





## Congratulations on the purchase of your new Prospect home.

In this booklet, you will find what your home is made from, how to maintain your home, and what is covered within your 2-year defect warranty period. This booklet will repeat some information covered at your home demonstration; however, we strongly advise that you familiarise yourself with its contents and keep safe for future reference.

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### How is your new home constructed?

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In a new property, up to 8000 litres of water may used during its construction, that's the equivalent to around 800 full buckets or the weight of an adult male elephant. The water within the mortar, plaster etc. needs time to evaporate and dry. In this booklet there are guidelines on how to dry your home slowly and effectively to minimise shrinkage.

#### What is shrinkage?

Shrinkage is a term used to describe hairline cracks in the plasterwork that appear when the property is drying. The most common places to see these cracks are around door openings, windows and along the staircase. This is completely normal, and unless excessive with cracks more then 3mm in width, not classed as a defect. Shrinkage cracks can be filled, sanded, and repainted as part of your homeowner maintenance.

### What about decorating?

We understand that you will be eager to put your own stamp on your new home. Your walls may take 24months to dry and due to the high moisture content already present, we strongly advise against wall papering until at least 24months post completion. We would recommend leaving painting as long as possible. We have finished your walls to a build paint finish, some small blemishes may be present.



### How is my home constructed and what is covered by our 2-year warranty?

#### **Bricks and mortar**

Your home is built traditionally with bricks and mortar, it is a hand-built product, meaning it is put together by hand and tools, rather than a prefabricated or assembled by machines. Since this is a manual practice there is a possibility of defects occurring during construction. Bricks are made from clay or shale, which are naturally occurring materials. During the manufacturing process there can be variations in the composition of the clay or shale that can result in defects in the bricks.

Some common defects are chipping of the bricks, warping of the bricks meaning they are not perfectly flat, slight size variations, colour variations, and efflorescence. Efflorescence is a powdery white deposit that can appear on the surface of the bricks, it is caused by the migrations of salts on the surface of the bricks and can affect their appearance and can appear after the brickworks is installed. This is not classed as a defect.

Mortar is made from sand, cement, and water. Just like bricks, mortar can have defects due to various factors. Some common defects are cracking and shrinkage, this can occur during the drying of the mortar. The colour of or you mortar should be reasonably uniform but can have some variances due to the sand used or the curing process.

Inspection of brickwork should be from 10 meters away in natural light. If you have concerns regarding the brickwork of your home, please contact us.

#### Render

Some of our homes have a decorative detail of render. Render is a type of coating of finishing material that's applied to the external walls. Render is usually white or cream in colour and does have protective qualities against the elements. It is important to note that like all building materials render can have defects, including cracking, blistering and delamination. Render can stain, fade or discolour over time and as it weathers, this aspect would not be covered under the 10 year warranty provided by NHBC. Please report any concerns regarding your render within the first two weeks from completion.

# Leadwork Your home has been in completion. If you have leadwork on your hom with photographs and

# Your home has been inspected thoroughly prior to your completion. If you have concerns over the installation of leadwork on your home, please bring this to our attention along with photographs and email the customer care department.

#### **Canopy**

Some of our homes benefit from a canopy above of the front door. The canopy is designed to provide temporary shelter from the elements. The canopy may be sealed with mastic, over time this may crack or warp and will need replacing as part of your homeowner maintenance. If you have concerns regarding your canopy, please bring this to our attention.

#### Roof

Your roof structure is constructed of wood roof trusses fixed in place with metal plates and bolts. They are designed with strength and stability in mind, and can withstand heavy snow, wind forces and other external pressures. Externally our roof construction is felted, battened, and then tiled. Similarly, to bricks and mortar, roof tiles can also have slight colour differences or small defects. Over time roof tiles can crack and will need replacing, this is not classed as a defect and is not covered by your warranty.

Your roof is a watertight structure, if you notice a leak within your 2-year warranty period, please contact customer care immediately. Beyond your warranty period, please contact your home insurance provider who will advise. The loft is a ventilated space, if you feel that there is an issue with moisture or mould, please contact customer care with photographs.

It is important to note that the loft is not a habitable space. There are vast amounts of insulation laid in your loft to assist with energy efficiency, compression of the insulation can affect the efficacy of energy efficiency properties. Many cables and pipes are concealed by the insulation, and it is advised that only trained individuals enter the loft space. Using this area as storage may invalidate your warranty.

Your coax (aerial) and Sky cabling are coiled in the loft space ready for installation.

Warranty Standards

#### **Solar and PV panels**

Some properties benefit from solar panels/PV panels. These devices are part of the roof construction and are fitted during the construction process. Simply, these panels consist of cells made of semi-conductor materials. When sunlight strikes the solar cells, it excites the electrons, creating an electric current, this is then converted into an alternating current that you can use in your home. The power created by these panels will assist with your day to day running of your appliances or lighting. We will provide you with documentation that will enable your registration of the panels on your home. You will be able source a separate tariff for your solar panels. Solar panels require little maintenance, they can be cleaned periodically by a window cleaner. We advise that they are serviced in line with the manufacturers recommendations to ensure their efficiency.

#### Meters

Your gas and electric meter boxes are located on the side elevation of your home and can be opened with your meter key, provided on completion. On the day of completion our sales consultant will show you where and how to read your meter. Often the meters for gas and electric have a digital signal and the meter can be read by your energy provider remotely when they are provided with serial numbers. If there is damage to your meter boxes on completion this should be reported as soon as possible. Please take care ensuring the boxes are closed, as the wind can damage them over time if they are not shut properly.

Water meters are located under the kitchen sink but can occasionally be placed externally. You will be shown the location at your home demonstration appointment.

All meters are fitted by utility companies, should you have queries regarding your readings please contact the utility companies in the first instance.

#### Garage door

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Garage doors are supplied by a national contractor. Occasionally damage can occur when we are putting the finishing touches to your home. We will have checked your garage door as part of our inspection process, but if you notice any defects, please contact customer care. Over time, with use, doors can mark and wear, we can provide details of the finish so that you can maintain them in the future. Should you notice any damage on completion to the garage door frame, handles, locks, or hinges, please bring this to our attention. The frame of your garage door will be sealed to prevent excess water from entering through the frame. The sealant (mastic) will settle over time and should be attended to as part of homeowner maintenance and is not classed as a defect.

Loss of keys post completion are not covered by home warranty and are the homeowner's responsibility.

Detached garages are a single skin construction – meaning that they are not insulated or constructed the same as our homes, it is not recommended that valuables are stored in this structure as they are more susceptible to water ingress. Water damage in the garage is not covered by your warranty.

If the power in your garage is not working, firstly check your consumer unit which will be located within your detached garage and included in the main board for an integrated garage. Check that the garage is marked in the 'on' position. If there is a further issue please contact customer care and we will send an electrician to investigate if you have not made any electrical amendments yourself.

#### **Personnel door**

This is a door from an integral garage into your home. These are lockable fire doors and will require homeowner maintenance. We recommend using a 3in1 lubricant to handle, hinges and the lock. If you feel that the door needs adjusting, please let us know and we can arrange a technician or contractor to attend. Mastic sealant around the door will settle and dries out over time, it is part of home maintenance to replace this when the time comes.

#### **Garage floors**

Garage floors are finished in concrete, there may be minor imperfections as the floor dries out. These cracks are usually superficial and a natural part of the drying process. However, if you have concerns, please bring this issue to our attention. We recommend painting the garage floor with special product to combat dust. Garage floors are usually not level and are deigned to have a slight fall to assist with combating water ingress.

#### Guttering

Your home will have been inspected thoroughly prior to completion however in warm weathers it is impossible for us to test the fitting of the gutters. Should you have a leak within your warranty period please contact customer care. Maintenance of guttering is important and natural matter can collect over time and cause blockages or hold water. If you have concerns over the fitting of your gutters please raise this as soon as possible with customer care.

#### **Drainage**

At your reservation you will have seen a proposed design for drainage of your home and wider development. Every effort will have been made to adhere to the design but occasionally the locations and design may change during the construction. Manhole covers should be level to the ground around them. They serve as access to drainage and allow utilities and yourselves to inspect later. If any drainage covers have sunk send details of its location and photographs to customer care as soon as possible so that we can ask our contractors to attend. Drainage pipes are narrow and can block, please be mindful of the items that are flushed we advise that no wipes (even ones marketed as flushable, and biodegradable) are disposed of via your WC to avoid unnecessary blockage). If you notice your toilets, sink or washing appliances are slow to drain, please contact customer care for further advice.

#### **Floorboards**

Your floorboards are glued to your joists. Over time, as your property settles and dries the natural materials used to build your home also shrink. This can occasionally result in some squeaking. This is natural and to be expected in any home, this is not classed as a defect unless the creaking is excessive.

#### **Carpets**

If you have purchased carpets from Prospect Homes, you will have the opportunity to check these at your home demonstration. Any concerns with the fitting or suspected damage of your carpet should be raised at home demonstration or courtesy appointment 2 weeks post completion. If you have arranged your own flooring, your own contractor will be able to assist you directly. Your carpet will be fitted with threshold strips, over time these can loosen and can be easily secured as part of your homeowner maintenance. Carpets should not be installed in your wet areas.

#### **Amtico and vinyl**

Your Amtico flooring has been fitted by experienced contractors, who will have ensured that your Amtico is fitted and secured in all designated areas. Over time Amtico can lift due to the drying of your home. If any areas begin to lift during the defect period, please contact our customer care department who will arrange for this to be re-secured. Similarly, to your carpet fitting, please raise any concerns or issues with your flooring at home demonstration or courtesy visit. Amtico will have been finished mastic sealant at the edge to the skirting board. Over time this mastic may need replacing due to its life span, this is part of homeowner maintenance and not a defect.

Amtico can be vacuumed and mopped, however steam mopping is not advised as the heat can detach the flooring from the adhesive, cleaning Amtico in this way would void its warranty. Vinyl can be vacuumed and mopped, please use appropriate cleaning materials to care for it.

#### Tiling

Your tiling will have been finished with mastic seal on the floor and an edging strip for your wall tiles. If you have opted for full height wall tiling in areas these will be finished with a mastic seal to the ceiling. Over time the sealant may lift and will need replacing as part of your homeowner maintenance. Your tiles will have been grouted when they are fitted. The Grout should be even in colour, when viewed from 2m away. It is made of natural materials and can stain, we strongly recommend using a grout sealant shortly after moving in, which will provide protection against staining and water resistance.

Please clean your tiles with appropriate cleaning products. We do not recommend using steam cleaners on your tiles at they can cause problems with your grouting. If your home has tiles laid on the concrete ground floor, they can sound hollow, but this Is completely normal. Your tiles are created from natural products and very porous materials, therefore it is likely that if something heavy is dropped on them they may crack.

You will have had the opportunity to inspect your tiles at home demonstration, please raise any defects as soon as you can. If your tiles have naturally cracked during your defect warranty period, then we would need to investigate this further with photographs sent to customer care. As your home has been built by hand, and not manufactured in a factory, there will always be slight variances. If you have concerns over your wall and floor tiling, please bring this to our attention as soon as possible.

#### **Furniture**

Any defects, such as scratches and knocks, should have been raised during your home demonstration and courtesy visit. If you later discover a defect, please stand approximately 0.5m away in natural daylight and assess before reporting the defect. It is important that your wardrobe aspect is allowed to breathe as part of the drying process and where possible we advise that the doors are left open to allow moisture to escape.

Over time it is natural for doors to require adjusting and these fall under your homeowner maintenance. If you are having issues with your wardrobe doors during your defect period, for sliding, please check that the runner is free from debris or clothing items that me obstruct the doors from operating. We recommend clearing the runner regularly with a damp cloth. Your wardrobes will have been finished with sealant, over time this sealant may lift and need replacing as part of your homeowner maintenance.

#### **Appliances**

We supply and fit appliances in all our homes. These come with a 2-year guarantee which is provided directly by the manufacturer. You should have all the details to register your warranty within your completion pack. If you have a fault with an appliance, please ensure the correct switch is in the 'on' position before contacting the manufacturer directly for an assistance. By registering the appliances, yourselves you will be able to extend the 2-year guarantee yourselves. If your dishwasher/ washing machine have been provided by Prospect Homes, and you're experiencing a leak from this appliance within your 2-year defect period, please contact us directly to arrange a plumber to attend.

#### Kitchen

We check your kitchen thoroughly before you move in. Any defects should be reported at the home demonstration or at your courtesy check. Due to the porous materials used to make your kitchen, we suggest that spillages are cleaned immediately, and water is not allowed to stand on surfaces. Please do not use any abrasive cleaning on your kitchen.

If you need to replace units or parts later due to wear and tear, we can put you in touch with the supplier to request replacements at your own cost. Over time your kitchen draws, and cupboards, soft closers, and handles may need adjusting, this is part of homeowner maintenance and not a defect. This can be done easily with a small screwdriver. Please refer to the manufacturer for a how to guide.

Your kitchen plinths or kick boards are designed to be easily removable for cleaning purposes. Fittings can loosen over time; the clips can be easily adjusted as part of your homeowner maintenance. Your kitchen sink will have been inspected prior to completion, please report any defects with your kitchen and utility sinks within 7 days of completion.

#### Garden

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If Prospect have provided and laid your turf it is imperative that you regularly maintain it as part of your homeowner maintenance. We recommend that your new turf is watered and fed regularly and that it is not cut for the first 4 weeks. If the turf has only just been laid due to weather condition etc., we ask that you only walk on it using a plank of wood underfoot to avoid divots and undulations appearing. Where possible please keep animals off your new turf to avoid discolouration.

Please feed your lawns and plants during the spring and autumn to keep them in good condition. You may experience mushrooms growing etc. in your garden, this is not a defect and not covered by your warranty. We stone and debris pick the ground prior to laying turf.

If you have not purchased turf from Prospect homes, we sternly recommend that you do not wait too long before turfing/ planting etc. Leaving the ground open to the elements will have a detrimental effect to ground with the topsoil compacting over time. We recommend that you aerate you soil as part of your maintenance.

Gardens will not be complete level to assist with drainage. You will have been made aware of your garden levels during your reservation. Over time the levels may slightly change due to settlement of the ground, this is natural and not classed as a defect. In some parts of the county especially where the ground has a high clay content the ground can be partial to waterlogging. It is common for the gardens to waterlog during the winter and be very dry during the summer months. General maintenance can assist, including aerating soil and tuft on regular intervals. If you have waterloaging within 3m of the habitable parts of your home, please contact customer care so that we can assess if you have appropriate drainage for your property and if additional drainage should be considered. Planting provided should be maintained, watering and feeding at regular intervals.

#### Patios and paths

Patio, Paths, and Paving should be secure. These can loosen as they settle. If this happens, please inform us as soon as possible, and where able avoid using until they fixed. These areas have been designed with a fall and drainage in mind. If water remains on these areas for over an hour after rain has stopped, or deeper than 5mm or larger 1 meter squared please bring this to our attention. Any damage should have been recorded at home preview or courtesy visit. It is natural for paving to have scuffing and pitting and are not classed as a defect.

#### Fences and gates

Your fencing has been supplied and fitted by experienced contractors and is checked prior to your completion. If you think they have been fitted incorrectly, please inform us as soon as possible. Fences are not designed to level. We mainly install wooden fencing, and occasionally gravel boards and posts if the fence needs to retain some land. Your fence has been designed specifically for your home and is not important that this is not changed post completion unless there are extenuating circumstances. As wood it a natural you may have variances in colour and knots, this is not a defect.

#### **Driveway**

Our driveways are finished with Tarmac and the design would have been confirmed on reserving your new home. They will not necessarily be level as they are designed with drainage in mind and to minimise the amount of standing water on your driveway. If your driveway has standing water 1 hour after rain has stopped and is deeper than 5mm or exceeds one meter squared in area please, then please contact us and we can arrange to attend on a wet day to inspect.

When raising any issues relating to your driveway it is important to send photographs as we will need to refer to our plans and original design.

Overtime variations in scuffing, levels and finish may arise due to settlement, natural ground movement and traffic, which are not classed as a defect.

Any damage to your driveway should be reported as soon as possible. Occasionally the final finish of tarmac will be outstanding on completion and will be completed at a later date.

Where applicable, a drainage channel may have been installed as the driveway meets your garage or where the driveway meets the road. All drainage channels should be clear on completion. After this you are responsible for clearing any drainage channels within your boundary as part of your homeowner maintenance.



#### **Garden shed**

If you home benefits from a garden shed, please ensure that your shed is not over filled as this may prevent the door from opening and closing effectively.

Over time the door hinges, handle and locks will need easing and adjusting, and this is part of your homeowner maintenance. We recommend using a 3 in 1 lubricant on your hinges, handle, and locks.

If the door drops, or you continue to be unable to open to close it, during your warranty period, contact us and soon as possible.

Shed Roofs are usually finished with felt to assist with preventing water penetration. However, sheds are not watertight and can get damp.

If you notice a leak or damage to your roof, provide us with mote details and photographs as soon as possible. We will then review to ascertain the cause of damage. We recommend storing the belongings in your shed somewhere else until the issue is resolved.

Any damage caused by inclement weather will not be covered by our warranty and we would advise you contact your home and buildings insurance provider who may be able to assist.

#### Plumbing and heating

Your boiler is included in your 2-year warranty; however, the warranty must be registered by yourselves within 30 days of completion and serviced yearly, **you are responsible for this**.

If you have a fault with your boiler in the second year of your warranty, we will ask for the service report to provide to our plumbers ahead of them visiting.

If you see any water under your boiler, check first that the leak is coming from the boiler and not the pipework around it. Run your fingers or a cloth around the pipework near where the puddle is forming and see if you can identify wetness. Fixing a water pipe is usually a simple job. If you can see water dripping from the boiler itself, check the pressure on the pressure gauge on the front of it either in the form of an analogue (dial) or digital display. If it's digital, you may need to push some buttons to get to the pressure reading (refer to your manual). For most boilers the pressure should be between 1 and 1.5 bars when the central heating is off. When the heating is son, it will go up slightly, but it should still be around this range. If it's way above this level (2 bar or higher) this could be the cause. Boilers have pressure relief valves to protect them from high water pressure. They are often built into the pressure gauge and are designed to leak if the pressure gets too high.

If you have high pressure, the first thing you should do is check the filling loop. This is often a piece of tubing curved round on itself with a valve at each end (refer to your manual), or it could be two valves built into the boiler. As the name suggests, the filling loop is used to fill your system with mains water. Once the correct pressure is reached, the valves should be turned fully off, but sometimes they are forgotten about and left on. That can be why you have high pressure, so make sure that they are fully off before moving on.

If your boiler is noisy, firstly please check that you have serviced your boiler within the last 12 months If the service is due, please arrange at your earliest opportunity.

If your boiler has been serviced in the last 12 months, please refer to the manufacturer user guide to identify error codes and consult their trouble shooting tips. You may simply need to reset your boiler; but if the issue persists when the report that matter to our customer care team who will be able to advise what further actions will be taken.

NB: Subject to the nature of the problem, an engineer may have to refer to the manufacturer for parts or to arrange further repairs under their warranty.

You may be experiencing low pressure if your boiler automatically shuts down. It's usually easy to get your pressure back in its operating range by opening the inlet valves and letting some more water in. However, if you've lost pressure, it's because something isn't right, and topping up the water will be a temporary measure. For detailed instructions on how to top-up the pressure, please refer to the manufacturer user manual.

Please contact customer care if you are still experiencing issues.

#### **Radiators**

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If you are within your 2-year defect warranty period and you think you have a leak from a radiator, please place a tray or similar underneath the area to prevent water causing further damage and report the matter to the customer service team. If the leak is uncontainable, isolate the water supply  $\vartheta$  report the defect as an emergency. Subject to the nature of the problem, the engineer may have to refer to the manufacturer for parts or to arrange further repairs under the warranty.

If you find that your heating is constantly on, please check the following points before reporting the defect.

**Boiler thermostat:** You may need to change the setting on the winder to make sure your home maintains the same comfort levels, because the water coming into the system is colder.

**Programmer:** A programmer lets you control when your heating and hot water (where applicable) turns on and off; check that your programmer is set to come on at the right times.

**Room thermostat:** The thermostat for your home switches your boiler on and off when it senses a difference in temperature from your chosen setting, make sure your thermostat isn't detecting another heat source. Please check that you have set the correct temperature.

Radiators in your home can be controlled individually using the valve located on the radiator.

Occasionally air can get into your system and this can affect how your radiators work, known as an air lock. You can easily remove the trapped air by bleeding the radiator while the heating is on, simply turn the valve in the top corner of the radiator with a special key that can be purchased from most hardware stores, but a screwdriver can also be used. Protect your hands with a cloth as the air escaping will be hot.

- 1. Hold a cloth under the cap
- 2. Use the radiator key or a screwdriver and the turn the cap anti-clockwise until water seeps out.
- 3. Tighten by turning clockwise.

Radiators can occasionally make noises as they warm or cool. They can also make noises if air is in the system, this can be relived by bleeding the radiators as per the above steps.

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#### **Room Temperature**

Your Prospect home has been well insulated. The orientation of your home can affect the temperature of your rooms. For example, a property with a west facing kitchen, will have a warmer kitchen in comparison the lounge which is north facing. If you feel that you home is too cold, please try the following steps:

- Ensure that your boiler is on maximum and not economy setting. Please refer to your boiler manual.
- The wall mounted thermostat in the master bedroom should be set to 26c which will mean that for the period you carry this out the room will be warmer than you usually have. It may be useful to leave the door open while you carry out this exercise to allow additional heat transfer to other rooms.
- Heating should be left on until the room that you feel is cooler, is at a temperature that you're comfortable with.
- The actions will allow the fabric of the room to warm.
- Gradually turn the thermostat by a degree at a time. Once the home is at a desired temperature do not turn down further.

If you have concerns over the temperature of a room, please use a thermometer and document the temperature in the room 3 times a day for a period of a week, then please forward us the findings.

#### Taps

We recommend cleaning your taps and chrome wear with a soft cloth and warm soapy water. Abrasive cleaners, bleach, cream cleaners, etc. should not be used on taps and other chrome accessories as they can discolour and scratch the surfaces which will invalidate the warranty.

If a tap is dripping, limescale may need removing, which is a routine home maintenance task. If that does not solve the problem, then please let us know.

If you believe that your tap isn't fully working, firstly check that the sink has not been isolated using the valve underneath the basin. If this is set to the 'on' position and the issue persists, then contact us so that we can arrange for a qualified plumber to attend.

### Pop-up waste and plugs

Occasionally the spring-loaded push-button sink plugs can stick and no longer seal or let the water drain away. This can be due to a build-up of scum, mould etc.

If the plug is jammed shut, push down on the top surface while trying to rotate anticlockwise, they will usually come apart pretty easily. Clean as thoroughly as possible. If required, spray with mould killer and wash the whole thing in hot water. Now work the pop-up action several times to ensure it is free to move and place it back to your waste.

#### **Plumbing pipework**

If the leak has been identified and can be contained, please place a tray, bucket etc. to catch the water and ensure no further damage is cause by pooling water. If you are within your two-year defect period, please contact customer care to report a leak. If you cannot contain the leak and are within your defect period, please contact customer care immediately, if out of hours please contact our plumbing contractors, who's details are available on our website.

#### Noise

Noisy water pipes can be caused by several things, some are easy to fix, others require more attention. What noise are you hearing?

**Banging:** Hammering or banging pipes are one of the most common noise problems. It occurs when water is turned off and high pressure in the pipes makes the water inside look for a place to go, ultimately banging against the shut-off valve or pipe walls. The noise is a distinct hammering and usually only occurs after a tap or appliance is turned off. To correct, try to reset the water system's air chambers. Shut-off the water supply to your home and open your taps to completely drain the pipes. The turn the water back on, and the hammer noises should be resolved.

Whistling: There are two types of whistling noises in plumbing systems – whistling in the pipe and whistling by certain taps or valves. If just one or two taps are whistling when they run, the issue could be a worn washer, loose screw or grimy aerator in the tap itself. A whistling toilet that quiets down after the tank is filled usually needs a new ballcock valve. A toilet that whistles all the time probable has an issue with the vertical overflow tube. To fix these, we will need to arrange a plumber, who will turn the water supply off and repair or replace those parts, so do report this to us.

**Blocked:** If you think one of your sinks, showers or baths are blocked, you can try to clear this yourself using a suction cup (suction cups or drain cleaning wires should not be used where dry traps are fitted)

Drain clearing product will also help but be sure to follow safety advice and make sure that you wear gloves. If it doesn't work, then place a container under the plastic cap and carefully unscrew it. Remove the blockage then screw back in place. To help avoid this, regularly remove hairs and debris that get trapped in your plug hole.

#### **Outside tap**

It's very important that you maintain your outside tap to prevent it from leaking and exploding in cold weather. We advise that you turn off the water supply to the tap as winter approaches. You will have been shown the isolation point at your home demonstration; however, it is usually located in the unit beneath the kitchen sink. If you suspect your outside tap is leaking, please isolate the water source. If you have followed our advice during the winter months and colder weather, contact us and we will organise for our plumbers to attend.

#### Stop tap

Your home is fitted with a stop tap and the location of this will have been shown to you on home preview. It's usually located under the kitchen sink, clearly labelled, and controls the water into your home. If you have a leak and you are unable to determine where it is coming from, please turn off your stop tap and contact customer care where advice can be given. If you suspect a leak out of hours, please contact our out of hours contractors which can be found in your welcome pack and on our website.

#### **Towel radiators**

Your towel radiators are meant to warm your towels as well as the room, and work when hot water circulates through your home. If your heating is off the towel radiator will not work. Be mindful not to overload the radiator with towels as this will affect how much heat circulates the room.

#### Sanitaryware

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We recommend cleaning your toilets regularly with appropriate cleaning products. Do not use bleach or cleaning blocks in your cistern as this can cause damage and is not covered by your warranty.

Leaks in bathrooms can be caused by the flushing of inappropriate items such as wipes, nappies, sanitary items or excessive toilet paper. This is not covered by your warranty, and you would need to repair this at your own cost.

Your sanitaryware is checked prior to your completion for chips, scratches or damage. These items are checked in daylight at around 0.5 metres away. Of course, we don't shower or bathe in your home, you will get to know your home better than we can, if you notice any defect please raise at your courtesy visit.

Some abrasive cleaners can cause damage to sanitarywear and fittings, please check your cleaning products are compatible before using.

Your chinawear (toilet, basin) can be cleaned with warm soapy water and occasionally a cream cleaner can be used without any damage to the final surface.

For baths and shower trays we recommend cleaning with warm soapy water or a spray cleaner. Abrasive cream cleaners should not be used as they will scratch the surface and will not be covered by warranty.



If your toilet is constantly running, gently lift the lid of the cistern and active the valve a few times. If that does not resolve the issue, then please contact us and we will arrange for a qualified plumber to attend.

Your sanitaryware will have been sealed with mastic, this can pull away over time and will need replacing as part of your homeowner maintenance.

If you experience a drainage smell, in the first instance check that there are no blockages in any of your toilets. Please flush any infrequently used toilets a few times. If the smell persists, please contact customer care.

#### Shower and bath screens (leaking)

Your shower screen should be free from abrasions, scratches & chips when viewed from 00.5m away in natural daylight. Any damage should be raised at your home preview or courtesy visit.

Shower screens above the bath are designed to deflect the water.

Please ensure that the screen is not pushed out too far, that the bottom seal is secure, and the water does not directly spray onto the screen.

Please check your mastic sealant is intact, you will be able to easily replace mastic if it is lifting as part of your homeowner maintenance.

If your screen continues to leak, please let us know.

#### **Shower tray**

If your shower tray is not draining, we strongly recommend that you regularly remove any build up of the hair and residue which may be causing the shower waste to block. You can do this by lifting the trap cover and removing the debris. Do not use a plunger and this can cause damage. If the issue persists, please report it to us.

Your tray is designed to slightly flex and may creak when in use. If the noise is excessive and there is a lot of movement in the tray, please let us know.

#### **Shower valve**

The shower valve controls the temperature and the flow of the water. In the first instance please refer to your manufacturer booklet, which will be provided on completion. If you continue to have issues, please contact us.

#### **Taps**

Your taps will have been tested prior to completion. However, if your taps appear not to be working, please let us know and we can arrange for a plumber to attend.



#### Wall and ceiling finishes

#### **Paintwork**

You may notice small marks or deviations in your paintwork or plasterwork. These are likely from tools used in the home and are nothing to worry about.

Your walls and ceilings should have an overall even appearance when viewed from 2 metres in natural daylight. You may notice differences in direct or artificial light. However only defects visible in natural light are covered by your warranty.

To check your paintwork, please stand in the middle of your room in natural light, if there are clear visible marks, please contact us to discuss further.

When you decide to paint, we suggest using a water-based emulsion, which is the finish already provided and should give the best results.

#### **Plaster**

50% of the plaster in your home is made from water, and shrinkage is to be expected as the water evaporates. To minimise shrinkage cracking there are several things you can do.

- Keep your home well ventilated (when able, keep windows open)
- Keep trickle vents open
- Keep your heating on a moderate temperature

Plaster has been applied to your walls by hand, and defects can occur. Just like paintwork, stand in the middle of your room and assess the plaster in natural daylight, if there are clear visible defects, please contact us to discuss further.

During the shrinkage process you may notice small round marks in the plasterwork, these are referred to as 'nail pops' and are not a defect and can be sanded and filled as part of your homeowner maintenance.

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#### Insulation

Insulation acts as a woolly blanket around your home and comes in different textures. It can be found in the cavity between the blockwork and the brick, where is its blown into the cavity where it looks like small pellets or feathers.

Sheet insulation where we are unable to blow insulation adding extra protection.

Blanket insulation can be found in loft, laid like a large blanket around the pipework and aiding heat retention of the home.

### Windows and external doors

Your windows and external doors have been made specifically for your home and fitted by experts. On completion you will provided with window keys, not all windows will have locks as they will be classed a fire escape route and should remain so. If you notice any issues with your windows, please raise the defect as soon as possible.

Patio, back and front doors have all be designed with your home in mind. The action will have been inspected and tested in advance of your completion. As the property settles it is common to experience doors becoming a little more difficult to lock or operate. This is nothing to worry about and usually can be adjusted slightly to rectify the issue. This is normal, and part of your home settling, and will fall under your homeowner maintenance. If you suspect an issue with your external doors, please contact customer care with photographs so that we can forward to our suppliers. Loss of keys are not covered by your 2-year warranty.

#### Internal doors

Your internal doors have been fitted by our joiners. If you have selected your flooring through Prospect, your doors will have been trimmed specifically for your floor covering. Just like your external doors occasionally your internal door will need adjusting and is part of you homeowner maintenance.

If you have decided to have flooring by your own contractors fitted post completion, your doors will also need to be planed or trimmed. Your contractors are responsible for this work, and damages will not be covered by your warranty.

#### **Smoke detectors**

Your smoke detectors are hard wired, it is important that they are tested regularly. On home preview we will show you how to do this. There is a back up battery installed, when the battery is at the end of it's life the system will beep to ask you to change it. They are easily replaced, and this is not covered by your homeowner warranty.

Occasionally mould may present itself in your home, usually on woodwork, lower parts of walls and understairs cupboards. This can occur as the moisture from the construction is evaporating, in warmer conditions, and where ventilation may be obstructed. If you spot mould in your home, in the first instance please move any furniture that may be up against the wall away, ensure all trickle vents on your windows are open, doors to rooms are open, and heating on a gentle temperature. Mould can be vacuumed and washed away with specialist mould wash and is something to monitor. Please contact us with photographs if mould is spotted in your home.

### **Electrical adaptations/ Structural changes**

We understand that over time you may want to make changes to your home and deviate from our original design. It's important to note that if you are making changes that they are in line with your development's legal covenant. We kindly ask that Prospect are informed of planned structural changes i.e. extensions. This can be done via your solicitor or by emailing customer care with the proposed plans. Structural changes may void your warranty. There is a fee of £180 when submitting plans.

Electrical amendments should be made by a qualified electrician who will issue you a new certificate for your records. Adding to your circuit may void your warranty.

#### Other

For any other defects including queries regarding any optional upgrades or development specific items such as EV chargers, in the first instance please refer to your instruction and warranty manual provided on completion. If you cannot locate the information you require, or the issue persists, please contact customer care for assistance.

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#### **Emergency Assistance**



Should you require emergency assistance please scan the above code for the **Emergency Contact** phone number.

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This number is for use outside of **Prospect Customer Care** hours (Monday-Friday 8.30am-5pm) Bank Holidays and Christmas closure.

Issues considered an emergency are, but not limited to:

- · Complete loss of hot water
- Complete loss of heating
- A leak that cannot be contained or isolated
- Complete loss of power in the home (not a power cut)
- Complete loss of gas (it is advised that your supplier is contacted in the first instance)

Once your call is logged, an escalation response time for contractors will be selected and you will be informed of an appointment to remediate. Please be prepared to provide as much information as possible, including your completion date. Prospect Homes will be contacted following the event, regarding any follow on works that may be required.

Regarding other issues, please refer to your homeowner warranty booklet and contact **customercare@prospectgb.com** within business hours.

#### We have our keys, what happens next?

You have your keys, but your Prospect journey is not over. We want to ensure that you receive a high level of customer service and the process following collection of your keys is as follows:



Following key collection, our site team will call in on you to see how you're settling in, this is usually around 3 days after you have collected your keys.



Our Sales team remain on hand and will also be making contact to see how you are and if you need any assistance.



2 weeks after you have moved in, the Site Team will be in touch to collect a list of defects you may have found during your first fortnight; this is referred to as a courtesy visit. This will be shared with the Customer Care team and logged for future review.



Defects that you notice should be completed within 30 days of reporting, if there is any reason for further delays due to manufacture reasons, we will keep you well informed.



4 weeks after completion, and all items on your original defect list are rectified, the site team will formally hand over your home to the Customer Care team who will coordinate any required works for the remainder of your 2 year warranty period.

# Please remember to do the following within the specified time frames:

- **Report scratched items** within 7 days this includes stainless steel, glazing, sanitaryware.
- Keep a notepad on hand to note any defects as you settle into you home so that we have a comprehensive list of defects and minimises repeat visits for our trades and disruption to yourselves. If you decided to employ a professional snagger, we will take their list as the original defect list. We ask that your defect list is prepared for two weeks post legal completion.
- Register your warranties
   with the manufacturers for
   all appliances, boiler, and
   any additional upgrades if
   applicable. All information to
   do so will be found in your
   welcome pack.

- Inform the council that you are now the legal owners of the property, register for your council tax, and if applicable order your refuse bins and recycling equipment.
- If you haven't done so already, make arrangements with your broadband provider to activate your home.
- If you are planning on installing Sky Q, please arrange the installation of a dish in the loft, to ensure that you avoid drilling through your fresh brickwork.
- You will receive a welcome pack from our energy provider a few weeks following completion. This will confirm that we have settled our account, and you can either set up your own account with the same provider or change to an energy provider of your choice. It is easier to wait for the pack to arrive to avoid an overlap, however you can swap provider from day of completion should you wish. We will not have given a meter reading for any solar panels as they will remain unreaistered until you have taken ownership of the home.
- But most importantly take a moment in the chaos of moving to enjoy your new home.





#### **Homes for good**

When you buy a Prospect home you'll be playing your part in helping others. All of our profits go back to our parent company Riverside, to be reinvested into community projects, from homelessness prevention, building affordable homes or community regeneration.









Your home for good prospecthomes.co.uk