

YOUR NEW HOME

—
SHANLY
— HOMES —



TAKING CARE OF YOUR HOME

We hope you are enjoying your new Shanly home. To help keep it looking and performing its best, regularly refer to this handy guide.

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YOUR HOME WARRANTY

Your new home benefits from a 2-year Shanly Homes warranty which covers defects caused by workmanship or defective components or materials. Your warranty begins on the day of legal completion. Your home is also covered by an insurance-backed warranty for the first 10 years.



QUALITY CHECK

We carry out numerous and stringent quality checks before you move in, but in the unlikely event you should find a cosmetic defect, this must be reported within the **first seven days** after legal completion.

CHANGE OF OWNERSHIP

If you decide to sell or let your home during the warranty period the warranties are not affected (if you sell your home the warranty will transfer to the new owner). If you decide to let your home, it would be helpful if you could pass a copy of this guide to your tenants to help them to take care of your home. You can download extra copies from your customer care portal.

YOUR RIGHTS

Your warranty does not affect your statutory rights.

Whilst we will attend to defects covered in your warranty, many areas of your home will be subject to routine maintenance and servicing – by yourself. Failure to undertake satisfactory maintenance **could** invalidate areas of your warranty.

OCCUPATION BY OTHERS

If your home is tenanted or occupied by another party, they will not be able to access our portal, speak to our customer care team, or report issues on your behalf. Our customer care team are only able to deal directly with you as the homeowner. If your home is managed by a letting agent, or another third party during extended absences from the property, it may be possible to authorise them to liaise with the customer care team on your behalf. Please call our customer care team to discuss further.

LEAVING YOUR PROPERTY VACANT

If your apartment is to be left unoccupied for an extended period, it is advisable that you inform our customer care team, and the managing agent of the property as well. You should also make arrangements for someone to be able to access the property on your behalf should the need arise. For example, in the event of a leak either from, or into, your property.





OUR WARRANTY DOES NOT COVER

- Shrinkage (unless excessive)
- Damage or deterioration caused by misuse, neglect, failure to carry out normal maintenance or failure to service products in accordance with manufacturer's recommendations, including blockages caused by inappropriate disposal of waste
- Dampness or condensation not caused by a defect
- Anything caused by alterations or extensions to your home after the date of commencement of this warranty
- Any defect or damage resulting from the builders' compliance with written instructions given by or on behalf of the first owner in respect of design, materials or workmanship
- Any cost or expense greater than that necessary to carry out a workmanlike repair of the defect or damage
- Any items falling outside the definition of home, which does not include damage or defects in swimming pools, swimming pool enclosures, lifts, escalators, temporary structures, fences, household appliances, other items specifically excluded and any other items not within the scope of building, conversion, refurbishment or repair to which this warranty relates
- If you are not the first owner, anything which you should reasonably have known about when you acquired the home and which resulted in a reduction in the purchase price you paid or which was taken into account in any other arrangement
- Defects in multiple glazing panes in converted properties unless they were newly installed at the time of conversion
- Efflorescence caused by the natural drying out process
- Cosmetic defects not reported within 7 days of legal completion. These include decoration, flooring, tiling, kitchen units, fitted bathroom and bedroom furniture, worktops, sinks, sanitaryware, appliances, glass and similar items
- Light bulbs
- Adjustment of doors following carpet fitting by a fitter under your instruction
- Problems with any workmanship, materials or appliances you, or a previous owner, brought or added to the home
- Drawing of chimneys (this is the responsibility of your fireplace installer)
- Storm damage including to fence panels

- Damage caused by failing to isolate an outdoor tap during the winter months
- Theoretical defects where there is no associated damage
- Shower accessories – heads, taps and fittings and limescale due to hard water
- Appliances outside manufacturer's guarantee period
- Damage to items that have been stored in the loft space or garage
- Cleaning of gutters or internal/ external drains (other than from the result of builders' materials)
- Serviceability matters such as lubrication of ironmongery, mastic joints to windows, doors and sanitaryware, adjustment of doors and windows due to normal shrinkage, rebalancing or bleeding of heating systems
- Garden maintenance
- Any inconvenience, distress, consequential loss of enjoyment, or income loss caused by remedial works – assuming all reasonable steps have been taken to minimise disruption



ALTERATIONS

Your warranty may be adversely affected by any alteration or extension made to your home following legal completion.

If you plan to make any alterations or extensions to your property please liaise with the Shanly Homes covenants team covenants@shanlyhomes.com



APPLIANCES

All of your appliances come with a manufacturer's warranty – it is your responsibility to register the appliances to ensure the validity of the warranties. They are not covered by the Shanly Homes warranty.





SAFETY IN THE HOME

During the course of routine maintenance and servicing, we would encourage you to act safely and employ qualified contractors when needed



INSTALLING CHILD SAFETY MEASURES

When installing child safety measures such as safety gates or cupboard safety catches, always follow manufacturer's installation guidelines. Shanly Homes cannot be held responsible for any damage caused when installing such items.



YOU SHOULD USE A QUALIFIED CONTRACTOR FOR THE JOBS LISTED BELOW:



Any structural alterations to your home



Testing and repair of all gas and heating appliances



Testing and repair of all electrical appliances



Replacing and testing of RCDs in accordance with manufacturer's instructions



Replacing smoke alarms and carbon monoxide detectors



Testing of security alarms (where fitted)



WHAT IS AN EMERGENCY?

CENTRAL HEATING AND HOT WATER

A complete failure of the combined central heating/hot water system during winter months.

CHECK: Before calling, please check that this has not been caused by local electricity or gas supply problems or by incorrectly setting your timers or thermostats, or by any shut off device that can be reset by the user. Please refer to boiler/cylinder/thermostat instructions for further details.

WATER SUPPLY

Complete loss of water supply.

CHECK: Are you sure your water supplier hasn't shut off the water for maintenance or an emergency? Be sure before reporting to us.

WATER LEAK

An uncontrollable leak, causing damage, particularly if it is leaking into an electrical fitting.

GAS LEAK

Please contact your gas supplier on the emergency number 0800 111 999, before calling us. They will be able to isolate the meter and make your home safe.

GAS SUPPLY

Complete loss of gas supply

CHECK: Are you sure your gas supplier is not carrying out works in the local area? Be sure before reporting to us.

LOSS OF POWER SUPPLY TO SOCKET OUTLETS

When there is a total loss throughout the property and it cannot be solved by resetting the master trip switch, or if the loss is partial but there is a potential safety hazard (such as in a communal hallway).

CHECK: Is your supplier carrying out works locally? Is there a power-cut in the entire area? Be sure before reporting to us.

BLOCKED DRAINS

When they are causing a flood overflowing internally or externally.

BLOCKED TOILET

This is an emergency if you HAVE NO OTHER toilet within the property.

Please see page 18 for more information about maintaining and unblocking your drains and toilets.

BREACH OF SECURITY

If a window or door providing external access cannot be securely shut and as such is causing a potential security threat.

EXAMPLES OF NON-EMERGENCIES ARE:

- Dripping taps
- Faulty kitchen appliances
- Loose door furniture
- Internal door not shutting properly



NON-EMERGENCIES

The simplest way to log a non-emergency issue is via your customer portal.



EMERGENCIES

Do not use the customer portal to report an emergency.



Customer Care

Portal login https://app.clixifix.com/users/sign_in

☎ 01494 683800

✉ customer.care@shanlyhomes.com



HOW TO MAINTAIN YOUR HOME

To keep your home looking its best,
and keep your costs down,
routine maintenance is needed.



GENERAL

SEVERE WEATHER CONDITIONS

If you leave your property unattended for any length of time during particularly cold weather we recommend you set your heating to the frost setting to prevent pipes freezing.

If you have an external tap, ensure it is lagged and drained over the winter.

Loss of roof tiles can result from high winds and heavy snowfall may loosen guttering and fencing. Shanly Homes are not responsible for any of these or other occurrences due to severe weather. If such instances occur please refer to your home insurance policy.

HOLIDAYS/EXTENDED PERIODS OF NON-OCCUPANCY

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

Shanly Homes cannot be held responsible for any damage caused if the correct precautions are not taken during these periods.

Don't forget to check that your insurance will cover you if you are going to be away from your home for an extended period.



STRUCTURAL

During the first few months your new home needs to be run-in gently. During the construction process water will have been absorbed in the walls, ceilings and timbers – this needs to evaporate slowly and be ventilated away.

SHRINKAGE

Shrinkage is likely to occur in almost all new build homes. However, you can take measures to minimise this.

The length of time your home takes to dry out depends on how it was built and the weather conditions when you moved in. Generally, you can expect the drying out process to take anywhere between 9 and 24 months.

During this time small cracks or gaps may appear at joints and corners of skirting boards, at other interior joinery as well as on ceilings and walls. These natural cracks are an unavoidable part of the build process and Shanly Homes are not responsible for rectifying them.

It's extremely unlikely that these cracks are anything structurally significant, and they can normally be put right very easily with ordinary filler and a simple lick of paint during routine redecoration.



To minimise shrinkage, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied.



DRYING OUT

The most effective way to minimise shrinkage is to keep your home at an ambient room temperature for the first 12-18 months and keep it well ventilated. In particular, frequently open windows and leave window trickle vents open as much as possible.

EFFLORESCENCE

You may notice a white deposit on external and internal walls. This is called 'efflorescence' and, in the majority of cases, is nothing to be concerned about. It is caused by natural salts coming out of the wall materials. It is not harmful and will usually disappear over time.

You may experience some efflorescence on internal walls, If this happens simply wipe or brush it away.

If efflorescence internally is prolonged, it could indicate a water leak. In this event you should contact the customer care team within the first two years of warranty.



KITCHENS AND BATHROOMS

REDUCING CONDENSATION

Many litres of water are absorbed by the structure during the construction process and this moisture dries out as the home is lived in and heated. This steam or vapour turns into water or 'condensation' on contact with cold surfaces such as windows, floors and walls.

Condensation is one of the most common concerns in new homes, often wrongly diagnosed as 'damp', and if you do not take preventative measures it can lead to mould growth on walls, ceilings or window areas. In these severe cases of condensation, mould has to be eradicated with special solutions after the house has dried out. Prevention is of particular importance to you as condensation and any subsequent damage is, in most cases, the homeowner's responsibility.

Homes which are heated and ventilated intermittently – for example when the occupants are out all day – are more likely to suffer condensation problems than those which are more or less continuously occupied. Condensation is also more likely to be found in areas with limited air movement, i.e. in cupboards, wardrobes or under work surfaces. North facing walls and corners are also more susceptible.



INDUCTION HOBBS

Induction hobs require pans that are specifically designed for them. Ensure you always use the correct pans. If you have a pacemaker fitted, ensure the induction hob will not interfere with its functionality before using the induction.

Condensation can be minimised by homeowners producing less moisture and through adequate ventilation. Here are some important tips:



Keep window trickle vents open, thus providing constant background ventilation.



Turn up the kitchen extractor fan when windows get steamed up and leave on until the windows clear.



Do not hang out washed clothes to dry inside your home.



When bathing or showering, keep the bathroom door closed, open windows very slightly and turn on the extractor fan until steam disperses.



In the kitchen, keep any connecting doors closed when you are cooking and avoid excessive boiling of pans, kettles, etc.



If you are using a tumble dryer that is not self-condensing, then ensure it is vented outside.



Overfilled cupboards and/or wardrobes prevent air from circulating, thus causing condensation.



If condensation does occur then be sure to wipe it up, heat and ventilate the room, and keep the door shut.



The warmer the house the less condensation present, so try to keep some heat on where possible.



Try to leave cupboard and wardrobe doors open until the house dries out.



To enable air to circulate, try to avoid positioning furniture directly against walls.





PLUMBING

EXTREME WEATHER

During periods of extreme cold weather it is important to keep your heating on a constant setting to prevent burst or frozen pipes.

External taps should be shut off and drained before the onset of winter. Firstly, close the valve where the tap connects to the water supply (usually under the kitchen sink) and then run the tap until no more water flows out.

If your radiators are fitted with a manual radiator valve, and to protect your pipework, please ensure the valves are kept open to keep the system running smoothly when your heating system is on.

TOILETS AND DRAINS

You are responsible for the upkeep of the pipes in your home. Sewers are only designed to take water from your toilets, sinks, baths and showers along with human waste and toilet tissue.

Blockages are normally caused by:

- Fat, oil and food leftovers that solidifies in pipes
- Wet wipes – even the ones labelled ‘flushable’ can block your pipes
- Sanitary items, including towels and tampons.

Please dispose of these items in your usual rubbish bin. Fat and oil should be put into a suitable container and food should be scraped off plates before rinsing or putting into your dishwasher if you have one.

UNBLOCKING DRAINS AND TOILETS

If your sink or toilet is blocked and overflowing, it is recommended that you call a plumber or drainage company.

If the water in your toilet or sink is slow moving, before contacting a plumber or drainage company, there are a few things you could do to try and release the blockage yourself.

A plunger is one of the most effective methods of moving small blockages.

You can also try pouring very hot water and household detergent down the plughole or toilet, then leaving it for 10 minutes before flushing or rinsing through with hot tap water. This will help melt and break up grease and soap residues. If you do attempt to clear the blockage using this method please ensure you take the necessary safety precautions associated with very hot water including ensuring children and pets are at a safe distance.



ELECTRICAL

EXTREME WEATHER

When replacing recessed downlight lamps ensure you use lamps to match the existing. Alternative lamps such as halogen can give off more heat and can cause overheating which could potentially result in a fire.

HEATING SYSTEMS

Your boiler and central heating system should be serviced annually by a suitably qualified contractor to ensure they remain in good working order. Failure to carry out regular servicing will affect your warranty.

UNVENTED HOT WATER STORAGE SYSTEMS

If you have an unvented hot water storage system, it should be serviced annually by a suitably qualified contractor to ensure it remains in good working order. Failure to carry out regular servicing will affect your warranty.





WALLS AND CEILINGS

The walls in your home are either timber frame, metal frame or masonry construction, lined with plasterboard.

It is important to know what type of walls you have prior to attempting to attach anything to them. You will need to ensure that the correct fixings are used depending on the wall type.

Ceilings and wall linings of plasterboard may perform essential fire, noise and vapour insulation functions, so please bear this in mind when considering any alterations or work to these.

Internal walls generally have a hollow cavity, so some items may need to be attached with a steel cavity fixing, mounted through holes in the wall, gripping the plasterboard from behind.

All of the walls in your new home have been painted, however this is a temporary coating whilst your house dries out until you decide to decorate. Full drying out can take anytime between 9 and 24 months. Make sure when you do come to decorate that any minor cracks or gaps are filled with filler and then rubbed down prior to painting.

Should you wish to paint before the drying out process is fully complete, we recommend a water based paint as this will allow the home to continue to dry out. We do however recommend you wait at least 12 months to decorate your home.

FIXING TO CEILINGS OR WALLS

Always check for cables and pipes prior to attempting to fix anything.

For heavier items, always follow the manufacturer's guidance when affixing to walls or surfaces.

PARTY WALLS

A wall that adjoins with a neighbour is called a party wall. Do not make holes in party walls as this will cause sound to travel easily and will reduce fire resistance.

FIXING TO A PARTITION WALL

Locate the position of the framework by tapping across the wall or by using an electronic detector. The studs are usually about 600mm or 450mm apart and produce a dull solid sound.

If you can't find the studs, make a small hole where you think the stud may be – if you hit the cavity you've missed the spot.

If your fixing is to go on a stud, drill through the plasterboard into the timber until you get to the metal and use recommended fixings. If you are not sure, do not proceed without professional advice.

WINDOWS & DOORS

EXTERNAL CONDENSATION

If you see condensation, or in very cold weather, ice – don't worry, this can form on the external pane of some modern glass units and is an indication that your windows are keeping the heat inside your new home.

Any ice or condensation that has formed will disappear as the external air warms throughout the course of the day.

OTHER SPACES

ROOFS

Do not permit tradesmen to work whilst standing on any type of roof unless they have suitable protections in place. Roofs are not designed to be walked on and tiles and other roof surfaces can easily be damaged.



GARAGES

Garages should not be used for storage of items that can be weather or water damaged as they are not designed to be water-tight.





RENEWABLE ENERGY

SOLAR WATER HEATING – SOLAR THERMAL

Solar water heating is a well-known renewable technology which may have been fitted to your home and can be used to provide supplementary hot water. These water heating systems use pumps to circulate liquid through solar panels or collectors which then transfer the collected energy to the hot water cylinder. Solar energy is free, clean and safe. It is environmentally friendly and produces no waste or pollution. Using solar energy enables you to reduce your carbon footprint as well as your energy bills. Solar thermal technology transforms direct solar radiation into useful heat using a solar panel or collector. A solar water heating system can supplement your hot water needs all year round. Do not switch off your solar panels at any time. Doing so could cause the fluid to congeal and this will result in the need for the system to be fully flushed through and refilled. As well as annual maintenance, the system should be flushed through every two years.

PHOTOVOLTAICS (PVS)

Solar electricity or 'photovoltaics' generate electricity from sunlight via a solar panel helping to reduce your electricity bill and carbon dioxide emissions. Photovoltaic systems is a source of renewable energy that may have been provided in your home. The benefits are electricity produced during daylight hours. The electricity produced

by the photovoltaic panel travels along cables in the roof space to an inverter. The inverter converts the electricity from the DC to AC current which is used in exactly the same way as electricity from the grid. If you wish to know more about Solar PV panels, the Energy Saving Trust has an excellent website, please visit www.energysavingtrust.org.uk/Generating-energy/Choosing-a-renewable-technology/Solar-panels-PV

AIR SOURCE HEAT PUMPS

Your development may use an air source heat pump (ASHP) to heat radiators, underfloor heating systems and hot water in your home. ASHPs were first invented over 150 years ago and are used extensively in Scandinavian counties as their heating system of choice, by employing simple physics and chemistry. They work by extracting heat from the outside air, even in cold weather and through the expansion of gas, which creates heat (rather like a fridge, where the element to the rear is warm) which is then transferred to the hot water cylinder. In fact, for every kW of electricity used, the heat pump can extract circa 4 x more energy for the outside air, this is referred to as COP (Coefficient Of Performance). This reduces CO2 emissions from your home by up to 35% making them a much cleaner choice for the environment since the majority of electricity in the UK now comes from renewable sources. Unlike gas and oil boilers, heat pumps deliver

water at lower temperatures (typically 55°C v 65°C for gas), often referred to as a low grade heat. During the winter the ASHP may need to be on constantly to heat your home efficiently, without any user intervention, although you will notice that radiators won't feel as hot to the touch as they might do when you are using a gas or oil boiler. This isn't a fault, the radiators are sized to accommodate the reduced heat circulated to them.

CHP (APARTMENTS ONLY)

Your development may use a CHP (Combined Heat and Power) system consisting of gas fired boilers housed in a plant room each being regulated so they are all producing heated water. This heated water is stored in a vessel also housed in the plant room to serve your hot water and heating requirements. The heated water in the vessel is used to provide hot water and central heating to the apartments via a pump to a communal set of flow and return pipes from the plant room to the communal areas of the apartments. Individual flow and return pipes are then taken off the communal system to each individual apartment. The individual flow and returns then enter a HIU (Heat Interface Unit) where the communal heated water passes through a heat exchanger and converts the cold water within the apartment into hot water for use as running hot water or hot water to the central heating system.

A Heat Meter is installed within the individual HIU to calculate exactly how much heated water that apartment has taken. The meter reading can then be converted into a cost (calculated by the Management Company or a specialist company) to cover the expense of the gas used to provide the heated water including maintenance of the communal system etc. Usually there will only be one gas bill applied to the CHP Plant Room. This bill will need to be paid (by the Management Company or a specialist company appointed) and recouped from each of the apartment occupiers via the metered usage. Excess heating produced by the boilers/flow and return, known as 'heat dump' is converted into electricity to be used by the development to power the communal electrics. If there is any surplus electric it will be sent back to the National Grid and a rebate may be paid (to the Management Company) for this electric.

COMMUNAL BOILER

If your development uses communal boilers, this works in exactly the same way as a CHP with the exception of heat dump. For commercial heating (apartments) your management company may be involved with the maintenance, so check with your Sales Consultant on handover.





ROUTINE MAINTENANCE

The best way to keep your home looking good and performing well is to keep it well maintained. Some areas of your home will require annual servicing by a suitably qualified professional, whilst many other maintenance jobs can be carried out quickly and simply by yourself.



KITCHEN – WORKTOPS & DOORS

For cleaning of worktops and doors please refer to manufacturer's instructions which can be found in your customer portal.

BRASSWARE, CHROME & STAINLESS STEEL MAINTENANCE

Do not

- Do not use chemicals or cleaning solvents. Even what you might regard as a common household cleaner can cause damage.
- Do not use abrasive cleaning liquids.
- Do not use metal polishes (Brasso etc).
- Do not use wire brushes or scouring pads.

Do

- Dust regularly – at least once a week.
- Use a soft cloth or soft haired brush.
- Only use mild soapy water for stubborn stains.
- Polish with a good quality wax furniture polish on articles fitted on exterior doors.
- Lubricate the mechanism with a light oil about once a year.
- Avoid scratches from rings and keys.

SANITARYWARE

Baths, shower trays, plastic WC seats, bath panels, sinks and basins

Do

- Clean immediately after use to stop a build up of dirt and scale.
- For acrylic or plastic use warm soapy water or water containing a small amount of washing up liquid.
- For ceramics use warm soapy water, cream or liquid cleaner.
- Fix any dripping taps immediately – this helps stop stains and limescale build up.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturer's instructions, rinsing off well with plenty of water immediately after use.
- Minor scratches and abrasions can be polished over with a mild polishing compound. Use compounds in accordance with manufacturer's instructions.

Do not

- Never leave soap/shampoo pools – these can cause permanent stains.
- Never let cigarettes/flames near acrylic or plastic as these can burn and melt.



CHROME FITTINGS TAPS, SHOWERS, BATH GRIPS, SHOWER ENCLOSURE FRAMES

- Never use household chemicals on acrylic or plastic – paint stripper, nail varnish remover, household bleach, perfume, aftershave, strong disinfectant and other products.
- Do not use abrasive cleaners or cloths.

ACCESS PANELS

If an access panel to the toilet cistern and/or under the bath has been installed ensure you familiarise yourself with how to use this to reduce the risk of damage to tiling. Re-grouting may be required should the access panel be utilised.

CHROME FITTINGS TAPS, SHOWERS, BATH GRIPS, SHOWER ENCLOSURE FRAMES

Do

- Clean immediately after use to stop a build-up of dirt and scale.
- Clean with warm water containing a few drops of washing up liquid – rinse well immediately and dry with a soft dry cloth.
- Occasional use of mild bathroom limescale removers is acceptable. Use in accordance with manufacturer's instructions, rinsing off well with plenty of water immediately after use. Clean and dry as above.

Do not

- Do not use household chemicals – paint stripper, nail varnish remover, household bleach, perfume, aftershave, strong disinfectant and other products can all damage acrylic.
- Do not use cream cleaners or scouring products.
- Avoid scratching the finish – scratches can be a source of corrosion.

WOOD PANELS

Do

- Wipe over with a damp cloth. Use warm soapy water and dry immediately afterwards.
- Use wax polish occasionally in accordance with manufacturer's instructions.

Do not

- Do not let water pool – this will cause damage, especially to any veneer.

FLOORING

Any floor covering that has not been supplied and installed by Shanly Homes will not be covered under your 2-year warranty. Any damage to your new Shanly home caused by the installation of floor covering by a contractor under your own instruction will not be covered by your 2-year warranty. With all floor covering you should refer to the manufacturer's guidelines for maintenance.

CARPETS

All new cut pile carpets are liable to shading. This is caused by uneven crushing on the surface and is not a defect but a natural occurrence. All new carpets are liable to shed during the first few months, this is not a defect and should simply be hoovered up.

UNDERFLOOR HEATING (IF APPLICABLE)

If your new home has been installed with an underfloor heating system, it is important that suitable flooring finishes are provided:

- Wood flooring should be either engineered timber flooring, or if timber it must have less than an 8 – 9% water content.
- Carpet/underlay finishes should have a maximum combined tog level of 1.5 or less. We would recommend you obtain written confirmation from your supplier that the floor finishes are supplied within the above tolerances.





EXTERNAL FIXTURES

PVC-U DOORS AND WINDOWS

- Moving parts may need to be lightly oiled from time to time.
- Frames should be wiped clean regularly both internally and externally using a solution of water and washing up liquid. Do not use any form of abrasive or alkaline cleaners that can damage the surface.
- Do not use abrasive cleaners on glass and avoid scratching.

EXTERNAL 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. Lubricate door mechanisms with light oil as required
- After three years the factory finish may begin to wear and the colour or stain will need to be reapplied on a regular maintenance cycle.

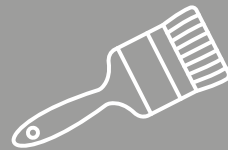
GUTTERING

Keep your gutters free from leaves, moss and debris to avoid blockages and overflowing.

CHIMNEYS

Depending on the house type, your property may have an external brick chimney or internal ridge flue vent chimney. Where the house is purchased without a fitted fireplace, the opening will normally have plasterboard over it to leave a continuous wall.

Please ensure that flues are periodically inspected to prevent blockages from birds' nests etc. Should you choose to install a gas fire yourself, please check with a GasSafe registered installer as to the kilowatt output to ensure that it will operate with the flues installed within the property. Finally, an air supply to the lounge will have been installed via an airbrick – for your safety do not obstruct or restrict its free flow.



Exterior paintwork should be regularly repainted to preserve the wood. The first repainting outside will probably be needed in about two years but after that, provided it is properly done, repainting or staining should only be necessary every four or five years. You may need to repaint more often if you live by the sea or in an atmosphere harmful to paint.

OTHER SPACES

ELECTRIC GARAGE DOORS

- If your new home has an electric garage door it should be serviced in accordance with the manufacturer's recommendation.

NON-ELECTRIC GARAGE DOORS

- Lightly oil moving parts as and when necessary.
- Only ever use the designated handle to open the garage door.
- Regularly check cables for wear and tear.

LOFTS

The roof space has not been designed for storage of items. Condensation can occur in this space and may cause damage to any stored items.

ACCESS CHAMBERS

If you have a drain access chamber do not cover or obstruct this. In the unlikely event of a blockage you may need to access this quickly.

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. If the air brick is covered and you have a suspended floor, this can block under-floor ventilation and lead to condensation. Keep soil and paving 150mm (six inches) below it.





GARDENS

It is very important to maintain your newly laid lawn and any other landscaping to ensure that it adequately takes.

Here are some important tips to maintain your lawn:



When you first move in, avoid walking on the lawn for 4 weeks so it can settle.



Cut no lower than 1 inch, and always maintain a sharp mowing blade.



Avoid pets soiling the lawn as it will damage it.



Water your turf thoroughly and don't feed it for at least 3 months. Ensure you also water your garden during periods of hot weather to prevent it drying out.



New lawns should be aerated once a year as they have a less mature root system, and although aerating helps them develop and grow, you need to wait for the grass to be stronger to cope with this. If you have hard or clay soil this should be aerated twice a year as they are more susceptible to compaction. For all other types of soil and lawn you should aerate at least every 2 years, but more frequently if the grass is looking unhealthy or not growing well.



Remove grass cuttings, leaves, moss and other debris from the lawn throughout the year to maintain lawn health and assist with drainage.

SHRUBS, TREES AND EXTERNAL COMMUNAL AREAS

Shrubs and trees are generally low maintenance, however they will require regular watering. Aim to soak them a minimum of twice weekly, however you will need to adjust this in hot/wet weather. Newly transplanted conifers will appreciate occasional spraying and once a week a good hosing will help them to establish. Take care of your trees and shrubs in the first year of their life and they will establish well to provide low maintenance greenery.

Maintenance of external areas of apartment buildings (or some housing developments), will usually be organised by your Management Company (please speak to the sales consultant for more information).

DRIVEWAYS

Gravel and tarmac driveways can sustain damage from cars with power assisted steering. To prevent stripping the surface avoid turning the steering wheel when the car is stationary. To maintain the gravel in neat order, rake on a monthly basis to ensure even distribution of covering. Where block and tegular paving is installed with sand filled joints, use of a jet washer for maintenance purposes should be carried out with care (fresh sand may need to be brushed over).

EXTERNAL DECORATION

For new houses, your first external paintwork or staining will probably be needed in about two years, but this can vary according to weather conditions. In apartment blocks, external decoration is the responsibility of your Management Company.

FENCES AND GATES

The expected service life of your fence and gate is between 5-10 years, although this is not guaranteed. However, you can actively assist in lengthening the service life of your fencing and gate by following our recommended maintenance schedule, carrying out regular checks on your fence and by proactively identifying and treating potential problem.





FAQs

WATER AND PLUMBING



WHAT PRECAUTIONS SHOULD BE TAKEN BEFORE WORKING ON THE PLUMBING SYSTEM?

Close the main stopcock before beginning work.

IF THE WATER SYSTEM HAS BEEN DRAINED?

Do not light the boiler or switch on the immersion heater until the system has refilled as you may risk 'burn out'.

LAYING CARPET?

Before you lay your carpets, make sure you know where the pipework is situated as even carpet nails can cause damage to it.

FROZEN PIPES?

Make sure the stopcock on outside taps is shut off during the winter and that the pipe is drained to prevent it freezing. If you think the pipes are frozen, do not turn the hot water taps on as this will empty the hot water tank.

NO WATER?

Check with your water supplier to see whether there is a local stoppage and report your own lack of water. Don't run off water from your boiler in case of 'burn out' in your water heater.

MAIN PLUMBING LEAK?

Turn off the main water valve, usually situated under the sink before seeking assistance.

LEAK FROM BATH OR SHOWER?

First check the sealant for damage. If not, turn off the water at the fixture. Don't use the shower or bath until the problem has been inspected. Cleaning your bath and shower sealant regularly will help maintain a waterproof seal and prevent leaks.

WATER SPOTS OR DAMP PATCHES ON YOUR CEILING?

You may have a water leak. Try to find the source of the leak and turn off the water supply to the appliance that is causing it.

If the leak can't be found, turn off the water service for the home and call for assistance.

DISHWASHER HAS A FUNNY SMELL AND NOT CLEANING DISHES AS IT SHOULD?

This can be a sign that there is a build up of dirt and grease within the dishwasher. Ensure you clear out all the filters regularly and it can be a good idea to run the hottest cycle through the dishwasher when it is empty.

Before carrying out any plumbing work always seek professional advice and get a qualified plumber to carry out any works.





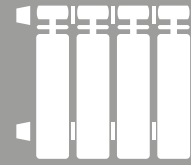
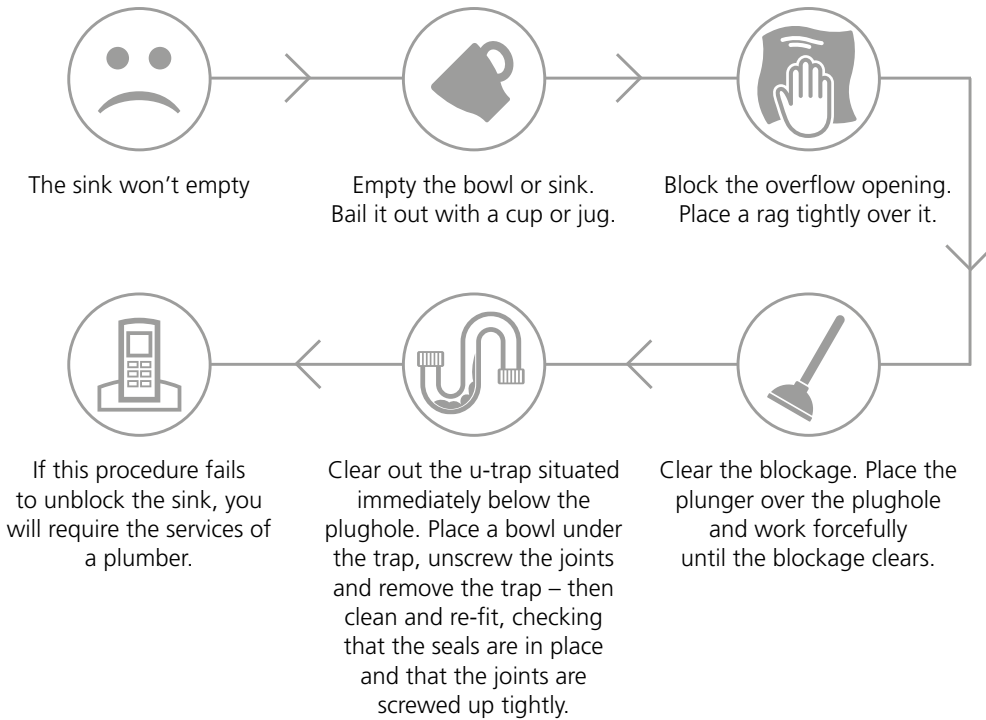
DAMP PATCHES ON THE WALLS?

If damp patches appear in the kitchen, bathroom or wardrobes, it can be a sign that you haven't been ventilating sufficiently during use. Open the windows or doors, allowing each room to dry out. Wipe away any mould that has appeared with bleach or water solution. You may need to retouch paintwork.

BASIN, SHOWER OR BATH DRAINS AWAY MORE SLOWLY THAN BEFORE?

This is usually due to a build up of hair and soap. A variety of hints and tips can be found online for safely clearing blocked pipes.

Sink blockages are caused by a build up of fat, tea leaves, hair etc. in the waste pipe. Try safely pouring hot water down the plughole, or flush through with a proprietary cleaner or water containing caustic soda crystals. If this fails then try the following procedure:



RADIATOR IS COOL AT THE TOP?

This usually means there is 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:

Turn off the heating

Attach the radiator key to bleed valve and turn anticlockwise

Open the valve with care – it can come out completely. Carefully 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

When water comes out, close the bleed valve. Radiator keys are available from any DIY or hardware store.



WINDOWS AND DOORS

IMPERFECTIONS IN THE GLASS?

This is normal and is due to the glass manufacturing process. Glass will, from time to time, contain seeds, bubbles or even fine scratches that can be seen at very close quarters.

WHITE POWDER ON THE LEAD PATTERN OF THE GLASS UNITS?

This is lead oxidising and is a natural process. The best advice is to let the lead oxidise naturally and the white powder deposit will stop once the process is complete.

EXTERNAL SEAL TO MY WINDOWS IS DIRTY AND WON'T CLEAN?

Some discolouration of the mastic seal is a natural occurrence and cannot be avoided.

CONDENSATION FORMS ON THE GLASS?

This is water vapour condensing on the coldest surface, which is usually the glass in a window. This will happen more in bathrooms and kitchens and is perfectly normal. To reduce this effect it is advisable to increase the ventilation in a room when cooking or when taking a shower or bath.

GARAGE DOORS OPENING SLOW OR TOO RAPID?

This indicates a need to adjust spring tension. This must be done in accordance with the instruction supplied with your door.

