



Welcome to your new home

Alongside the Home User Guide, manuals and supporting documents you received when you moved in, this mini guide will help you to prevent or fix the most common repairs that may arise in your newly built home.

Your home needs to breathe

During construction your home will have absorbed moisture. This is completely normal and will take your home approximately one year to dry out. To avoid damp and prevent condensation mould, your home needs to be ventilated properly.

You can help this drying out process by:

- Keeping trickle vents on the windows and doors open
- Opening your windows regularly, particularly when cooking and drying laundry

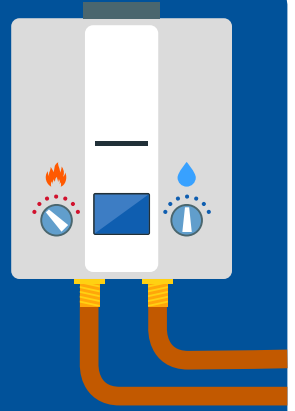


Do **not** turn off your bathroom extractor fans. These are designed to reduce moisture build-up and only use a very small amount of electricity.

Boiler and central heating

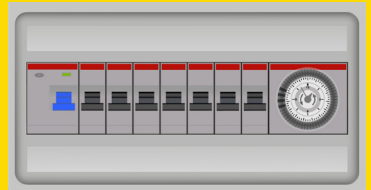
Information on how to care for your boiler can be found in the boiler user guide that you received when you moved in.

If you are experiencing issues with your radiator, be sure to check if you need to bleed the radiator before reporting it as a repair. As well, take care not to disrupt the pressure of your central heating system. If you are unsure, please report it as a repair to avoid causing damage.



Electrics

Are you having trouble with your electric sockets? Before you report a repair please check the following:



- Have you checked if another appliance works in the same socket?
- Have you checked with your neighbours if there has been a power cut in your area?
- Make sure to check your fusebox. A switch may have tripped that may be causing a power outage. Simply flip the switches back into the correct position.

Lighting

Are you having trouble with your lighting? Before you report a repair, please check the following:

- Have you tried a new light bulb? All the light bulbs in your home can be bought from your local hardware store. Please note, Great Places do not replace light bulbs and it is your responsibility to do so.
- Make sure to check your fuse box. A faulty lightbulb may have tripped one or all of the circuits, resulting in a lack of power to lights.



Leaks within your home

If you discover a leak within your home, turn off the water supply using the stop cock before you do anything else. You will have been shown the location of the stop cock when you moved in, however, it is usually located under the sink. Once you have turned the water off, check whether the leak is a major or minor leak and report it as a repair on the customer portal.



Major:

- Burst water mains
- Sewage escape
- Sagging of ceiling
- Blockages (where there is no other toilet available in the property)

Please only flush toilet paper.

Minor:

- Roof and other water leaks
- Blockages (where you have access to another working toilet)

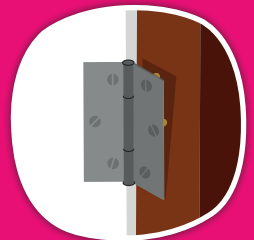
Defects

Non-emergency

Any non-emergency defects that appear within the first 12 months of the property being built are the responsibility of the original home builder. These could include:

- Plaster cracks on walls, ceilings and along stair string (anything wider than the width of a £1 coin)
- Nail pops (small holes in plaster)
- Loose door handles or internal door adjustments
- Vinyl flooring bubbling
- Paintwork issues

These will be picked up at the end of the 12 month defect period. Be aware of this if considering decorating. We will contact you to arrange the visit at the end of the 12 months, but you may want to keep a log to help identify everything during the inspection.



Repairs

Emergency and non-emergency

It's important that you are able to distinguish between an emergency and a non-emergency repair. If you report a non-emergency repair as an emergency a bill could be incurred.

Emergency repairs (same day response):

Anything that may cause danger or potential danger to you or the public.

Such as:

- Collapsing or dangerous structures
- Gas leaks, serious electrical faults or fire hazards
- Burst water mains, sewage escape, break-ins and security measures

Non-emergency repairs with a 1-7 working days response rate:

Anything that may cause considerable disruption or inconvenience to you.

Such as:

- Faulty heating systems
- Defective drains and sanitary appliances
- Roof and other water leaks
- Safety orientated items

Non-emergency repairs with a 7-28 working days response rate:

Anything that may cause general inconvenience but poses no danger.

- Defective rainwater goods
- Easing of doors and windows
- Hazardous TV aerials
- Faulty kitchen units

Matters which are **not** considered a fault or repair include:

- Loss of water, electricity or gas supply check with the supplier that there has been no interruption to the service
- Smell gas? — Contact National Grid on 0800 111999
- Blocked toilets or drains. Have nappies, wet wipes or fat been put down the drains? Are neighbours having similar issues?
- Third party damage or vandalism
- Fair wear and tear (for example, scuffs on walls/doors and loose toilet seats)
- Replacement keys/lock changes unless you are in a rental property

Please note: a callout to these non-repairs may result in a charge.

Reporting a repair

If you have read this guide and the Home User Guide but are continuing to have problems or require any assistance, please contact us via:

- The web chat function on our website at www.greatplaces.org.uk - *Lines are open 8AM-6PM Monday-Friday*
- Using our customer portal at www.greatplaces.org.uk
- Calling us on 0300 123 1966
(For emergency repairs assistance outside of business hours, please call the number above and select option 1)

Enjoy your new home.