

This may include turning off water supplies using the stop-cock (the position of which will have been pointed out at your home demonstration), draining of water and switching off electrics, all depending upon the period and time of year that the property will be unoccupied. Please consult a qualified plumbing and heating contractor or electrician for guidance.

Window cleaning & maintenance

Please be aware of the safety risks and possible damage to roof tiles caused by window cleaners standing on the low level roof to clean the external side of your first floor windows.

Glazing and window frames should be cleaned with warm soapy water and a soft sponge or cloth, with excess soap rinsed away after cleaning. Take care when cleaning window frames and glass to ensure you do not scratch the surfaces or damage any mastic sealant. Please take care with jewellery which can easily scratch glazing.

Do not use alkaline based or abrasive cleaners.

Moving parts should be regularly oiled following removal of debris with a damp cloth.

Door furniture, towel radiators & Shower Screens

Chrome fittings require cleaning with non-abrasive cloths. Do not use polish.

Paintwork

We would advise you to wipe away any dust that may accumulate on your interior paintwork with a dry cloth. Use of damp/wet cloths can damage the paintwork to the walls.

Plumbing

Cleaning is recommended on a daily/weekly basis to prevent build-up of limescale and watermarks on fittings.

Taps

To clean, just wipe with a soft soapy sponge, rinse and wipe dry. Do not use abrasive cleaners, scouring pads, powders or wire wool and don't let the tap come into contact with paint stripper or chemical de-scaling agents.

In 'hard' water areas, limescale may build up around the spout of your tap. We recommend that you tackle this by cleaning with vinegar or lemon juice. Do not attempt to remove this with a knife or sharp instrument as this may lead to scratching on the surface and could be dangerous

Vinyl Flooring

Refer to the information provided at handover.

External GRP doors

To prolong the furniture and the paint finish of the door, regular dusting with a soft cloth or brush, supplemented by occasional washing with warm soapy water, is recommended.

After regular dusting, it's advisable to apply a good quality wax polish.

Lubricate door mechanisms with light oil about once a year

Fascia and soffits

Cleaning should only be undertaken by trained personnel, using appropriate access equipment. Wipe using a solution of water and washing up liquid. Do not use any form of abrasive or alkaline cleaners that can damage the surface.

External Render

Any organic growth on your render will alter the appearance of the surface. Gently remove any ivy, moss or other greenery using a brush, and then treat the entire wall with a render cleaner such as Weber CL150.

Even if there's no sign of growth on the building, it can be a good idea to give it an occasional wash a render cleaner, which will kill a broad range of bacterial, fungal and algal species including green algae. This will not only keep the render looking fresh, but will slow down algae build-up before it becomes noticeable.

To remove stains from your render, wash down using water and a mild detergent. Take care to adjust the water pressure to avoid damage to the render.

Please note: Pressure washing is unsuitable for dry dash finishes.

Gutters and drains

Gutters can easily become clogged with leaves, especially in the autumn. All gutters, drains and drainpipes need checking regularly and cleaning once a year to ensure that they are free of all debris.

If gutters are left unattended, rainwater may spill over and saturate the brickwork which, in turn, may allow dampness to penetrate through the wall. Please take care when checking or cleaning gutters by making sure the ladder is secure.

Testing Electrical Fittings

Your consumer unit is fitted with RCBs which have a test button and you should carry out the test regularly as recommended by the manufacturer.

Check the operation of smoke alarms using the test button as recommended by the manufacturer. Replace batteries as soon as the alarm indicates that these need replacing. Depending on the model fitted, you may need an electrician to change the batteries.

Caring for Your New Home

Your new home will require maintenance as above, but there are also some other things to look out for.

Drying out

Traditional materials used in the construction of your home such as bricks, blocks, mortar, concrete, timbers and plaster will have absorbed considerable quantities of water during the construction process. The drying out process of your home will still be ongoing when you move in and, in order to minimise shrinkage cracks and the warping and twisting of timbers, it is essential that your home is allowed to dry out as naturally and as slowly as possible.

This process can be greatly aided by not overheating the home initially with conservative use of the central heating system where possible. We recommend that central heating thermostat settings should be no higher than 18 degrees centigrade unless extreme weather conditions are being experienced.

The drying out process will result in the creation of additional moisture, although you may not notice. It is therefore imperative that your new home is ventilated as much as possible during the initial period.

While it may prove difficult to leave windows open, most window frames are fitted with trickle vents which should be used as much as possible. Internal doors within your property should be left open where possible to allow appropriate circulation. Wardrobe and cupboard doors should also be left ajar to prevent the formation of mildew.

Extractor fans should be used whenever water vapour is being produced, i.e. cooking, washing clothes and bathing.

The fan should be left running until any noticeable vapour has cleared.

Efflorescence

The white powdery substance that sometimes accumulates on brick surfaces is called efflorescence.

This is a natural phenomenon and one of the consequences of your home 'drying out'. It is caused by natural salts coming out of the wall materials. These salts on the external walls cannot be prevented but can be removed by gently scrubbing with a soft brush. Over time, this efflorescence will disappear, although it may reappear after damp weather.

Condensation

Condensation occurs on cold surfaces such as windows, floors and walls and can cause you problems.

It can damage decorations, floor coverings, clothes and bedding. It can also cause mould to grow on walls and ceilings:

- Keep all rooms warm and ventilated
- Keep the kitchen door closed when cooking, washing or drying clothes. Open a window or use an extractor fan where possible
- Keep the bathroom door closed when using the bath and open a window or use an extractor fan where possible
- Avoid the use of paraffin heaters and flueless gas heaters in unventilated rooms. Paraffin produces a volume of water equal to the volume of fuel used

If condensation has already occurred there are a number of things you can do to help:

- Mop up as much as possible
- Heat the room
- Open the windows a little

Roofs

Tiles on sloping roofs are brittle and easily cracked. They are not designed to take a person's weight.

Anyone working on the roof, for example to install a television aerial, must use a ladder.

Access chambers

Access chambers give access to the drains, usually where branch drains join together. Do not obstruct or cover them with soil, you may need to get access to them quickly if there is a blockage.

Damp-proof course and air bricks

If soil or other garden material is piled up against the outside walls it may cover the damp-proof course and cause rising damp. Your house may also have air bricks beneath the damp proof course to ventilate the underside of the floor. These must not be blocked as this will prevent the flow of air.

Driveway

Your drive will be constructed in either tarmacadam or proprietary paving.

- The driveway has not been designed to accommodate the weight of the removal van on the day of your move.
- Avoid turning the wheel when the car is stationary as this may cause the wheels to damage the surface.
- Ladders and motorcycle stands can also cause depressions in new drives – to avoid this, use a small section of board to prevent areas of concentrated pressure.

Roof Spaces

When entering the roof space, do not disturb the insulation because it will create dust. Wear a suitable mask over your mouth and nose if you are there for any length of time. Always walk on boarding or joists, as ceilings are not designed to take your weight.

Take care if storing any items in the roof space, as your roof may not have been designed to support additional loads. Seek advice from a structural engineer if in any doubt.

Do not place items on top of extract fans, ducting or light fittings as this can create fire hazards and prevent correct operation.

Your Gardens

Caring for newly turfed lawns

These notes are a guide to the essential tasks you will need to carry out to maintain your lawn.

We strongly recommend that you refrain from walking or letting children and pets on to the lawn for at least 28 days after the lawn has been laid, this will allow the lawn to settle down evenly.

If your turf has been laid before you move in and it doesn't rain within 24 hours of moving in, you must water the turf. It is important not to let the turf get dry and shrink as this will cause gaps and the edges of the grass will die. If the turf should open up, apply fine soil or compost and fill in the gaps. For watering, a hosepipe with suitable sprayer is the best method.

Mowing can commence as soon as the turf starts growing, just topping at first as the lawn gets established, then reducing the cut. Regular mowing discourages coarse grasses and weeds and makes fine grasses produce fresh shoots.

Pets can cause damage to lawns and you should ensure that use of any lawned areas by pets is monitored for signs of damage. The following tips may lessen any damage:

- Dilute any urine spots on the lawn right away. As soon as you notice any urine spots on your lawn, you should pour several cups of water on the spot to dilute the urine.
- Making sure your lawn is healthy and maintained on a daily or weekly basis will help to keep it more resistant to damage. You should make sure you use nitrogen fertiliser when you fertilise your lawn, as the nitrogen can help to neutralise any urine

Do not allow the grass to get too long and then cut it short. This will cause destruction of the fine grasses and will weaken other grasses. It is advisable to mow with a grass box and change the direction of mowing from time to time.

A lawn needs nitrogen (this greens the grass and stimulates leaf growth), phosphates (to build up the root system) and potash (this stimulates healthy growth). These can be obtained by buying a propriety brand of lawn fertiliser. All fertilisers should be well watered if no rain occurs within 48 hours.

Trees

There may be an approved landscaping scheme for the development which may require the builders to plant trees or shrubs in your garden during the appropriate season.

Planting trees and shrubs can make your garden more attractive, but be careful, trees and hedges take moisture out of the soil. If you have a clay soil, new planting may cause the earth to shrink, while removing existing trees and hedges may make it swell. Excessive shrinkage or swelling could damage foundations. Much depends on the type, size, and location of trees and the type of clay. You should obtain advice from an expert before planting new trees, or if a large tree dies, or if one has to be severely pruned.

Be careful not to plant trees near your neighbour's house. They could cause damage and you could be liable for the cost of repair.

Recently planted trees and shrubs may need to be watered copiously during their early life if they are to get away to a good start. Before cutting down or pruning a mature tree, check with your local authority to make sure that it is not protected by Planning Conditions, conservation area restrictions or a Tree Preservation Order.

Minor Alterations to Your Home

Most alterations made to your home will invalidate your New Home Warranty. Please check with your warranty provider before making any alterations after the two year builder guarantee period or with your builder before two years from legal completion.

However, you can do simple tasks such as hanging shelves and pictures, providing you follow some simple guidelines.

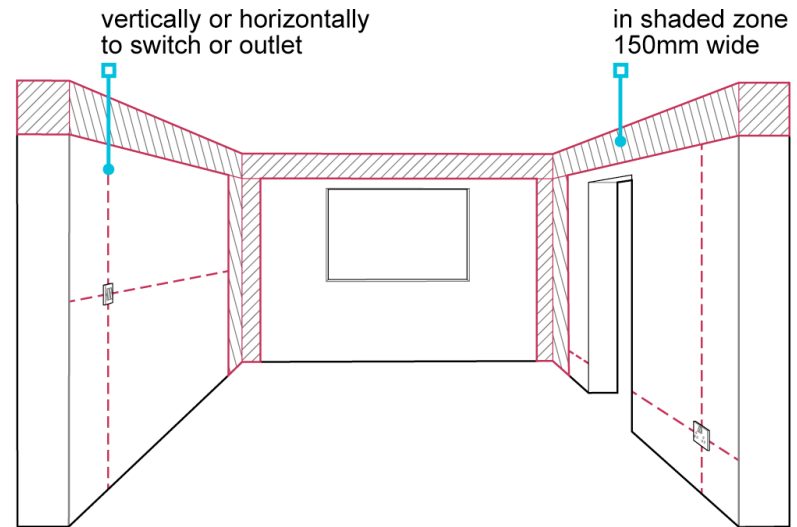
Fixing to Walls

There may be buried services behind the plaster. A cable detector may help locate services but if in doubt, seek professional advice. Refer to the electrical installation zones diagram (below), which may help you avoid any pipework or cables.

Cables and pipework are likely to be located:

- Within 150mm of the corner of a room or ceiling
- Horizontally or vertically from a socket or switch position
- Horizontally or vertically from a radiator, pump or boiler position

Where the position of switches or sockets can be determined from the reverse side of the wall or partition, the zone on one side of the wall or partition applies to the reverse side.



Pipework may be buried behind the wall adjacent any radiators. Please test for buried pipework using appropriate detectors. As the pipework may be plastic, do not rely on standard metal detectors.

Ensure that the method and number of fixings used will support the load. Solid walls will require different fixings than hollow partition walls. If in doubt, seek advice from a professional.

Electrical and Plumbing Alterations

Replacement of any light fittings, sanitaryware, taps, sockets, etc. may invalidate your New Home Warranty.

Any works carried out to alter the plumbing and electrical installations within your home should be carried out by competent persons and you should check with your warranty provider as to whether the works may affect the cover provided. Any fittings replaced/altered will not be covered by either the warranty provider or builder.

Incoming Services Guide

Gas

Your gas meter, monitoring the amount of gas used, will be indicated to you at the home demonstration. Also, within the cabinet, is the cut off valve. If for any reason you require to isolate your gas supply, then you will need access to this cabinet. If you require access to the meter cabinet you will require a key.

If you suspect a gas leak:

- Extinguish all flames
- Turn off the gas at the meter box
- Open the doors and windows
- Contact the Gas Emergency Helpline on 0800 111 999
- Do not operate electrical appliances or switches
- Where practical, leave the property

Electricity

Your electricity meter, monitoring the amount of power used, will be indicated to you at the home demonstration. If you require access to the meter cabinet you will require a key.

The electrical consumer unit will also be indicated at your home demonstration. All switches (circuit breakers) on this unit will be clearly marked to identify the circuit that is operated. It should be noted that these circuit breakers are very sensitive and should, for example, a bulb blow, then it may be enough to trip the circuit breaker. If such a fault should occur then, in the situation with the failed bulb, the bulb should be replaced and the circuit breaker switched back to the on position.

If however, it is an appliance that is repeatedly causing the circuit to trip, it is highly likely that the appliance (or its plug) may be faulty. This can easily be checked using alternative appliances in the same power socket. If repeated disruption of this nature continues with no obvious explanation, you should notify a professional as soon as possible.

Water

Plumbing problems account for the largest number of service calls for new homeowners, many of which can be prevented through good practice.

You should check for the following regularly:

- Leaks
- Loose waste connections under sinks and appliances
- Shrinkage and settlement to bath and shower sealants

The cut-off mains' cold water stopcock will be indicated to you at your home demonstration. It is designed to isolate the water supply after it enters your house – however, if you need to isolate this supply before it enters your house, then this is done at the stop tap located outside your property (each individual resident should make themselves aware of the position). The water meter is also normally located next to the stop tap.

Small valves may also be provided on the supply line adjacent to each toilet cistern and could be used if the supply to the cistern requires isolation.

Heating System Maintenance

Heating Systems

Your boiler will come with a manufacturer's warranty which will remain valid for the period stipulated in warranty information provided to you during the key handover. To benefit from this warranty, you must follow the requirements set out in the manufacturer's guides. This will include servicing of your boiler and completion of the registration documents provided. If any faults occur with your boiler, you will then be able to contact the manufacturer, within the warranty period, to have any necessary repairs carried out.

There are some common faults which may occur and may not require a boiler engineer, such as loss of pressure or frozen condensate pipes. Both of these may be resolved by a competent person and we would urge you to read the user guides for the heating system, for further information.

Your heating system may also require bleeding from time to time (not usually in the first six months). This can usually be identified when a radiator/radiators are cool at the top.

This usually means an air lock in the system. This reduces heating efficiency and, if the air is not removed, it can also lead to rusting inside the radiator. To release the air:

1. Turn off the heating
2. Attach a radiator key to bleed valve and turn anticlockwise.
3. Open the valve with care – it can come out completely. Just open it enough to hear the hiss of air escaping. Hold a cloth under the bleed valve to catch the water when the last of the air is released.
4. When water comes out, close the bleed valve. (Radiator keys are available from any DIY or hardware store).

SECTION 3

IS IT A DEFECT?

Defects Checklist

The following information is intended to offer guidance on issues which may occur in the first few months after moving into your new home. The list is not exhaustive but covers the more commonly reported issues and what you can do to resolve them, who they should be reported to and whether they are covered by the builders two year cover period or structural warranty.

Please also refer to your warranty document which may provide further information or contact the Customer Care team with any queries.

ITEM	INFORMATION
Alarms	<p>Smoke Alarm/CO alarm Installation or product failure is protected by one/two year builder's cover. Please report to Customer Care.</p> <p>Note: regular cleaning to avoid dust build up and testing/ replacement of the battery back-up is the Homeowner's responsibility.</p> <p>Intruder Alarms (if fitted) Installation or product failure is protected by one/two year builder's cover. Please report to Customer Care.</p> <p>Note: servicing of the alarm system and battery replacement are the Homeowner's responsibility.</p>
Blocked Drains / Wastes / Traps	<p>Blockages not caused by the Homeowner are protected by one/two year builder's cover. Please contact Customer Care or the Out of Hours emergency contact numbers.</p> <p>Blockages caused by the Homeowner are not covered.</p> <p>Note: Blockages which occur more than once will be investigated and if no defect is identified we reserve the right to recover our costs and/or decline ongoing visits.</p>

ITEM	INFORMATION
Boiler / Central Heating System	<p>Boiler Warranty is provided by the Boiler Manufacturer. For further advice please contact Customer Care or the Out of Hours Emergency contact numbers.</p> <p>Note: servicing of the boiler, cylinder and expansion vessel are the Homeowner's responsibility. If an annual service is not carried out this can affect the life expectancy of the system and will mean we cannot provide assistance in the event of a breakdown.</p> <p>Loss of Pressure If the system fails to re-pressurise after topping up this may require further investigation. This is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: Topping up the system is part of normal maintenance and is not covered.</p> <p>Noisy Pipes Investigation/repair of loud noises that persist is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: Some minor noise can be expected due to the expansion and contraction of water pipes and this is not covered.</p> <p>Radiators Investigation/repair if the radiator fails to heat after bleeding is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: Bleeding radiators is part of normal Homeowner Maintenance and is not covered.</p>
Brickwork	<p>Structural defects are protected by both the builder's one/two year cover and the structural warranty.</p> <p>Cosmetic damage such as minor chips and occasional mortar residue are not covered.</p> <p>Note: Efflorescence (white deposits) may occur on bricks as they dry out and this is to be expected. See Section 2 for further information.</p>

ITEM	INFORMATION
Colour Variation on materials e.g. wood, tiles, granite, marble	<p>Colour variations are to be expected in organic and/or mass produced products. Colour variations are not a defect and are not covered.</p>
Cracks	<p>Brickwork & Mortar joints</p> <p>Investigation/repair of cracks wider than 3mm is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Minor cracking - less than 3mm wide (width of £1 coin) is not covered.</p> <p>Ceilings</p> <p>Investigation/repair of cracks wider than 3mm is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Minor cracking less than 3mm wide (width of £1 coin) is not covered.</p> <p>Nail pops (small cracks/round holes that appear in ceilings as the plaster skim dries out) are a normal occurrence and are not defects. These are not covered.</p> <p>Concrete</p> <p>Investigation/repair of cracks wider than 3mm is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Minor cracking less than 3mm wide (width of £1 coin) is not covered.</p> <p>Floors</p> <p>Investigation/repair of cracks wider than 3mm is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Minor cracking less than 3mm wide (width of £1 coin) is not covered.</p>

ITEM	INFORMATION
Cracks continued	<p>Internal Walls/Painting/Woodwork</p> <p>Investigation/repair of cracking in excess of 3mm wide is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: Where cracking is repaired the decorations will be blended in, although some slight shade variation may occur. If any shade variations are excessive, the wall will be painted up to a change in direction.</p> <p>Minor cracking less than 3mm wide (width of £1 coin) is not covered.</p> <p>Readily visible tape joints/blown tapes to plasterboard ceiling & wall joints (visible from distance of 2m) are protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Tape joints/blown tapes to plasterboard ceiling & wall joints that are fully covered or unobtrusive are not covered.</p>
Doors (Internal & External)	<p>Locks and latches</p> <p>Adjustment of locks and latches so that they work correctly is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: uPVC doors and windows will expand and contract in warm/cold weather and may need adjustment to ease opening and closing. This is not a defect and is not covered.</p> <p>Warping, plumbness, distortion and minor cosmetic damage</p> <p>Your internal doors will have a timber core and as timber is a natural material, it may warp, have knots or some deviations in the surface. Providing these do not affect the operation of the door, they are not covered. Repairs to any damage which can clearly be seen when standing 2m from the door in natural daylight or alterations to ensure the door operates correctly, are protected by one/two year builder's cover. Please contact Customer Care.</p>

ITEM	INFORMATION
Doors (Internal & External) continued	<p>The plumbness of your door and any distortion in the door or frame is subject to tolerance standards. If you are concerned about any deviation or distortion in the door or frame, please contact Customer Care.</p> <p>Damage</p> <p>Damage caused by storms, accidents or wear and tear is not covered.</p> <p>Note: If you are fitting carpets or other floor finishes, please ensure you check for damage once works have been completed. Claims for damage to doors, frames or skirting boards after floor coverings have been fitted will not be covered. Any doors removed are Customer's responsibility to re-hang.</p>
Electrical faults	<p>Loss of Power</p> <p>The most common fault relates to the appliances being used or bulbs installed. Modern consumer units are sensitive and will trigger a break in the circuit if they detect that an appliance is faulty or often when a bulb fails. Please check your consumer unit (refer to Section 2) to see if an appliance/light fitting has triggered a circuit break. If this is your own appliance, the fault is not covered. Replacement of bulbs is not covered.</p> <p>Appliances installed by us will be covered by the manufacturer's warranty. Please ensure that you complete all warranty registrations immediately on moving into your new home and follow the guidelines for use of the appliance. In the first instance, report any faults with appliances installed by us, to your Customer care department. We will ask an electrician to check the appliance and they will advise whether it is covered by the manufacturer's guarantee.</p> <p>If the loss of power is not caused by an appliance, please check with your energy supplier to check if there are any reported faults in the area. If not, please contact Customer Care.</p> <p>Note: If you report an issue to our Customer Care department and we arrange for an electrician to attend, you may be charged for any callout or repair costs should there be no fault.</p>

ITEM	INFORMATION
Extractor Fans	<p>Extractor Fans</p> <p>Repair of extractor fans which are not working correctly and/or failing to adequately extract is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Note: Extract fans should be left operating correctly so that a build up of moisture does not occur in WC's, bathrooms and kitchens. Failure to leave a fan operating may lead to condensation and mould growth. Please also note that the ducting for your fan may run in the roof space. If this ducting is compromised by placing items on it or causing obstructions, your fan will not operate correctly.</p>
Fencing	<p>Faulty Installation</p> <p>Faults in the installation of your fence are protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Warping, splitting and Knots</p> <p>Your fence will be constructed from natural timbers which have been preservative treated to prolong life. This timber will have a tendency to shrink, warp, split and contain knots. These natural occurrences are not covered.</p> <p>Note: It is important that you treat the timbers regularly with a preservative, to ensure the maximum lifespan of the timber. Treatment of the timber after installation is not covered.</p> <p>Weathering and Storm Damage</p> <p>Damage caused during extreme weather events or due to natural weathering are not covered.</p>

ITEM	INFORMATION
Floors	<p>Creaking Floors</p> <p>In the initial drying out period (up to 12 months from completion), your home may experience some shrinkage and movement. This can lead to creaking floors and is not covered during the initial drying out period unless excessive. If you believe the creaking is excessive, please contact Customer Care.</p> <p>Level and Surface Imperfections</p> <p>Floor will be laid to the tolerances set out in the warranty providers technical guidance and may contain surface imperfections, ridges, dents, etc. A floor which has excessive surface imperfections or is out of level by more than the stipulated tolerance levels, is protected by one/two year builder's cover. Please contact Customer Care.</p>
Floor Coverings	<p>Carpets & Vinyl</p> <p>Carpets and vinyl may have been laid as part of your new home, by us. If they are poorly fitted or damaged on initial inspection, they are protected by one/two year builder's cover. Please notify our representative of the damage or fitting issues at the key handover.</p> <p>Shrinkage and Settlement</p> <p>As your home dries out and settles over the first couple of years, you may notice slight gaps forming between floor and skirtings or flooring and walls, along with some minor surface cracking/lines on some floor finishes. These are not covered.</p>
Garage	<p>Garage Floors/Water Penetration</p> <p>Garages are not designed to be waterproof and whilst a slight fall will be formed adjacent the garage door area to aid the draining of water away from the garage, some water penetration through the walls and under the door can be expected. Water penetration to garages is not covered.</p>

ITEM	INFORMATION
Garages continued	<p>Garage Floors/Water Penetration continued</p> <p>Note: We recommend that vulnerable items which may be damaged by moisture or dampness are not stored in your garage. We are unable to accept liability for damage to contents if used for this purpose.</p> <p>Doors</p> <p>The mechanism which opens and closes your garage door (either manual or electrical) is protected by one/two year builder's cover. Please contact Customer Care if you encounter any faults.</p> <p>Note: Misuse or damage caused to the mechanism is not covered.</p> <p>Door mechanisms should be lubricated regularly to maintain smooth operation. Damage caused from a failure to undertake proper maintenance is not covered.</p>
Gardens	<p>Drainage/Waterlogging</p> <p>The characteristics of the soils in your area mean they may become saturated following periods of heavy rainfall. This is a natural occurrence and is not covered.</p> <p>Note: If waterlogging persists and/or affects the area within 3m of habitable parts of your home, within a reasonable timer period after rainfall has ceased, please contact Customer Care.</p> <p>Levels</p> <p>Ground disturbed during our build process will settle over time so minor dips and bumps can be expected and rectification is not covered by the warranty.</p> <p>Note: If settlement is excessive please contact Customer Care.</p> <p>Levelling of your garden if it has been built on a slope is not covered.</p>

ITEM	INFORMATION
Gas Leaks	<p>If you suspect a gas leak...</p> <p>Shut off gas supply and urgently contact your gas supplier. Please also advise Customer Care.</p>
Guttering and Downpipes	<p>Installation</p> <p>Faulty installation which causes spillage of water onto walls or paved area is protected by one/two year builder's cover. Please contact Customer Care if you encounter any faults.</p> <p>Storm Damage/Maintenance</p> <p>Routine cleaning and repairs due to storm damage are the Homeowners responsibility. They are not covered.</p> <p>Any damage to the guttering and downpipes should be reported as soon as possible, as damage reported following periods of extreme weather may be associated with storms.</p>
Kitchen Appliances (incl. cooker hood / extractor fan)	<p>Faults</p> <p>All appliances should be registered with the manufacturer as soon as you move into the property. Any faults will then be covered by the manufacturer's warranty. If any faults occur, please contact the manufacturer to arrange a callout and also advise Customer Care of the issue encountered, as they may be able to offer further advice.</p> <p>Breakdown of the appliance during the manufacturer's warranty period is not covered unless the product has been registered. It is the Homeowner's responsibility to register the product.</p> <p>Note: Appliance registration should include hob, oven and cooker hood/extractor fan along with any optional sales extras such as fridge freezer, washing machine, dryer, dishwasher, etc.</p> <p>Damage</p> <p>Please check all appliances for cosmetic damage at the key handover, as no claims for damage will be entertained once the appliance has been used and are not covered.</p>

ITEM	INFORMATION
Kitchen Units & Worktops	<p>Delamination & Surface Defects</p> <p>Damage due to faulty installation or materials is protected by one/two year builder's cover.</p> <p>Damage due to misuse, incorrect cleaning products, water damage etc. is not covered.</p> <p>Kitchen Unit Doors</p> <p>Some minor adjustments might be required to doors and drawers as the kitchen comes into use. Please contact Customer Care within the first 7 months.</p> <p>Note: After this time it is the Homeowner's responsibility to make adjustments.</p>
Lead Flashings	<p>Leaking or loose flashings are protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Discoloration is not covered as this is a normal part of the weathering process.</p> <p>Storm damage is not covered.</p>
Leaks (from water pipes, sinks, sanitaryware, etc.)	<p>Leaks due to faulty workmanship, design or materials are protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Incidents due to accidental damage, lack of Homeowner maintenance and/or misuse are not covered.</p> <p>Note: Consequential damage such as water damage to fixtures & fittings and possessions should be referred to your Household Insurers. Consequential damage is not covered.</p> <p>Leaks as a result of works undertaken at the property by third parties or following any alterations made to the pipework, wastes, etc. are not covered.</p>

ITEM	INFORMATION
Meters and Services	<p>After occupation it is the homeowners responsibility to maintain essential services and their decision to change supplier, if preferred.</p>
Mould / Condensation	<p>Some condensation is to be expected during the drying out process. This can be mitigated by ventilation and correct use of extractor fans, tickle vents and use of the heating system. Please see Section 2 of this guide.</p> <p>Investigation/repair of excessive mould growth and staining is protected by one/two year builder's cover. Please contact Customer Care.</p>
Pavings and Slabs	<p>Damage due to faulty installation or materials is protected by one/two year builder's cover. Please contact Customer Care.</p> <p>Cosmetic damage unless reported at key handover is not covered.</p> <p>Note: Many of the materials used externally will contain chips, splits, cracks and imperfections. Unless these are detrimental to the use of the external areas, they are not covered.</p>
Painting & Decorative Finishes	<p>Poor and/or inconsistent finishes are protected by one/two year builder's cover.</p> <p>Note: area should be viewed from a distance of 2m in natural daylight with no artificial light shining on the surface.</p> <p>Cosmetic damage and wear and tear are not covered.</p> <p>Note: White gloss may turn yellow over time. This is due to EU legislation regarding VOC levels and is not something that we can be held responsible for.</p>

ITEM	INFORMATION
Roof (structure, chimney and coverings)	<p>Damage due to faulty construction, installation or materials is protected by one/two year builder's cover and structural warranty beyond the builder's cover period. Please contact Customer Care within first one/two years and warranty provider beyond this time.</p> <p>Storm damage (e.g. slipped tiles caused by strong winds) is not covered.</p>
Sanitaryware	<p>Damage due to faulty installation or materials is protected by one/two year builder's cover.</p> <p>Cosmetic damage (e.g. scratches, cracks or dents) or wear and tear unless reported on 7 day Snag List are not covered.</p>
Sealant	<p>Failure, gaps and shrinkage are protected by one/two year builder's cover.</p> <p>Note: After this time it is the Homeowner's responsibility to maintain sealant, if required.</p>
Shower Doors and Bath Screens	<p>Damage due to faulty installation or materials is protected by one/two year builder's cover.</p> <p>Cosmetic damage (e.g. scratches, cracks or dents) or wear and tear unless reported on 7 Day Snag List are not covered.</p>
Structural Defects	<p>Structural Defects are covered (in line with warranty provider's policy. Please contact Customer Care within the first one/two years. Thereafter contact your Warranty Provider.</p>

ITEM	INFORMATION
Tiles (wall and floor) and Grout	<p>Tiles</p> <p>Cracking due to faulty installation or materials materials is protected by one/two year builder's cover. Please report to Customer Care Team for further advice.</p> <p>Cracking or lipping caused by settlement or shrinkage is not covered.</p> <p>Grout</p> <p>Some surface cracks should be expected and should be addressed via routine homeowner maintenance. These are not covered. Please report extensive cracking of grout to Customer Care for further advice.</p>
Turf, Plants and Trees	<p>It is the Homeowners responsibility to care for and maintain turf and plants after occupation. These items are not covered.</p>
Wear and Tear	<p>Cosmetic damage (chips, dents, scratches etc.) and/or wear and tear and/or accidental damage to all areas of the home are not covered unless reported on the 7 Day Snag List.</p>
Windows	<p>Frames, Furniture and Glazing are protected by one/two year builder's cover for mechanical or installation failure.</p> <p>Cosmetic damage (e.g. scratches, cracks or dents) or wear and tear, are not covered unless reported on 7 Day Snag List.</p> <p>Note: Scratches to glazing can occur during construction. Glazing should be viewed in natural daylight when standing directly facing the glazing, from a distance of 2m. Any scratches which are still clearly visible when following this technique will be protected by one/two year builder's cover, providing they are included on the 7 Day Snag List.</p>

SECTION 4

EMERGENCY PROCEDURES

Emergency Items

The following items will be classed as emergencies:

- **No Central Heating or Hot Water**
- **Major Leaks**
- **Electrical Failure**

In the event of any emergency items occurring, please contact the relevant Out of Hours telephone number provided on the following page. We will attempt to rectify any emergency items within 24 hours of being reported. Some additional guidance for each item is given below.

No Central Heating or Hot Water

If there is an alternative heat source available, please use this and Contact Customer Care during normal business hours. Otherwise, use the out of hours contact details on the following page. In all circumstances, please check that there are no local supply issues prior to reporting.

Major Leaks

Some appliances and fittings will have individual isolation valves. If the leak can be stopped by using an isolation valve, please isolate and report to Customer Care during normal business hours. Otherwise, please turn off all water using the mains stop tap and use the out of hours contact details on the following page.

Electrical Failure

In the event of electrical failure, please first check whether any danger exists to any occupants. If yes, please isolate the electrical supply at the consumer unit and use the out of hours contact details on the following page.

If no danger exists, please refer to Section 2 of this guide and check whether the fault is caused by appliances/equipment prior to making contact.

Urgent Items

The following items will be classed as urgent:

- **Lock Failure to Doors, Windows or Garage**
- **External Drain Blockages**

In the event of any urgent items occurring, please contact the Customer Care Team as soon as possible. We will attempt to rectify any emergency items within 48 hours of being reported. Some additional guidance for each item is given below.

Lock Failure to Doors, Windows or Garage

Please take measures to secure your property and then contact Customer Care for further advice.

External Drain Blockages

If the drains have been blocked due to wipes or towels flushed into the system, please arrange for a drainage expert to attend and unblock the drains as this is not covered by your warranty or builder's cover. In all other circumstances, minimise flushing as much as possible and contact Customer Care. Where we arrange a contractor to attend and it is found that drains are blocked through customer misuse, you may be charged for any costs incurred.

CONTACTS

Customer Care contact details are as follows:

Customer Care email _____

Customer Care Tel No. _____

Out of Hours contact details are as follows:

Emergency Plumber No. _____

Emergency Electrician No. _____

Warranty Provider's Details are as follows:

Warranty Provider _____

Policy No. _____

Contact email _____

Contact Tel No. _____



SECTION 5

COMPLAINTS POLICY

Our Policy

If you have a complaint then please let us know by contacting the Customer Care team.

If a complaint is made it will be dealt with by a member of the Customer Care team who will follow a standard procedure as outlined below.

During office hours (8.30am to 4.00pm Monday to Thursday and 8.30am to 3.00pm Friday) a member of our Customer Care team will confirm receipt of your complaint within 24 hours of receipt.

If however, the complaint is received outside of office hours, a member of our Customer Care team will call you within 24 hours from the next working day.

What we will do

- a. Acknowledge receipt of your complaint.
- b. Gather any further information regarding the complaint.
- c. Resolve the complaint as soon as possible.
- d. Cooperate with appropriately qualified professional advisers appointed to resolve disputes.

All responses to customer complaints will, where possible, be made by email. Failing this, the response will be made via the same medium as it was received.

STAGE 1

We will aim to resolve the complaint within 7 days after gathering information.

If the complaint is not resolved, the matter will be escalated.

STAGE 2

The complaint will be dealt with by the Customer Care Team in an attempt to reach a resolution within 10 working days.

The customer will be contacted within 48 hours of the matter being resolved to ascertain their satisfaction of the resolution.

If the matter is still unresolved, we will escalate to the next stage.

STAGE 3

The matter will be escalated to the Managing Director in an attempt to reach a resolution within 5 working days.

The customer will be contacted within 48 hours of the matter being resolved to ascertain their satisfaction of the resolution.

If the matter is still unresolved, we will escalate to the next stage.


FINAL STAGE

Should an agreeable solution still not be achieved the customer will be advised to seek external advice.

We will always do our best to deal with our customers in a fair and reasonable manner. If however, after going through the steps outlined above, you are still unhappy with our response you may wish to refer to your home warranty provider's dispute resolution scheme, who will conduct an independent review of your complaint and how it has been handled.

What this procedure does not cover:

- a. Everyday matters such as reporting or chasing repairs.
- b. Accounts queries.
- c. Complaints about residents or parking issues.



THIS GUIDE IS ESSENTIAL READING ON THE VARIOUS
FEATURES OF YOUR NEW HOME