



New Home

A guide to your home,
from the build process to
ongoing maintenance as
you make it your own.



SINCE 1992

DEVON
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HOMES



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Welcome to your new home!

Congratulations on the purchase of your new Devonshire Home. We hope this is the beginning of many happy years of home ownership in the beautiful South West of England.

We take great care in providing you with a home that is fit for purpose and will be a pleasure to live in. Your home has been inspected and passed by Building Control and your registered warranty provider, so you can be confident that it meets all the required regulatory requirements.

Your Site Manager and a senior member of the Devonshire Homes team have also inspected your home and are satisfied that it has met our own internal checks and is ready for you to move into when you collect your keys.

Your home has been constructed by various skilled, competent tradespeople and although we have taken steps to review the quality and workmanship, we recognise that there may be some minor items you wish to raise with us once you have settled into your home.

We have put together this guide to assist you in navigating your new home and how to report genuine items relating to materials and workmanship.

Please take the time to read this useful information guide, which provides advice from how to contact us and what to expect when you do; to troubleshooting plus some practical tips on how to maintain your new home.



Building your home

Your new home has been designed with care and we strive for excellence within its quality.

To provide you with an insight into the various build stages, we have included a step-by-step guide below, which is applicable to a typical house construction. Please note that for flats or apartments, the process will differ.

Step-by-step guide to the build stages

1 FOUNDATIONS	2 FIRST FLOOR	3 ROOF TILES	4 FIRST FIX	5 SECOND FIX	6 FINALS
Groundworkers dig service trenches and lay pipes and ducts to proposed stopcock/meter positions	Continue building superstructure brickwork to wall plate	Roof structure begins to take place	Initial plumbing	Taps and sanitaryware	Customer's choice of kitchen fitted (unless previously installed)
Drainage and vent pipes are installed	Build up additional scaffolding	Roof underlay is fitted and secured	Main plumbing	Sockets and switches	Floor tiles, if applicable
Brickwork to start the build of the superstructure	Gable ends of the building constructed	Tiles/slates laid — please note these can vary in colour	Main electrical work	Architraves, skirting and doors	Final plumbing, electrical work and carpentry
Templates for future windows and doors, etc. are installed	Plumber fits lead flashings and trays	Final stages of fitting the roof are completed	Main carpentry, staircases are installed	Wall tiles, if applicable	Final decoration
First lift of scaffolding	Bricklaying is completed	Guttering fixed	Internal ceilings, formation of rooms	Decoration	Final site manager's inspection and cleaning prior to occupation
	Floors are put in	Scaffolding taken down	Drylining (cladding the walls and ceilings in plasterboard)		

On-going development construction

Living on a live development

Depending on when you move onto the development, it is likely that construction will be continuing for several months or even years after you move into your new home.

By its very nature construction work creates dirt, dust, mud and noise. We do our best to keep our development clean and tidy. Unfortunately, there may be occasions when our build programme does create unavoidable disturbance, or inconvenience to you. For instance, winter construction work in heavy rain can sometimes lead to mud on nearby access roads, while in summer hot, dry conditions can lead to higher than normal levels of dust. For this we apologise in advance and would like to reassure you that we endeavour to take prompt action to mitigate and deal with such issues. We always strive to keep these occasions to a minimum.

Please be advised that the building site and site office can be accessed by prohibited personnel only and we ask you that you do not enter these spaces. If you have children or visitors who may have children, please make them aware of the dangers of a building site and ask them not to play too close to the construction zones.

Please take care when heavy plant and delivery vehicles are moving about the development. Be aware that drivers sitting in an elevated position have a limited view of the ground, so keep dogs on a lead and small children close to you.

If we are planning to carry out any significant works which may disrupt access to your home, we will give you prior notice to avoid last minute disruption.

Even after we have finished the build, it may be some time before shared areas such as green spaces, streetlighting, roads and footpaths are complete and transferred to their final owner. In many cases, there is a statutory waiting period to monitor their condition before they can be transferred, so this can sometimes take a number of years. Your Sales Executive will have provided you with a statement of incomplete works if there are any areas which are unfinished, which outlines this in more detail. If you have any concerns with the shared areas, please contact Devonshire Homes in the first instance, as we continue to be responsible for these spaces until a formal transfer takes place.

Do	Don't
✓ Contact Customer Service if you wish to raise any questions or queries relating to the development	✗ Access the building site or site office
✓ Allow children and pets to play in safe areas such as the public open space	✗ Allow children or pets to play within the building site or close to construction zones
✓ Cross the road in front of plant or machinery once getting the thumbs up from the operator	✗ Cross the road behind plant or machinery that has its engine running
✓ Request site/plot visits via your Sales Executive	✗ Enter any plots without prior consent and a representative of Devonshire Homes to escort you

Management companies & managing agents

Communal areas and shared services

If your new home is on a development where communal areas or facilities such as public open spaces and parks are included, ongoing management and maintenance of these areas will be required to ensure they are well cared for and create an attractive development to reside on.

Examples: Public open spaces, parks, private roads, communal land such as verges or landscaping on footpaths.

During construction

During construction, it is common practice for these areas to be maintained by Devonshire Homes' sub-contracted landscaping company. As per their maintenance schedule, they will attend on a regular basis to carry out maintenance, such as: grass cutting, weeding and general tidying.

Completion of the development

Upon completion of the development, these areas are handed over to the assigned management company. This process typically includes Devonshire Homes ensuring the hard and soft landscaping is as per plan, it is then submitted for sign-off and approval from the local authorities, highways and the management company.

Details of your specific management company are provided to you as part of the sales process, also this information can be found in your transfer documents.

Covenants

All homes and developments are subject to legal covenants. These are agreements that are contained within the title deeds of your property.

These typically include not erecting a structure without prior consent or not altering the external finishes of your home.

The purpose of these covenants is to maintain a pleasant and well-presented residential area. Devonshire Homes are here to assist with any queries relating to the covenants and will act in accordance with your site specific covenants. Once the development is completed, any breach of the covenants is to be managed by the residents by seeking legal advice. If a management company is appointed, they will act on your behalf.

A full list of covenants relevant to your property is provided to your solicitor, who can discuss them with you.

Planning conditions

Planning conditions are legal regulations which are governed by the local planning authority.

As part of the planning application of any development, these conditions form the basis of the design choices.

Planning conditions can include, but are not limited to: the provision of bird/bat boxes, external material colour and style, public open spaces, play parks and affordable housing. Both the Developer and the homeowner have a responsibility to adhere to these.

Any breach of planning conditions by either parties, may result in the local authority taking action.



PART 1

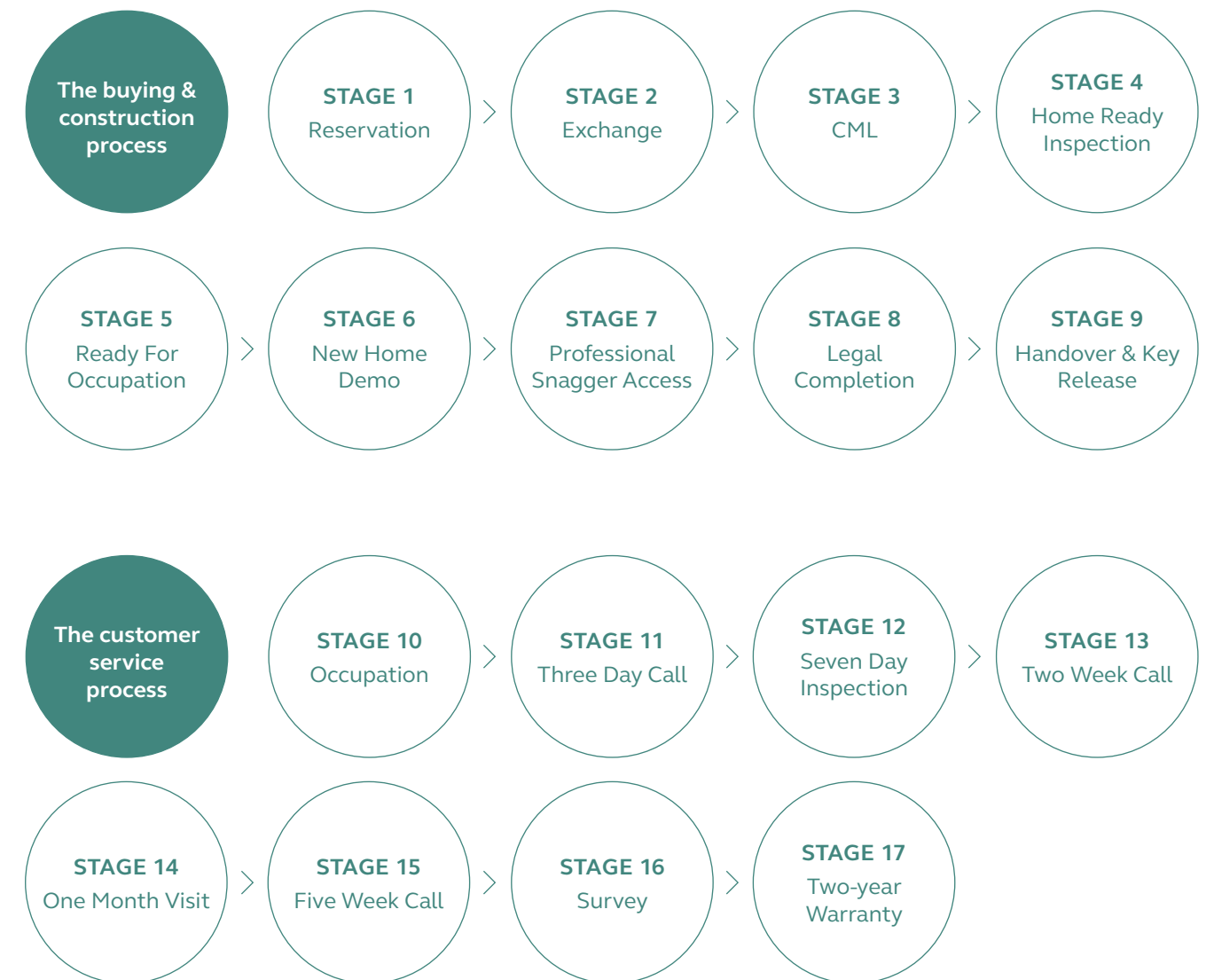
Commitment to our customers



The customer journey

The customer journey starts from the moment you enter our marketing suite. We understand that buying a home is one of the largest purchases you will make and a true milestone in your life. That is why we have tailored your journey, to ensure support is offered at every stage.

We have highlighted the key stages of the journey to provide you with clarity.



Stages 1–9: The buying & construction process

Stage 1: Reservation

As part of your reservation process, you will attend a meeting with the Sales Executive and the Site Manager, to run through the drawings of your property and the surrounding areas.

This includes details such as:

- External Finishes schedule
- Colour choices
- Conveyance Plan
- Streetlighting Plan
- General Arrangement Plan
- Landscaping Plan
- Drainage Plan

Stage 2: Exchange

Once all enquiries have been answered, solicitors will exchange contracts, this is generally 'on-notice' which means that we do not provide a fixed completion date.

Stage 3: CML

A CML Certificate is issued when the property meets the Council of Mortgage Lenders standards and is ready for occupation. To obtain a CML Certificate, various stages of the home's construction have already been signed off, and this final inspection is completed by Devonshire Homes, Building Control and the warranty provider.

Your solicitor will be issued a copy of the CML and this will trigger the 10-day notice.

Stage 4: Home Ready Inspection

Devonshire Homes site and sales staff conduct a further in-depth inspection of the home to ensure that any purchased extras are in place and that the quality is up to standard.

Stage 5: Ready for Occupation

A member of Devonshire Homes Senior Management visits the property to certify that it is ready for occupation.

Stage 6: New Home Demo

Your Sales Executive invites you to the property to complete a demonstration which is conducted prior to handover. The Sales Executive, Site Manager and Customer Service Coordinator* show you around the property explaining the internal systems and services. It is also an opportunity to run through the construction of the home and how to care for it once you move in.

* Customer Service Coordinators are not able to attend every demo but will attend as many as they are able to for their assigned developments.

Stage 7: Professional Snagger Access

Professional snagger access is permitted at this stage, should you wish to independently organise and pay for their services. This appointment must be pre-agreed with your Sales Executive.

Please note that the person appointed must be a member of a recognised professional association, hold indemnity insurance and use a standard pre-completion inspection checklist. For more information on professional snaggers, please head to the NHQB website to check their guidelines.

Stage 8: Legal Completion

Legal completion is when you take ownership of your new home. Payment will have been made in full and passed to our solicitor; your solicitor will have received the Title Deeds to your property. At this point, you are responsible for your home, and you should ensure your property is fully insured.

Stage 9: Handover & Key Release

This is the final step of the home-buying process. Once all of the funds have been transferred, your Sales Executive will let you know when to collect your keys.

Your Sales Executive and Site Manager will complete your key release form with you and will take all relevant meter readings on the day of handover.

Stages 10–17: The customer service process

Stage 10: Occupation

Shortly after your legal completion, your dedicated Customer Service Coordinator will write to you formally introducing themselves.

Stage 11: Three Day Call

Your Customer Service Coordinator will give you a call to run through any queries you may have and remind you of the next stages of your Customer Journey. They will also book your 7-day inspection with you and the Site Team.

Stage 12: Seven Day Inspection

On the 7th day of occupation, the Site Manager will attend your property to run through any queries or concerns you may have.

It is during this appointment that any minor items you may have picked up can be logged and dealt with appropriately.

Please note that beyond the 7th day of legal completion, we cannot accept any reports of damage to the home, and its contents.

Stage 13: Two Week Call

Your Customer Service Coordinator will give you a call to run through your 7-day inspection and gain an understanding of its progress.

Stage 14: One Month Visit

One month after you have legally completed, the Site Manager will attend your property to formally close out your 7-day items. This appointment formally hands you over from Site to Customer Service.

Stage 15: Five Week Call

Your Customer Service Coordinator will give you a call to run through your One Month inspection and gain an understanding of its progress.

Stage 16: Survey

At the 6–8-week stage, you will receive a call from an independent company, In-House.

This is a your opportunity to provide some vital feedback on your Customer Journey overall.

Stage 17: Two-year Warranty

All previous stages of the Customer Journey are complete, and we endeavour to have completed any outstanding items. Should any further relevant matters arise, we are here for you until the end of your two-year warranty.



PART 2:

Your warranty



Move in day

Move in form

Your Sales Executive will meet with you on the day of legal completion to welcome you to your new home and provide you with your handover pack.

This will include your homeowner essentials, such as: appliance manuals, guarantees and certification.

It is important to check the property to ensure it is in working order. Your Sales Executive will walk you around the plot and will ensure the following areas are checked:

- Sanitaryware
- Windows, doors, glazing
- Kitchen worktops and units
- Appliances
- Flooring
- Paving/Garage
- Bin store location
- Landscaping
- Smart Meter
- Hive/Hub

Move in reminders

To give you a helping hand, we have put together a list of items you will likely want to complete on the first few days of occupation:

- Register appliances**
Please register your appliances using the information included in your user manuals. It is important to register them as early as you can once you have the keys to your home.
- Test appliances**
Please run a test wash on your washing machine/dishwasher to ensure it is functioning as it should. We also advise that you should turn your oven on for 30–60 minutes before use to allow any odours or manufacturing residue to be burnt off.
- Test smoke alarms**
Familiarise yourself with the locations of your smoke alarms and test them to make sure that they are working.
- Register guarantees**
Please register any additional components of the property that you may see fit to, this can include but is not limited to: carpets, flooring, heating systems, electrical components.
- Order your bins**
It is a good idea to order your bins on the day of completion, as the local authority can take 1–3 weeks to deliver these to your property. You can also enquire with them as to when your bin collection days are.
- Change your postal address**
Please change your address on utility bills, passports, driving licenses and other accounts such as Amazon or eBay.
- Familiarise yourself with utilities**
It is vital that you know the location of the stopcock, consumer unit and gas tap in your new home.



Your warranty with us

It is important to us that each home and development we build is well managed to ensure that it meets our five-star standards. We want you to get the most out of your new home and we are here to support you throughout the journey from purchasing to occupation.

Devonshire Homes' warranty

For the first two years following legal completion, your new home is covered by our two-year warranty.

For this period, we guarantee items supplied as part of your new home, covering defects caused by any faulty workmanship or materials.

Each and every house is different — that's what makes a house a home. Yours has been individually built and handcrafted by human beings. That means there will inevitably be some variation in the finished appearance of different elements of the construction. This is due to the nature of the materials and the ways in which they are applied. Slight variations are normal and to be expected — complete uniformity is quite rare. However, there are certain standards of finish that are to be expected. We work to building regulations and technical guidance, but if you feel that an element of your new home is not finished to the required standard, please get in touch with us.

Reporting items to Devonshire Homes

Initially, please check your warranty terms on pages 13–19 of this guide to see if your item is covered.

If you are not sure if your item is covered, please contact your dedicated Customer Service Coordinator.

You can report items to us via phone, by calling the office and speaking with your Customer Service Coordinator. Please ensure you have your property details to hand, so that we can locate your plot file during the call.

You can also report items to us via email. Please ensure you include your name and address details within the content of the email, so that we can easily locate your plot file. We also welcome photographs/videos being sent in with any emails as this can often help us to review the item remotely.

Once the item has been reported and logged, an appropriate sub-contractor will be assigned the works, and they will contact you directly to arrange a mutually agreeable appointment.

We aim to resolve the item within 28 days, although if replacement parts are required, this can take a little longer. This will be communicated with you when logged with the Customer Service team.

Our sub-contractors work between the hours of 07:30 and 17:00, Monday to Friday, but we do appreciate that many of our customers work during the week. Should you give consent, we are happy to arrange for them to complete the works during your absence, if this is more convenient.

Manufacturers' warranties

Many of your integral appliances are covered by a manufacturer's warranty. These appliances, much like any other standard electrical good, belongs to you the homeowner. As a result, for any product failures or queries, you will need to contact the manufacturer directly.

Within the first week of occupation, you should register your appliances following the guidelines within your instruction manual, this will ensure the product's guarantee is valid.



Your two-year warranty: what is & is not included

Item	What's the issue?	What should I do?	Am I covered?
Appliances	Failure	Please contact the appliance manufacturer	Y
	Damage	Your responsibility	N
Blockages/ drainage	Sink won't empty/slow draining	Follow steps to empty the bowl and attempt to clear the blockage with a plunger, as outlined on p24 of this guide. If this procedure fails, then contact Customer Service	Y
	Major leak in home or outside drainage problem with water threatening/entering	Contact Customer Service (if the blockage is caused by non-flushable items, such as wet wipes, sanitary products or other, you may be charged)	Y
Brickwork (external)	Minor cracks to bricks/ mortar	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	N
	Large cracks to bricks/ mortar/render	Contact Customer Service	Y
	Variation in brick colour	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole' not areas in isolation. View from a distance of 10m	N
	Efflorescence	Efflorescence which is a natural process that occurs when salt deposits come to the surface as materials dry out following construction. It is inadvisable to attempt to wash off the salt deposits as this can cause them to bloom further. It will reduce over time and due to this being a natural process, we are not required to attend to this as the Developer	N
Central heating	Complete failure	Contact Customer Service (please ensure that you have checked your service maintenance records and completed your annual boiler service)	Y
	Malfunction	Contact Customer Service. Failure to do this will invalidate your warranty cover for your central heating system	Y
	Radiator is cool at the top	This usually means an air lock in the system. This reduces heating efficiency and, if the air is not removed, it can also lead to rusting inside the radiator. It is your responsibility to bleed the radiators	N

Item	What's the issue?	What should I do?	Am I covered?
Central heating (continued)	Unsure how to operate timer controls	Please refer to your heating control manual or user guide	N
Chips and scratches	Damage to sanitary ware, worktops, tiled floors, walls and glass	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage.	N
Condensation	Condensation forming between the glass panes themselves	This could be a manufacturing defect and may need investigation. Contact Customer Service	Y
	Condensation forming on the glass panes within the room	This is a normal occurrence as your new home dries out. There are guidelines later in this manual as to how to reduce condensation through effective ventilation	N
Cracks to ceilings, dry lining, wood joints and paintwork	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	N
	Large open cracks	You should allow for your home to 'settle-in' for the first 18-22 months. If you are experiencing cracks after this period that exceed 3mm, then contact Customer Service	Y
Decoration	Paintwork	Some variation in colour and finish is normal and can be checked in natural daylight in the middle of the room	N
		If there are areas of missing or incomplete paintwork, contact Customer Service	Y
	Excessive nail or screw pops (more than 12 in one room)	You should allow for your home to 'settle-in' for the first 18-22 months. If you are experiencing excessive after this period, then contact Customer Service	Y
Doors/locks	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Service. If your door has been in direct sunlight and will not open/close or lock, please allow it to cool down/hose it down with water to allow the material to retract. You can aid this by pouring cold water onto the affected door	Y
		If a door is catching on flooring that you have had fitted this is your responsibility	N

Item	What's the issue?	What should I do?	Am I covered?
Electrical	Complete power failure	Check local area for fault by contacting your supplier or consulting neighbours. If just your property is affected, contact Customer Service	Y
	Sockets and plugs not working, or issues with RCD consumer unit	Check consumer unit has not tripped. Unplug all appliances and check them one by one first, then contact Customer Service	Y
	Damage to fittings, blown bulbs, or failure due to electrical installations you have carried out	This is not covered and is your responsibility	N
Extractor fans (not cooker hoods)	Not working	Check isolator is switched on and the consumer unit has not tripped. Contact Customer Service	Y
	Noisy	Ensure fan is cleaned as part of regular maintenance. Contact Customer Service	Y
	Leaking water	This could be due to condensation. Contact Customer Service	Y
Extractor fans: Positive Input Ventilation (PIV)	No extractor fans installed in the bathroom or kitchen	In properties without a PIV, there is no requirement for an extractor fan in a bathroom, if there is a window. There is no requirement for an extractor in any rooms, unless specified on the ventilation designs. If you are unsure, contact Customer Service	N
	PIV is running constantly	The PIV is designed to run constantly to provide positive ventilation to the property	N
Fencing & gates	Loose panels or posts	It is your responsibility to maintain your fencing, this also includes any potential storm damage which may occur	N
		If the concrete posts are not holding, or large gaps are present between panels, please contact Customer Service to arrange an inspection	Y
	Cracking, knots & discolouration	Fencing is a natural timber product, as a result you may find cracks, knots and a variation in colour. It is not necessary to report this to us	N



Item	What's the issue?	What should I do?	Am I covered?
Flooring	Creaking after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 18-22 months. Timber products expand and contract and naturally move. Minor creaking is normal and is not covered	N
		If you are experiencing excessive creaking, then contact Customer Service	Y
	Damage	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
	Sealant/Silicone	Silicone/Sealant is guaranteed for the first six months from legal completion. After this period, this falls under regular homeowner maintenance as this is due to shrinkage	N
Garage door	Damage and dents	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
	Can't be locked or opened, or the opening mechanism has failed	Contact Customer Service	Y
Gardens — lawns, trees, shrubs, turf	Severe and lasting waterlogging	Although some waterlogging due to weather is normal, if you encounter severe waterlogging contact Customer Service	Y
	Weeds or dead lawns and/or planted areas	It is your responsibility to maintain your garden, lawn, shrubs and paving from move in day	N
	Leatherjackets	Pest infestations in new homes are not covered by Devonshire Homes and are the responsibility of the homeowner	N
	Aeration	It is your responsibility to maintain your garden, lawn, shrubs and paving from move in day	N
	Maintenance	It is your responsibility to maintain your garden, lawn, shrubs and paving from move in day	N
Gas	Leak	You must immediately contact National Gas on 0800 111999 . Do not use any gas appliances or your heating/hot water. Vacate property immediately	N/A



Item	What's the issue?	What should I do?	Am I covered?
Grout and silicone sealant	Cracks and sealant gaps during the first 6 months of occupation	Silicone/Sealant is guaranteed for the first six months of occupation. After this period, this falls under homeowner maintenance	Y
	Cracks and sealant gaps after 6 months of occupation	Silicone/Sealant is guaranteed for the first six months of occupation. After this period, this falls under homeowner maintenance	N
Guttering and downpipes	Not aligned or attached	Contact Customer Service	Y
	Blocked	It is your responsibility to keep your gutters free from leaves, debris etc. (if the blockage is caused by leaves, debris etc. you may be charged)	N
	Leaks	Ensure free from debris. Contact Customer Service	Y
Kitchen	Unit door and drawer alignment	Your unit doors may need adjusting after a period of use. Refer to instructions further in this manual	Y
	Damage	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
	Worktop damage	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
Leaks	Pipework leaks	Contact Customer Service, and if uncontrollable, turn off stop valve (stop cock) immediately	Y
	Containable leaks	Report to Customer Service during office hours	Y
Loft Space	Storage of items	The roof space in your home is not designed for storage, the trusses are solely in place to take the weight of the roof. If you store items in this space, condensation and damage may be found to your loft insulation which will affect the energy performance of the home and your warranty will be invalid. Accessing the loft and/or storing items will also cause nail pops to become visible and ceiling boards to drop	N

Item	What's the issue?	What should I do?	Am I covered?
Paths, paving and outside steps	Excessive rocking or moving slabs	Contact Customer Service	Y
	Chipped or damaged slabs	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
	Weeds growing between slabs	Your responsibility	N
	Discoloured slabs	There may be a slight variation in colour and this is considered normal. You do not need to report this to us. Cleaning of slabs falls under homeowner maintenance	N
Pest infestations	Pests within the home	Pest infestations in new homes are not covered by Devonshire Homes and are the responsibility of the homeowner	N
Render	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	N
	Large cracks	Contact Customer Service	Y
	Variation in render colour following repair	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole' not areas in isolation. View from a distance of 10m	N
	Efflorescence	Efflorescence which is a natural process that occurs when salt deposits come to the surface as materials dry out following construction. It is inadvisable to attempt to wash off the salt deposits as this can cause them to bloom further. It will reduce over time and due to this being a natural process, we are not required to attend to this as the Developer	N
Roof	Slipped tiles	If the slipped tiles are not caused by weather-damage then contact Customer Service	Y
	Roof flashings leaking or loose	Contact Customer Service	Y

Item	What's the issue?	What should I do?	Am I covered?
Sanitaryware	Damaged, scratched or cracked baths, shower trays, sinks and toilets	If these are not specifically listed on your handover form, nor raised and agreed prior to your 7-day inspection, then we cannot accept liability for this damage	N
Shower	Not working	If shower is electric, then check consumer unit has not tripped, then contact Customer Service	Y
Shower door	Leaking or not aligned correctly	Contact Customer Service	Y
Subfloor concrete (screed) cracks	Minor cracking	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	N
	Large open cracks	Contact Customer Service	Y
Taps, showers, handles, toilets, sinks and baths	Rusty, limescale build up, mould, residue build up	It is your responsibility to clean and maintain these	N
Toilet seat	Broken or soft close no longer working	If within first 28 days, contact Customer Service	Y
		After 28 days, as this is a personal item, it is your responsibility	N
TV	Not connected/poor reception	Your TV sockets are connected to a facility in the loft for an aerial, which is your responsibility to fit	N
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Service	Y
Woodwork	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	N
	Large open cracks	You should allow for your home to 'settle-in' for the first 18-22 months. If you are experiencing cracks after this period that exceed 3mm, then contact Customer Service	Y
	Protruding nails	Protruding nails are common on woodwork as the home settles, if they are excessive, contact Customer Service	Y



Your structural warranty

Every home comes with a two-year developer's warranty and a 10-year structural warranty.

There are three providers of structural and new home warranties. These are the National House Building Council (NHBC), Premier Guarantee and Local Authority Building Control (LABC). When you became the legal owner of your home, your solicitor provided you with details of your specific warranty provider.

The provider inspects each key stage of construction and formally signs this off. These stage inspections form part of the overall sign-off for your new home and ensures it has been built in accordance with the approved building regulations.



Your Customer Service team

Each development has its own dedicated Customer Service Coordinator, and they are your initial point of contact within the business.

They are trained in how to deal with incoming queries relating to all aspects of your home and will be happy to assist you.

Customer Service Number: 01884 400132

For any non-emergency items, you can also email us for attention during our office hours: customerservice@devonshirehomes.co.uk.

Please include the first line of your address in your email so that we can locate your records.

Under normal circumstances, we expect to resolve most snags within 28 days. Where this is not possible, for example, due to having to order materials which have a longer lead time, we will keep you regularly updated and confirm an anticipated date for the repair as soon as we can.

Please ensure you report all concerns to the Customer Service team rather than your Site Manager or Sales Executive. While your Site Manager may ultimately be tasked with resolving your issue, the Customer Service team use a sophisticated database to record all customer contact, which allows for issues to be tracked and means there is no chance of anything being forgotten or overlooked. We also regularly analyse this data for recurring themes, meaning common items can be prevented in the future.



24 hour support

Help is available 24 hours a day, 365 days a year, by calling 01884 400132.

Between 08:30 and 16:30 on Monday to Thursday, and between 08:30 and 15:30 on Friday, your call will be answered by our Customer Service department, based in our Head Office in Tiverton, Devon.

Outside of these hours, your call will be diverted to our specialist out of hours service provider, who will assist you with any emergencies which may arise outside of normal office hours. If excessive out of hours calls are made, these may be chargeable as a result.

Please only call the number out of hours for the following instances:

A water leak which cannot be contained

A dripping tap or fitting, that can be contained by a bucket, does not constitute an emergency. Please call us during office hours at your earliest convenience for us to log this with the relevant trade.

A total loss of heating and/or hot water

Refer to your appliance manual and include details of an error code if you have one. Please be advised that regular maintenance such as topping up boiler pressure, is your responsibility.

A total loss of power

First check that the failure has not been caused by the trip switch being activated due to a faulty appliance. If this has been caused by an appliance, then you will need to raise this directly with the manufacturer.

Toilets not flushing

This only applies if it affects all toilets within the home.

Flooding caused by blocked drains

In the unlikely event of a flood, please contact Customer Service at any time.

Doors or ground floor windows which cannot be secured

This applies if the door cannot be locked. If it can be locked and you have other means of access, then please report this to us during office hours.

Gas leak

If you suspect a gas leak, call National Gas Emergency Services on their 24-hour free phone telephone number **0800 111999**

Loss of services

In the event of loss of gas, electricity or water supply, first check it has not been caused by a general failure, or 'switch off' in your area before either contacting our Customer Service team, or using your emergency out of hours number **01884 400132**

Break-in or fire

If you have experienced a break-in or fire, please contact the emergency services on **999**

Missed appointments and abortive calls

Our team are working hard to resolve all reported items as quickly as possible, so please let us know straight away if you are no longer going to be available for an appointment so that it can be offered to someone else. We reserve the right to issue you with an administration charge for any appointments which can't go ahead if no-one is home.

We may also pass on any costs we incur from our sub-contractor team for issues which are found to be a result of user error or misuse.

PART 3:

Living in and looking after your new home



Settling into your new home

Like most new things, a home needs to be taken care of. In the first few months, it's especially important that your home is allowed to 'settle' — this includes allowing it to dry out gently. During this period, you may notice minor cracks in walls, gaps in joinery and white deposits on the walls — all are completely normal in new homes and may occur regardless of the measures you take to ensure that they do not.

However, you can certainly reduce the chance of this happening by following the steps outlined in this section.

Drying out

Small cracks in the walls and gaps in joinery are both common signs of shrinkage. This happens when timbers and other materials contract as they dry out. 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 keep cracks and gaps to a minimum, you need to allow all the materials used in constructing your home to dry out gradually. Shrinkage is accelerated by heat, so you need to be sparing with it. Try to keep an even temperature throughout your home and, if you move in during the winter months, don't be tempted to turn the central heating up to its highest setting.

Leaving your windows open (or at least the vents within their frames) will help to ventilate your home and allow moisture to evaporate more naturally. The length of time your house takes to dry out depends on how it was built and what sort of weather conditions there are when you first move in.

Homeowner maintenance: caring for your new home

This section provides you with useful information about maintaining your new home, to help you get the best of it for years to come.

Blockages/drainage

Blocked drains can be avoided by ensuring that no items that could cause a blockage are poured into the sink, toilet or shower for example, oil, fat, dental floss, cotton buds, nappies, wet wipes and kitchen roll.

It is also imperative that harsh chemicals are not poured into the drains too, as they are bad for the environment and can corrode your internal pipework. Examples of this include paints, oils, lubricants, pesticides and chemical drain cleaners.

If you do discover a blocked drain, then follow these simple steps:

1. Empty the bowl or sink. Bail it out with a cup or jug.
2. Block the overflow opening. Place a rag tightly over it.
3. Clear the blockage. Place the plunger over the plughole and work forcefully until the blockage clears.
4. Clear out the u-trap situated immediately below the plughole. Place a bowl under the trap, unscrew the joints and remove the trap — then clean and re-fit, checking that the seals are in place and that the joints are screwed up tightly.

If this procedure fails to unblock the sink, you will require the services of a plumber.

If all drains are blocked, please call Customer Service. Only call the out of hours line if this affects all drains within the property.

Please note that if the blockage is shown to be caused by non-flushable items, you may be charged.

Brickwork

Some bricks or blocks contain salts which produce white crystal deposits which may begin to leach out of the brick/blockwork. This is known as efflorescence.

Efflorescence is a natural process that occurs when salt deposits come to the surface as materials dry out following construction. It is inadvisable to attempt to wash off the salt deposits as this can cause them to bloom further.

It will reduce over time and due to this being a natural process, we are not required to attend to this as the Developer.



Central heating

Radiators

When installed, your heating system and its radiators are balanced, which means that they all heat up at the same time when operated. If you find cold spots within your radiator or find that it is not heating up evenly, this is likely due to there being trapped air in the system.

Bleeding the radiators forms part of your regular homeowner maintenance. To carry this out, you will need to use a radiator

key and follow the procedure as per the manufacturer's guidance. We would recommend taking a look at the British Gas Website, who provide a guide on 'how to bleed a radiator' which can be found here: [britishgas.co.uk/heating/guides/how-to-bleed-a-radiator.html](https://www.britishgas.co.uk/heating/guides/how-to-bleed-a-radiator.html)

If you are unsure, please contact a registered plumbing contractor to assist you.

Radiators and towel radiators are designed to heat the room and are not designed to dry wet items. Please do not use them for drying wet clothes or towels as this can cause them to corrode.



Boiler repressurising

It is common for boilers to lose pressure over time. Topping up boiler pressure forms part of your regular homeowner maintenance.

This is explained to you during your New Home Demonstration, should you require further assistance, please refer to the instruction manual for your boiler which will guide you on how to do this.

Servicing

The maintenance and servicing of your boiler forms a crucial part of your homeowner maintenance, and this is not covered by your two-year Developer warranty. When you legally complete, please check the date on your maintenance and servicing records, to ensure that you book your service with a registered gas safe engineer within 12 months of the date of installation.

Failure to service your boiler will invalidate your warranty.

Condensation

Condensation is caused by steam or water vapour coming into contact with cold surfaces, such as walls, ceilings and windows. Condensation can be the result of evaporation of moisture from building materials, which is quite common in new homes. If allowed to persist, condensation can result in the appearance of mould on interior surfaces and even on furnishings.

Condensation will gradually reduce as the building dries out, but you should avoid contributing to it if you want to prevent the appearance of mould on walls and ceilings.

There are a number of things you can do, even after the building itself has finished drying out, to protect your home against harmful levels of condensation:

- Open windows or window vents to allow trapped moisture to escape.
- If a mechanical ventilation or heat recovery (MVHR) system has been installed in your home, ensure that you familiarise yourself with the manual and manufacturer's guidance.
- Cover pans when cooking to reduce steam and use the extractor fan where possible.
- Always use the extractor fan (where applicable) when bathing or taking a shower.
- Stop moist air spreading around your home by keeping doors closed when cooking or bathing.
- Avoid drying clothes indoors, especially on radiators.
- If you have one, make sure your tumble dryer's venting duct leads outside (unless it is a self-condensing dryer).
- Heat your home evenly and consistently — ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation. Program your central heating to come on shortly before you return.



Mould management

To further manage the opportunity for condensation to gather in your property and form mould, we suggest the following:

- Always have your trickle vents open on all windows.
- Keep furniture and pictures slightly away from walls.
- Wipe away any moisture that you see forming.
- Frequently open doors to spaces that are not often used, such as wardrobes, understairs cupboards and other living spaces.

Should you find mould in your property as a result of condensation, it is recommended that you clean this with a watered-down bleach solution.

If you are unsure, please contact Customer Service.

Ceilings and walls

The composition of your walls may vary between block and stud. Before hanging anything on your walls, please ensure that you have checked for electric cables and plumbing pipework. It is advised that you use a cable detector to ensure that you do not pierce any mechanical or electrical fittings.

To ensure you have the correct fixings for the item you wish to install, please contact your local hardware or DIY store and they will be able to advise.

Cracks to ceilings, dry lining, wood joints and paintwork (shrinkage)

Your house will be settling for around 18–24 months from the date of legal completion, this is because the property is built using wet products and materials and will use this time to dry out. It is completely normal for nail pops to be visible, cracks to form and tapes may become loose as a result of this process.

This is nothing to be concerned with and we are happy to return to address these items, as long as they breach NHBC/LABC standards.

For example, normal settlement falls under homeowner maintenance, so this applies to nail pops (unless excessive) and cracks (unless thicker than 3mm). We will attend to address these issues once within your two-year warranty period and therefore, we advise you to allow the house to settle and get back in touch with us around the 18-month mark. Please note that we will not be in a position to monitor this to send a reminder and therefore, the responsibility to raise this with us at the suggested time will fall to the homeowner.

Decoration

Due to your home drying out, we would advise you to wait at least 12–18 months before painting or wallpapering. Please note that for the duration of your warranty, we will only be able to make repairs in the paint colours your home was supplied with.



Driveways

These are designed to take domestic and light commercial vehicles. Heavy vehicles may cause damage if driven over them. 'Turning your wheel' whilst stationary may also cause damage to the driveway, especially in warmer weather. This type of damage is not covered under your developer warranty.

Please be informed that any repairs undertaken by Devonshire Homes on

driveways or roads may not require an entire surface replacement and any repairs may be visible.

Doors/locks

Internal doors

Any ironmongery should be cleaned with the appropriate product for the material. Harsh chemicals should not be used as this can cause them to corrode.

As part of the drying out process, shrinkage may cause your internal doors to move and this may alter their operation. Please ensure that you lubricate your door hinges as part of homeowner maintenance.

External doors

The handles, letterboxes and drip bars on your external doors should be cleaned regularly to remove dirt and salt build-up, which can cause the finish to dull or corrode over time. Only use warm water when cleaning doors or furniture, as soaps, solvents and cleaners can damage the finish of the door.

Locks, handles and hinges should be lubricated at least every 6 months, using either a spray oil or light machine oil (not WD40). This is particularly important in coastal areas, as airborne salt or spray will reduce the life of any metallic components. In this situation, you should look to carry out maintenance at least every 3 months.

Please ensure that front and rear doors are fully locked when closed. Doors are fully locked when the handle is raised, and the key is turned. By locking the door, you engage the locks and hooks into the frame, which prevents any bowing or movement within the door slab. This is particularly important with dark-coloured doors and any door that has direct sunlight on its surface.

If your door cannot be secured during working hours then please call Customer Service. If it cannot be locked outside of our working hours, please call our out of hours service.

This only applies if the door cannot be locked. If it can be locked and you have other means of access, then please report this to us during office hours.

Please note that we are unable to assist you if you have lost your keys or locked yourself out of the property.

Electrical car chargers

Please familiarise yourself with the guidance provided by the manufacturer on how to care for these.

Extractor fans (not cooker hoods)

The operation of the extractor fans are designed to continuously run (e.g. do not switch off).

The fans operate on a 'boost' setting when the light within the room is switched on, when switched off the fan will continue to run in boost mode for 15–20mins and then reduce to a slower preset speed.

It is recommended that these are cleaned regularly as part of homeowner maintenance, as they can often gather dust which will cause the noise of the fan to increase in volume. For help on this, please refer to the manufacturer's guidance.

Extractor fans: Positive Input Ventilation (PIV)

Positive Input Ventilation (PIV) is a system that improves air quality within the home by replacing stale air with fresh air. These are often installed into the loft and they work to assist with the mitigation of condensation.

If your property has PIV, you may find that there will be no mechanical ventilation in the bathrooms, as this system of ventilation covers the entire property, as opposed to an extractor fan which is best for localised ventilation.

In properties without PIV, there is no requirement for an extractor fan in a bathroom, if there is a window. There is no requirement for an extractor in any rooms, unless specified in the ventilation designs. If you are unsure, please contact customer service.



Fencing & gates

They are natural timber products, which may contain colour differences, light cracks and knots. Larger cracks and decolourisation can occur without regular maintenance. Fencing and gates will benefit from a preservative treatment every other year.

In the event of storm damages, you should refer to your home insurer.

Flooring

Laminate, Karndean, vinyl and wood finish floors

All flooring can be prone to scratching and damages. To mitigate this, please be careful when moving heavy furniture in the property. If you choose to have furniture with metal legs, you can purchase felt stickers to apply to these, to minimise damage from items you may frequently use, such as chairs and tables.

These types of flooring are not completely waterproof, so any spills should be cleaned up quickly. Bath mats should also be lifted after use, to prevent water damage.

To clean your floors, we recommend a clean damp cloth to wipe the surface and any residue is dried off.



Ceramic tiles

Ceramic tiles can crack if heavy items are dropped onto them. Tile colours can vary when taken from different batches, please bear this in mind if you need to make any alterations.

Carpet

Heavy furniture being moved across the carpets can pull the carpet away from its grippers, please take care when manoeuvring with your belongings.

Carpet colours can vary when taken from different batches, please bear this in mind if you need to make any alterations.

Garage

A garage is a single-skin structure constructed from brick or block. As this is a non-habitable space, they are not watertight and are instead weather-resistant.

Heavy rainfall can penetrate the brickwork and appear under the garage door. This is not a temperature-controlled area, and it is advised that your garage is used solely to store your vehicle or other external items such as metal garden furniture.

Your garage roof trusses are designed to take the weight of the roof. We advise against hanging or storing belongings within the truss space.

If you decide to store anything inside your garage, any damage caused won't be covered by your developer warranty.

Gardens: lawns, trees, shrubs, turf

Turf

Your new lawn is made up of meadow turf. Simply put, this means it is cut from a field before being rolled and transported to your development. You may find that there is some variation in the appearance and thickness of the turf, or there may be one or two weeds.

This is perfectly normal, as it is a natural product and reflects the natural variations from the field where it was grown.

Laying the turf is often the very last thing that we do to finish your home, so it's likely to be very new and need some extra care and attention when you first move in. Stay off the grass as much as you can (ideally for up to six weeks) to prevent indentations forming and to allow the roots to bed in.

Make sure you keep your turf well-watered during dry spells, particularly if you move in during the summer. Use a fork to penetrate the soil during very wet periods and prevent waterlogging. Cut the grass little and often and keep an eye on your pets — pet urine can cause turf to yellow and die away.

Your regular homeowner maintenance includes but is not limited to: regular cutting, seeding, fertilising, treating for leather jackets, removing debris, removing waste, weeds & aeration.

There are helpful websites which can offer guidance on garden maintenance, below:

rhs.org.uk/lawns

rhs.org.uk/lawns/spring-summer-care

rhs.org.uk/garden-inspiration/garden-types/new-build-gardens

rolawn.co.uk/information-advice/turf-lawns/aftercare/

Trees

Any plants, including trees and shrubs that are within your conveyed land, are your responsibility to care for.

Your solicitor will be able to provide you with a copy of your conveyance plan and discuss this with you.

If you have any queries with regards to trees which are on the border of your conveyed land, please do get in touch with Customer Service. Please bear in mind that any maintenance will likely need to be approved by the local authority in line with any relevant Tree Protection Orders (TPO).

Aeration

For optimal lawn health aerate at least once a year, ideally in autumn or spring, when the ground isn't too dry, wet or frozen. Give the lawn a thorough watering to soften the ground beforehand.

Leatherjackets

A common pest for new lawns is leather jackets, which are particularly attracted to fresh, new turf. They are the larvae of the crane fly (daddy long-legs) and live just below the surface of the lawn until they emerge as adult flies during August to October. The adult flies then lay eggs, and the new grubs start feasting, starting the cycle again.

Regular mowing will also help keep leather jackets at bay and treatments can be applied to remove them. As leather jackets are a naturally occurring pest, especially in more rural areas, they are not considered a defect.

If you need further support on managing them, you can consult a local garden centre, or we have provided a useful website below:

rhs.org.uk/biodiversity/leatherjackets

Guttering and downpipes

Your gutters will need cleaning out at least once a year to remove any build-up of leaves and debris. This will be needed more regularly if you live near mature trees.

Kitchens

Splashes on cupboards should be cleaned with a damp cloth and soapy water. Be sure to dry the surface thoroughly once clean to avoid the possibility of any damp penetration into the joints. Don't use any alcohol-based or abrasive cleaners or scourers, as these can damage the surface. Avoid placing items such as kettles, toasters and steamers directly under wall units, as prolonged exposure to steam can cause the cabinets and doors to swell.

Worktops can be cleaned with a damp cloth and soapy water. Mop up spills straight away,

taking extra care around the cut-outs for the sink and hob and on joints. Avoid placing anything which gets hot (such as a kettle) directly on top of a joint. Use a protective mat or trivet rather than placing hot pans or dishes directly on a worktop, and always use a chopping board.

Specialised stainless-steel cleaners such as Bar Keeper's Friend can be purchased to look after your stainless steel, alternatively wipe it down with soapy water. Don't use scourers or any products containing bleach, as these can damage the surface and cause it to rust over time.



Leaks

A water leak which cannot be contained.

A dripping tap or fitting, that can be contained by a bucket, does not constitute an emergency and can be reported to Customer Service during office hours.

If a leak cannot be contained, then please isolate the water at the stop cock and contact Customer Service or our out of hours service.

Please note that we are unable to assist you if you have burst a pipe whilst installing a fixing.

Loft space

The roof space in your home is not designed for storage, the trusses are solely in place

to take the weight of the roof. If you store items in this space, condensation and damage may be found to your loft insulation which will affect the energy performance of the home, and your warranty will be invalidated. Accessing the loft and/or storing items will also cause nail pops to become visible and ceiling boards to drop.

Outside tap

In the colder months, when the water freezes it can expand and cause your pipe to burst. To prevent water freezing inside your pipes, please isolate your outside tap.

Paths, paving and outside steps

Paths may develop cracks as the ground slowly settles and therefore you may need to take action to refill these. This is an unavoidable consequence of the build process and is not a defect.

Pest infestations

Pest infestations in new homes are not covered by your developer warranty.

You will find numerous links to expert pest control services online. Many of them also provide advice on how to recognise pests and tackle small problems independently.

However, if you do have a significant infestation, always look for a reputable specialist (your local council website will often list them), check their reviews online, and get a guide on prices on the phone before engaging with one.

Render

Rendered walls will be finished in either a "through-coloured" product or a more traditional painted render. These require very different types of maintenance, so it's useful to know which type you have (your Sales Executive or the Customer Service team will be able to confirm if you are unsure).

Through-coloured render

This render is applied with a coloured pigment included in the mix, so no painting is required. Because you won't be painting it, the render will need regular cleaning every two years or so (this may be more frequent in coastal areas). Specialist algae treatment products can be purchased if you have a build-up of discolouration forming, which will be more common on North-facing elevations or near the coast.

Painted render

This is the traditional render that most people are familiar with. The masonry paint will fade over time and will require regular re-painting to keep it looking fresh and ensure the render below is protected. It's recommended that the first re-painting is completed around two years after you move in. You may find you need to decorate more frequently if you live in an exposed location or near the coast.

Hairline cracking is to be expected and is rarely a cause for concern if the render remains well bonded to the brickwork beneath. There is no possibility of water entering your home via cracked render, as the cavity wall construction of your external walls is designed to prevent this. Please get in touch if you have any cracking which is large enough to fit a £1 coin into.

This is a low-maintenance finish, but there are steps you can follow to keep this in tip-top condition, which include:

- Use a medium strength brush to brush down accessible areas to keep free from cobwebs and debris.
- Use a power washer (on a gentle setting) to clean the surfaces.

Please be advised that in the unlikely event render repairs are required, only the affected area will be painted.

Sanitaryware: taps, showers, handles, toilets, sinks & baths

Chromed kitchen and bathroom fittings should be cleaned with a cream cleaner or soapy water. Avoid any products which are

corrosive or contain bleach, as these can cause the finish to become pitted or blistered. Regularly clean out the trap on your shower, as a build-up of soap scum and hair can cause it to drain more slowly.

Shaver sockets should be used for razors only. While a rechargeable toothbrush will fit in the socket, the longer charging time can cause the transformer to overheat the socket and stop working.

Harsh chemical products such as 'Bloo Loo' should not be used within your cistern, as this can corrode the internal mechanisms.



Sealant

Silicone sealant or mastic needs to be regularly checked for gaps. Six months after legal completion, it is your responsibility to maintain your mastic, which will mitigate any potential leaks.

Solar PV panels

Solar PV panels require little maintenance but will need to be cleaned frequently to ensure they are able to operate with optimal efficiency. Please refer to your instruction manual for information on how to clean them.

Stair gates

If you use stair gates, please be aware that they can cause damage to door frames, stair cases and bannisters and are not covered by your Developer warranty.



Seasonal maintenance

This section provides tips on how to care for your home according to the seasons and will guide you through some basic maintenance.

Spring

Spring is the perfect time to check all areas of the home after the cold weather begins to brighten.

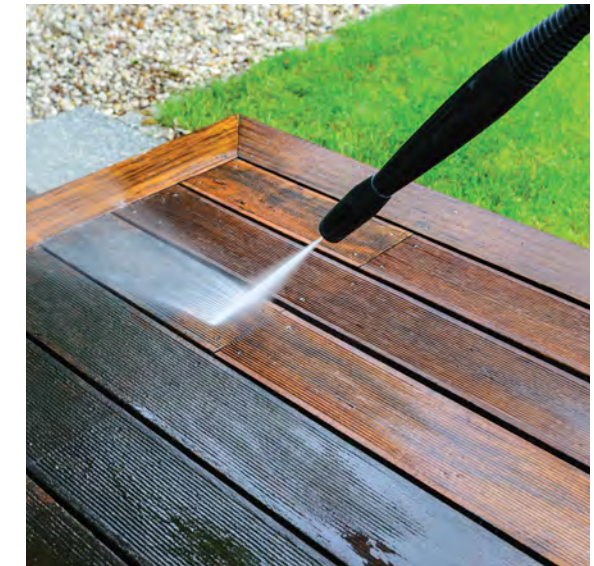
- Check the roof for any damage sustained over winter and for moss growth.
- Check your loft space for any signs of water ingress, being mindful not to compress the insulation and only to walk on trusses and not ceiling boards.
- Inspect and clean guttering and drainage holes. Leaves, moss and debris should all be removed to ensure water drains efficiently and effectively away from walls and outdoor spaces.
- If you have air bricks make sure they are clean and clear.
- Check your exterior paintwork and patch up flaking areas. You may want to look to arrange any decorating works for the summer.
- Check behind furniture for any signs of condensation building up.



Summer

Summer is for outdoor repairs, garden maintenance and cleaning your PV panels.

- Clean patios and jetwash decking at the start of summer to prevent them getting slippery.
- Repair and paint any external woodwork including fencing, fascias and doors.
- Repointing can be carried out at this time of year as the weather allows for application and appropriate drying time.
- Prune any large trees or shrubs that are close to your home in order to reduce their water consumption which can contribute to subsidence.
- Get your boiler serviced.



Seasonal maintenance (Continued)

Autumn

Outdoor furniture can now be packed away and you can prepare for the colder weather.

- Bleed radiators.
- Clean and store away garden furniture, barbecues and outdoor toys.
- Once the leaves have dropped, clear your gutter, drainage holes, lawn and driveway.
- Clear leaves and debris that have gathered around your external walls to prevent any risk of damp.
- Insulate any external pipes or taps to prevent them freezing and bursting over winter.
- Check external lights are in working order.



Winter

Allow the property to be heated gently, but also introduce fresh air to mitigate condensation.

- Check your fences and trees for storm damage regularly. Undertake repairs quickly to prevent a fall causing further problems.
- Check your roof for any storm damage.
- Clean leaves and debris from the garden and trim trees to avoid loose or dead branches coming down in strong winds.
- Isolate your outdoor tap, to prevent freezing pipes.
- Prevent condensation by opening windows occasionally and using extractor fans.
- Check your pipes for leaks after particularly cold weather.
- Tether down any large garden items in case of storms.



Complaints procedure

Whilst we make our very best efforts to provide you with an excellent service, we recognise that sometimes things don't go as planned.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously

Please do contact us and allow us the opportunity to put it right. In the first instance, please direct your complaint in writing to the Customer Service Manager. You can email us at customerservice@devonshirehomes.co.uk or write to us at Devonshire Homes, Gotham House, Phoenix Lane, Tiverton EX16 6LT. Please include as much detail as possible so that we can investigate your concerns fully and include the words "Formal complaint" in the subject line if you are sending an email.

Within 5 calendar days

You will receive an acknowledgement and a complaint reference number.

Within 10 calendar days

You will receive an update on the actions to be taken, including how we propose to resolve the issue and the anticipated timescales.

Within 30 calendar days

You will receive a full response on our assessment of your complaint. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay and the anticipated date for resolution.

Within 56 calendar days

You will receive a final/closure response, confirming the action which has been taken.

In the unlikely event that your complaint is unresolved after 56 calendar days, we will send a further response to provide information on the cause of the delay, the next steps, and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.

Please note, complaints are considered to be initiated the first working day after they are received.

The majority of complaints can be successfully resolved at this stage, however if you are still unhappy with the service you have received you can contact the Construction Director at mail@devonshirehomes.co.uk or at Devonshire Homes, Gotham House, Phoenix Lane, Tiverton EX16 6LT.

Please note, our Construction Director will not be able to respond to any complaints which have not first been addressed to the Customer Service Manager.

If your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.

We are a registered developer with the New Homes Quality Board and comply with the New Homes Quality Code.



Making changes

We realise that you may wish to make changes to your home (such as installing a satellite dish, conservatory or shed), to make sure it's the perfect place for you to live. Please familiarise yourself with the conditions in your Transfer document before making any changes, as there are certain items which require permission from Devonshire Homes and there may be a fee to pay. If you don't obtain the necessary permissions in advance, it could create a delay if you decide to sell your home in the future.

We are unable to issue copies of our construction drawings for use in your own projects.



Contacts and References

Devonshire Homes

Customer Service

01884 400132

customerservice@devonshirehomes.co.uk

Out of Hours

01884 400132

Utilities

National Gas Emergency Services

0800 111999

sgn.co.uk/help-and-advice/keeping-gas-safe/gas-safety

National Grid

0800 096 3080

powercuts.nationalgrid.co.uk

South West Water

0344 346 1010

Structural warranty

LABC

020 8616 4925

labc.co.uk/contact-us

NHBC

0344 633 1000

nhbc.co.uk/about-page/contact-us

Premier Guarantee

0800 107 8446

premierguarantee.com/contact

Manufacturers

AEG

0344 561 6616

Bosch

0344 892 8979

Envirovent

01423 810810

Hotpoint

0344 822 4224

Howdens

01884 257977

Ideal

01482 498660

Indesit

0344 822 4224

Insinkerator

0800 389 3715

Leisure

0333 207 9918

Miele

0330 160 6600

Neff

0344 892 8989

Rangemaster

0800 804 6261

Resideo

0300 130 1299

Option 1 (for Honeywell Programmers)

The Kitchen Company

01823 666183

Vaillant

Technical:

0344 736 0049

General Queries:

0345 602 2922

Zanussi

0344 561 2612

Devonshire Homes

Gotham House

Phoenix Lane

Tiverton EX16 6LT

devonshirehomes.co.uk

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