



*Warm
Beautiful
Homes*

Warm Beautiful Homes Operations Ltd

Your New Home A Guide To After Sales And Warranty

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Welcome

Our homes are popular because of their location, their design and their environmental credentials. As developers, we are committed to providing homes that not only meet your aspirations but meet all of the regulations in place.

We have worked hard to complete your new home. It has been checked fully before you move in. If it is a new home or conversion then it comes with our 6 points of reassurance pledge. Our pledge includes 10 year structural warranty underwritten by ICW, a 2 year workmanship warranty and emergency cover for the first year. Where the project is a refurbishment then these guarantees are not available.

Your Team

To make sure that you are totally satisfied with all aspects of your new home, we provide a comprehensive after-sales and warranty service. Our dedicated team under manager Chris Maund is there to help every step of the way.

From snagging to sorting out problems we want to make it easy to enjoy your new home. We have dedicated tradesmen available to carry out repairs, fix snags and address any warranty issues. But it doesn't end there, we can make any changes that you want to your new home, when you ask. This means that the same high standards that we used to construct your home will be maintained and your 2 year warranty will be fully in tact.

Prior to completion

Prior to completion, we will endeavour to meet with you and give you a tour of your new home. This will not only give you an opportunity to meet directly with the team responsible for your home's aftercare but will also enable you to explore the features of your home, confirm that the specifications you requested are in place, as well as draw our attention to any issues you may identify during this tour.

Insurance and Utilities

Immediately on taking possession you should ensure that you have adequate building and contents insurance covering all of the buildings including any garages and sheds.

We will liaise with you to ensure the smooth transition of the utilities including gas and water to your account. We will have taken a meter reading immediately before you move in.

Expectations

Buildings are not rigid objects – they will move and make noises as they expand and contract, and surfaces, joints and joins move. They will react to the amount of heat



applied and to the weather conditions. This is natural and does not mean that there is anything wrong with the building.

Obligations

We are responsible for rectifying any defects that you could not reasonably have been expected to see at the time of moving in, as well as those that develop within this time period. We are not responsible for repairing damage caused to the property by other workers or yourselves.

All homes require a degree of regular and normal maintenance to be carried out by the homeowner, or by you instructing a trained professional.

Materials in General

In the design process we choose which materials and appliances to install and use. The design choices are governed by the requirements of Building Regulations and the planning permission criteria together with our intention to design a first class home. It is possible that you or we would not make the same material choices again, however that does not mean that materials or appliances should be replaced.

Appliances

We chose the appliances we install with care to meet the high standards of your new home. Generally the instruction manuals and documentation are left with the appliance. The appliances come with the manufacturers warranty. You may wish to complete the manufacturers warranty registration procedure.

In the event that the appliance becomes faulty please contact the manufacturer directly in order that they can gain access to repair the appliance, if appropriate.

Windows And Doors

Depending on the design windows and doors will be constructed either from wood or a composite plastic.

Where the doors are constructed from composite plastic and the sun is shining directly on them, thermal expansion will occur. It is possible that this will prevent the doors from being locked externally. In this even they can usually be locked internally and for the short period whilst the expansion is present an alternative door should be used.

Keys

We provide 2 sets of keys for each lock. We do not keep copies of the keys.



Surface Water

Rainwater is directed to a soak away when it runs into gutters. It does not mix with sewage at any point.

Sprinkler Systems

The sprinkler system, if fitted, should be periodically inspected at least once a year by a competent third party.

Sewage Treatment Plant

Where a sewage treatment plant is installed it will have been chosen with the site requirements in mind. There are different sizes and capacities. The plant does not merely store the effluent but will enable a controlled process of effluent decay so that the sewage is not stored indefinitely.

There is an electrical supply to the plant which is the responsibility of the management company. The supply is designed for the tank and should not be used for other purposes. The plant outputs clean water to a soakaway which has been designed to be suitable.

The plant will require some emptying once or twice a year. We can supply details of suitable companies. The maintenance and emptying of the plant is the responsibility of the management company.

The system is only suitable for the processing of water, human waste and paper. Plastics of any sort, pads, pins, and other materials should not be flushed into the system. Bleaches and other chemicals which prevent the biological activity of the system should not be used. They will prevent the system working properly and may cause substantial damage.

Sewage treatment installations will only perform as well as they are maintained. The best way to achieve this is to arrange a service agreement with an approved service engineer.

Precautions For Sewage Treatment

Firstly, keep children and pets away from the plant and always wear rubber gloves when inspecting the unit. Never try to climb into the plant.

If in doubt ask us or an approved service engineer for advice. One of the things that will come from routine maintenance is evaluation of the desludging interval.

Ensure that the protective mesh layer (Enkamat) on the top of the media bale is not blocked. If it is, then it can be removed, shaken, hosed off and repositioned. Alternatively, the Enkamat can be renewed and the old material disposed of safely.



Check that the spray is covering the rectangular bale. This can be adjusted by the plastic valve attached to the air hose inside the plant.

Ensure that the airlift in the centre of the bale is not blocked, as this will also affect the spray pattern. Where pumped outlets are included, check the pump operation, check floats and check pump power supply to the plant.

Emptying and Desludging

All biological treatment plants produce a surplus of sludges, which from time to time have to be removed as sludge in order to maintain process efficiency. Applications may only require desludging every 6-12 months. Desludging must be carried out by a reputable company.

The tank should be refilled as speedily as is practical with clean water.

It is advisable to leave the air blowers off until normal water level has been achieved.

Bore Hole

Where water is supplied from a bore hole the system will require testing and servicing annually. The management company should employ a qualified provider of these services

Water should be tested for bacteria, nitrates/nitrites and any contaminants of local concern. Other typical additional tests are those for iron, manganese, water hardness, sulphides, and other water constituents. These tests should be carried out annually. Water testing should also be carried out any time there is a change in the taste, odour, or appearance of the borehole water, or if a problem occurs such as a broken well cap or a new contamination source.

Electrical Installation

The electrical installation should be tested by a competent electrician every ten years. Any modifications to the system should be accompanied by the appropriate certificate.

Smoke Alarms And Carbon Monoxide Detectors

Smoke alarms should be tested frequently and at least once a month. Carbon monoxide detectors, where fitted should be tested frequently and at least once a month.

Electric Gates

Electric gates should be serviced at least annually. We can supply the name of the installers on request who will be able to carry out repairs and service.



Intruder Alarms

A good rule of thumb is to test the systems every six months. At a minimum, get a professional to service your set up annually.

Air Source Heat Pump And Air Conditioning

There are no specific legislative requirements, but we recommend that systems are inspected annually by a competent person.

Boilers and Heating Systems

Boilers and heating systems should be serviced annually by a GasSafe registered organisation.

Roadways And Pathways

Roadways and pathways will require maintenance to prevent the build up of debris such as leaves and/or weeds growing. This is the responsibility of the management company.

Snags

When you inspect your home, you may find that, despite our best efforts, some snags and problems still exist. The usual practice is for these items to appear in a “snagging list, which we will correct at no charge. We therefore recommend that you undertake a detailed inspection of a new home when you move in and advise us immediately of any concerns you might have.

Warranty

Our warranty covers defective workmanship.

It does not cover damage caused:

- By misuse
- By lack of reasonable upkeep and maintenance
- Caused accidentally, for example scratching of wood.
- Cover damage caused by acts of god.
- Incorrect usage
- Overloading and straining of systems or materials by owner
- Movement or settlement of any materials
- Natural Processes



- Weathering and shrinkage
- Animals or insects
- Alterations to any systems by the owner



The First Years of Ownership

New homes require special care and attention when occupied for the first time and needs to adjust to the demands of family living.

The materials used may have high initial moisture contents which can take up to a year, or even longer to dry out. Wood is a natural product, and it is not consistent throughout. It will absorb moisture and expand, contract, and move. It will also dry out and shrink.

Wooden doors will expand and contract. Wooden beams will move in relation to their substrate and windows will also move. The process is a natural one and will continue.

As the drying out process takes place, it is inevitable that small cracks will occur in plasterwork and woodwork - this is quite normal and nothing to worry about.

We are not legally obliged to rectify these cracks so it is important that you do all that you can to minimise the impact of drying out.

The following advice should assist in achieving this:

- Use the central heating system as sparingly as possible during the first few weeks of occupation, even if you move in during the winter months. Try to maintain an even temperature rather than bursts of high temperature
- Cracks should be left as long as possible before filling to ensure that the shrinkage process has completed.
- Another by-product of drying out is excessive moisture in the air. This, together with everyday household activities, may cause condensation to occur on cold surfaces such as windows, doors and external walls. This can be lessened by:

Keeping the home as well-ventilated as possible, either by opening windows or ensuring any permanent trickle vents in the windows are left open, even during winter

Covering pots and pans when cooking and switching off the kettle after boiling

Closing kitchen and bathroom doors to prevent the spread of steam

Wiping away condensation that may form on windows and sills

Avoiding the use of portable gas or paraffin heating appliances

Drying clothes outdoors wherever possible

Use extractor fans in the kitchen and bathroom areas when cooking or bathing.



The appearance of deposits on the external and internal walls is a visible sign of the home drying out; this is caused by natural seepage of salts from the brick or block work. They can be removed internally by brushing or wiping away. Externally, natural wind and rain conditions will usually cause the salts to disappear in time.

Maintaining Your New Home

Regular maintenance of your home is essential to retain the appearance and to ensure long term durability of the components and materials used in the construction.

Examples of regular maintenance will include:

- Windows (softwood) – redecorate as necessary, typically stain every 3 years, or paint every 5 years; lubricate ironmongery when required
- Plastic gutters – replacement of rubber seals as necessary, typically at 15 year intervals; inspect and clean out annually

If a defect occurs that arises from your failure to carry out reasonable or recommended maintenance, your warranty may be affected.

There is a list of other checks and servicing guidelines elsewhere in this guide.

Tiles, Grout and Sealant

After each bath or shower, we recommend you wipe any moisture off your tiles to help maintain their appearance and prevent build-up of dirt. Movement in the fabric of the house may cause seals to fail, when they should be replaced or repaired.

Do not leave surfaces wet or submerged for long periods of time. Tiles and grout are not designed for long immersion.

Any mildew that does appear should be cleaned with a suitable household cleaning product.

While it may be tempting to use strong chemicals to clean your tiles, doing so can actually damage them over time. Harsh chemicals can cause discoloration or even strip the glaze off the tiles, which can make them more susceptible to stains and scratches. Stick to mild detergents or cleaning solutions that are specifically formulated for use on ceramic tiles

You should check your grout and sealant regularly and carry out any repairs as required.



You should not drill or try to move tiles. If you fall against tiles heavily or heavy objects hit tiles then they can become loose and or break. This is not a tile defect. If they become broken, chipped or the glaze is damaged then they should be replaced by a competent tiler.

External woodwork

External finishes will dull over time and, where appropriate, should be washed on a regular basis.

Outside woodwork should be regularly repainted or stained to preserve the wood.

The first repainting outside will probably be needed after 2 years, you may need to do this more often if you live by the sea or in an exposed area.

DIY And Alterations

We all want to make our mark on our homes and create a finish to suit our personal taste. This can range from simple decoration, the addition of fixtures and fittings, or more major alteration and extension.

You should be aware that if you choose to alter the electrical systems, heating systems, cooling systems, the plumbing or specific appliances you will void the warranty for that system.

Decoration

After 12 months the drying out process should be complete, and it should be safe to redecorate. Drying out and shrinkage cracks should be filled with a good quality flexible filler.

Care should be taken if you intend to remove paper from a plasterboard partition wall, as aggressive scraping may damage the surface.

Many interior walls within modern homes will be constructed of lightweight timber or metal stud partitioning, faced with plasterboard. Tapping the walls will indicate if this is the case.

For heavy items such as cabinets, bookshelves, etc it will be necessary to locate the studwork behind the plasterboard into which the fixing must be made. Studwork detecting devices are available from DIY stores, which can also detect concealed pipework and wiring.

Alterations

Whilst alterations can personalise your home, it is important that these are undertaken with great care to avoid causing damage and invalidating the warranty cover on your home. Even seemingly lightweight partitions may be providing additional support to the structure of the home. Always seek professional advice prior to removing walls within your home.

Alterations might include:

- Partition removal
- Changes to plumbing, electrical and drainage services
- Replacing windows and doors
- Laying a patio or new paving which may raise external ground levels

An extension to your home might include:

- Loft conversion
- Conservatory
- Garage
- Porch

Whatever alterations or extensions you're thinking of making, you should always seek advice from an appropriately qualified structural engineer, building surveyor or architect. You should also refer to your title deeds or lease to ensure the construction is permissible.

It is important to note that any alterations or extensions to your home will not be covered by the structural warranty policy: neither will any damage to your home caused by the work undertaken.

Any of the above might require planning permission, Building Regulation approval and, possibly, approval from us prior to carrying out the works and voiding the warranty.

Hazards

Whilst your home has been designed and built with your health and safety in mind, there are some hazards that can't be avoided.



Below are some examples of these and how you can ensure you mitigate against potential harm to yourself and your home.

Hazards Gas safety

- Do not seal off vents supplying fresh air to appliances such as boilers
- Always ensure that repairs, maintenance and installation of gas appliances and systems are undertaken by engineers listed on the Gas Safe Register
- Ensure appliances are serviced at least once a year
- Be aware of the location of the gas tap to enable the service to be turned off if you suspect a gas leak

Electrical safety

- Always ensure that alterations to the electrical system are undertaken by e.g., NAPIT or NICEIC certified and approved installer
- Do not overload socket outlets
- Never operate electrical equipment or switches with wet hands
- Do not use portable electrical appliances in the bathroom
- Always connect to the mains with an ELCB (Earth Leakage Circuit Breaker) when using electrical appliances in the garden
- Never tamper with smoke alarms or detectors. These have been provided for your safety and should be tested regularly as recommended by the manufacturer

Drilling and nailing into walls and floors

- Always check the location of pipes and cables prior to drilling or fixing into walls and floors. Unprotected cables and pipes may be located just behind the plaster or plasterboard and beneath the floor decking
- As a general rule, never drill directly above or below switches and sockets or pipe outlets to appliances or fittings
- Cable and pipe detectors are available from DIY stores



Tree planting

- Both tree planting and tree felling close to the house can cause damage to foundations or drainage systems, particularly in clay soils. Risk of damage is significantly higher if planting within 10m of the house; the safe distance will depend on the type of tree and you should always seek advice from a specialist

Digging in the garden

- Care should always be taken when digging in the garden as fragile drainage pipes and services may be located at shallow depth



The Grounds and Common Areas

The common areas are the zones within the complex that are enjoyed and shared by all of the owners.

Management Company

A management company is set up for each development. It is a limited company with shares. The Directors will be the owners of the properties.

The management of the common areas is carried out by the management company. . The shares in the management company are allocated upon an equitable basis

The management company will be responsible for the maintenance and upkeep of the common areas and any ongoing charges. The common areas include the road and driveways which may require maintenance to keep them weed and pothole free. The management company will also be responsible for the emptying of the package treatment plant when needed. It will also be responsible for paying any utility bills associated with the common areas.

The management company should consider 3rd party liability insurance.

Service Charges

It is anticipated that the management company will seek to minimise the charges to the owners and if so, the management charges should not exceed a few hundred pounds a year.

Disclaimer

Whilst we do endeavour to keep the information up to date and correct within this pamphlet, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, or suitability of the information.

If you find any information that is incorrect please let us know.

Conclusion

We realise that your new home represents a major investment for you. We want you to enjoy owning and living in it for years to come.

We want to do all that we can to make your ownership as easy and carefree as possible. We hope that the points and advice in this guide will help.