




Your
new home
**warranty
handbook**



Welcome to your new Prospect home.

This booklet gives you more information about the fabric of your home, how to maintain it, and what's covered in your two-year defect warranty period. Please have a read through and keep the booklet safe for future reference.

Introduction to your home	p5
Brickwork, mortar and render	p6
Leadwork, canopy and roof	p7
Solar panels	p8
Gas and electricity meters	p8
Garage and personnel doors	p9
Guttering and drainage	p10
Floorboards and carpets	p10
Amtico, vinyl and tiling	p11
Furniture	p12
Kitchen and appliances	p12
Garden	p13
Patios, paths, fences and gates	p13-14
Driveway and garden shed	p14-15
Plumbing and heating	p15
Radiators and room temperature	p17-18
Taps, plugs and pipework	p18-20
Outside taps and stop taps	p20-21
Sanitaryware, shower trays and valves	p21-22
Paintwork, plaster and water staining	p23
Insulation	p24
Windows and external doors	p24
Internal doors and smoke detectors	p24
Electrical and structural changes	p25
Emergency assistance	p25
Next steps	p26

What does drying out mean?

In a new home, up to 8,000 litres of water is used during its construction. That's the equivalent of around 800 buckets or the weight of an adult male elephant. The water within the mortar and plaster 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 plaster that appears 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 they are excessive with cracks more than 3mm in width, they are 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'll be eager to put your own stamp on your new home. Your walls may take up to 24 months to dry and due to the high moisture content already present, we strongly advise against wallpapering until at least 24 months after the home has been built. We recommend leaving painting as long as possible. We've finished your walls to a build paint finish, in readiness for your own interior design.



How's my home been constructed and what's covered in the two-year warranty?

Bricks and mortar

Your home is built traditionally with bricks and mortar. It's a hand-built product, meaning it's put together by hand and tools, rather than 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 so they're 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's caused by the migrations of salts on the surface of the bricks and can affect their appearance. 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 reasons. Some common defects are cracking and shrinkage. This can occur during the drying of the mortar. The colour of the mortar should be reasonably uniform but can have some variances due to the sand used or because of the curing process.

Inspection of the brickwork should be done from 10 metres 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 or finishing material that's applied to the external walls. Render is usually white or cream and has protective qualities against the elements. It's important to note that, like all building materials, render can have defects, including cracking, blistering and delamination (where it fractures into layers). 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 about render within the first two weeks of completion.

Leadwork

Your home has been inspected thoroughly prior to completion. If you have concerns over the installation of leadwork on your home, please take photographs and contact customer care.

Canopy

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

Roof

Your roof is constructed of wooden trusses fixed in place with metal plates and bolts. They're designed with strength and stability in mind, and can withstand heavy snow, wind 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 two-year warranty period, please contact customer care immediately. Beyond your warranty period, please contact your home insurance provider who'll advise you.

The loft is a ventilated space. If you think there's an issue with moisture or mould, please take photographs and contact customer care.

It's 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. Compressing the insulation can affect the energy efficiency in your home. Many cables and pipes are also concealed by the insulation, and it's 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.

Solar panels

Some homes benefit from solar panels/PV panels. These devices are part of the roof construction and are fitted during the construction process. 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 the day to day running of your appliances or lighting.

We'll give you the required documentation to register the panels fitted to your home. You'll be able source a separate tariff for your solar panels.

Solar panels require little maintenance and can be cleaned by a window cleaner. We advise that you service them in line with the manufacturer's recommendations to ensure they continue to be efficient.

Gas and electricity meters

Your gas and electricity meter boxes are situated at the side of your home. They can be opened with the meter key, given to you on the day of completion. Our sales consultant will show you where and how to read your meter. Often the meters for gas and electricity have a digital signal and the meter can be read by your energy provider remotely when they're provided with serial numbers. If there's damage to your meter boxes on completion this should be reported as soon as possible. Please make sure the boxes are closed, as the wind can damage them over time if they're not shut properly.

Your water meter is usually under the kitchen sink but can occasionally be outside. We'll show you where your water meter is at your home demonstration appointment.

All meters are fitted by utility companies. If you have any queries about your readings please contact them in the first instance.

Garage doors

Garage doors are supplied by a national contractor. Occasionally, damage can occur when we're putting the finishing touches to your home. We'll check your garage door as part of our inspection process, but if you notice any defects, such as damage to the door frame, handles, locks, or hinges please contact customer care. With use, doors can mark and wear. We can give you details of the finish so that you can maintain it over time. The door frame will be sealed to prevent excess water from entering. The sealant (mastic) will settle over time and should be attended to as part of your homeowner maintenance. This isn't classed as a defect.

Any loss of keys after completion aren't covered by your home warranty and are your responsibility.

Detached garages are a single skin construction – meaning that they're not insulated or constructed the same as our homes. It's not recommended to store valuables in garages as they're more likely to have water leaking in. Water damage in the garage is not covered by your warranty.

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

Personnel door

This is a door from an integral garage into your home. This is a lockable fire door and will require homeowner maintenance. We recommend using a 3in1 lubricant on the handle, hinges and the lock. If you feel that the door needs adjusting, please let us know and we'll arrange for a technician or contractor to attend. Mastic sealant around the door will settle and dries out over time. It's part of your 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 designed to have a slight fall to stop water running into the garage.

Guttering

Your home will have been inspected thoroughly prior to completion. However, in warm weather it's impossible for us to test the fitting of the gutters. If 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 tell us as soon as possible.

Drainage

You should have seen a proposed design for drainage of your home and the wider development at reservation. Every effort will have been made to adhere to the design but occasionally it can change during construction. Manhole covers should be level to the ground around them. They serve as access to drainage and allow utilities and yourselves to inspect them. If any drainage covers have sunk, send details of their 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 so please be mindful of the items that are flushed. Wipes (even ones marketed as flushable, and biodegradable) shouldn't be flushed down the toilet as they will cause a 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 normal and isn't classed as a defect unless the creaking is excessive.

Carpets

If you've bought carpets from Prospect Homes, you'll have the opportunity to check them at your home demonstration. Any concerns with the fitting or suspected damage of your carpet should be raised at the home demonstration or courtesy appointment two weeks after completion. If you've 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 might loosen but they can be easily secured as part of your homeowner maintenance. Carpets should not be installed in any wet areas.

Amtico and vinyl

Your Amtico flooring has been laid by experienced contractors who will ensure that it's correctly fitted and secured. Over time, Amtico can lift due to the drying of your home. If any areas begin to lift during the warranty period, please contact customer care and we will arrange for it to be re-secured. Similarly, with your carpets, please raise any concerns or issues at your home demonstration or courtesy visit.

The Amtico will have been finished with mastic sealant along the edges to the skirting board. Over time this mastic may need replacing due to its life span. This is part of your 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 – and cleaning Amtico in this way would void its warranty.

Tiling

Your tiling will have been finished with mastic seal on the floor and an edging strip for your wall tiles. In areas where you've opted for full height wall tiling, it 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. The grout should be even in colour, when viewed from two metres away. It's 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 don't recommend using steam cleaners on your tiles as 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, porous materials. If something heavy is dropped on them, they may crack. You'll have had the opportunity to inspect your tiles and raise any issues at the home demonstration. 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 let us know as soon as possible.

Furniture

Any defects, such as scratches and knocks need to be raised during your home demonstration and courtesy visit. If you later discover a defect, please stand approximately five metres away in natural daylight and assess before reporting the defect. It's important that your wardrobe aspect is aired as part of the drying process. Where possible, we advise that the wardrobe doors are left open to allow moisture to escape.

Over time, it's normal for doors to need readjusting and this falls under your homeowner maintenance. If you're having issues with the sliding of your wardrobe doors during your warranty period, please check that the runner is free from debris or clothes that might stop the doors from operating properly. We recommend cleaning 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.

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 don't use an abrasive cleaner in 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 drawers, cupboards, soft closers and handles may need adjusting. This is part of your homeowner maintenance and not a defect. These adjustments can be done easily with a small screwdriver. Please refer to the manufacturer's guide for more information.

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

Appliances

We supply and fit appliances in all our homes. These come with a two-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 assistance. By registering the appliances yourself, you'll be able to extend the two-year guarantee. If your dishwasher or washing machine has been provided by Prospect Homes, and it's leaking during your two-year warranty period, please contact us.

Garden

If we've laid your turf it's important 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's not cut for the first four 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 it becoming uneven. 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 pick off any stone or debris from the ground before laying turf.

If you haven't bought turf from us, we recommend that you do not wait too long before turfing and planting. Leaving the ground open to the elements will have a detrimental effect to the ground, with the topsoil compacting over time. We recommend that you aerate your soil as part of your maintenance.

Gardens will not be completely level to assist with drainage. You will have been made aware of your garden levels during 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 country, especially where the ground has a high clay content, the ground can be partial to waterlogging. It's common for the gardens to waterlog during the winter and be very dry during the summer months. General maintenance can help, including aerating soil on a regular basis.

If you have waterlogging within three metres of the habitable parts of your home, please contact customer care so that we can check if you have appropriate drainage for your property and if additional drainage should be considered. Any plants provided should be maintained, watered and fed at regular intervals.

Patios and paths

Patios, paths and paving should be secure but can loosen as they settle. If this happens, please let us know as soon as possible, and avoid using them until they're fixed. These areas have been designed with a fall and drainage in mind. If water remains on these areas for more than an hour after the rain has stopped, or the water is deeper than five millimetres or larger than one metre squared, please contact us.

Any damage should have been recorded at the home preview or courtesy visit. It's natural for paving to have scuffing and pitting and this isn't classed as a defect.

Fences and gates

Your fencing has been designed specifically for your home. It's been supplied and fitted by experienced contractors and is checked before completion. If you think they've been fitted incorrectly, please let us know as soon as possible. Fences are not designed to be level. We mainly install wooden fencing, and occasionally gravel boards and posts if the fence needs to retain some land. As wood is a natural material, you may have variances in colour and knots and therefore, this isn't classed as a defect.

Driveway

Our driveways are finished with tarmac and the design would have been confirmed when you reserved your home. Your driveway won't necessarily be level as it's been designed with drainage in mind.

If your driveway has standing water one hour after the rain has stopped, and is deeper than five millimetres, or exceeds one metre squared, then please contact us and we'll arrange to attend on a wet day to inspect it.

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

Over time, 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 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're responsible for clearing any drainage channels within your boundary as part of your homeowner maintenance.



Garden shed

If your home has a garden shed, please make sure that it isn't over filled, preventing the door from opening and closing effectively.

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

If the door drops, or you can't open or close it during your warranty period, please get in touch with us as soon as possible.

Shed roofs are usually finished with felt to avoid water penetration. However, sheds are not watertight and can get damp.

If you notice a leak or damage to your roof, contact us with photographs to help us determine the cause of the damage. We recommend storing the items 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 you.

Plumbing and heating

Your boiler is included in your two-year warranty. However, the warranty must be registered by you within 30 days of completion and serviced yearly – **this is your responsibility**.

If you have a fault with your boiler in the second year of your warranty, we'll ask you for the service report, which we'll give to our plumber before they visit your home.

If you see any water under the 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 spot any 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 reading. 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 on, it'll 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're 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're fully off before moving on.

If your boiler is noisy, firstly check that you've serviced your boiler within the last 12 months. If the service is due, please arrange it as soon as you can.

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, report it to our customer care team who'll be able to advise what further action 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

If you're within your two-year defect warranty period and you think you have a leak from a radiator, please place a tray or something similar underneath the area to prevent water causing further damage. Then, report the matter to the customer care team. If the leak can't be contained, isolate the water supply and report the defect as an emergency.

Depending on the nature of the problem, the engineer may have to refer to the manufacturer for parts or 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 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) come 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 that your thermostat isn't detecting another heat source and check that you've 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 off, by turning the valve on 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.

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

Radiators can occasionally make a noise as they warm or cool. They can also make a noise if air is in the system. This can be relieved by bleeding the radiators according to the steps above.

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 to the lounge, which is north facing. If you feel that your home is too cold, please try the following steps:

- Ensure that your boiler is on maximum and not on an economy setting. Please refer to your boiler manual.
- The wall mounted thermostat in the master bedroom should be set to a comfortable temperature, which will mean that for the period you carry this out the room will be warmer than you usually have it. 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 down by a degree at a time. Once the home is at a desired temperature do not turn it down further.

If you have concerns about the temperature of a room, please use a thermometer and document the temperature in the room three times a day for a period of a week, then please send us your 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 hasn't been isolated using the valve underneath the basin.

If this is set to the 'on' position and the issue continues, contact us so that we can arrange for a plumber to attend.

Pop-up waste and plugs

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

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

Plumbing pipework

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



Noisy pipes

Noisy water pipes can be caused by several things, some are easy to fix, others require more attention – it depends on the noise you're 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 rest the water systems air chambers. Shut off the water supply to your home and open your taps to completely drain the pipes. Then 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 probably has an issue with the vertical overflow tube. To fix these issues, contact us and we'll arrange for a plumber to visit.

If you think a sink, shower or bath is blocked, you can try to clear this yourself using a suction cup (suction cups or drain cleaning wires should not be used where drain traps are fitted).

Drain clearing products will also help but be sure to follow the safety advice given 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 plughole.

Outside tap

It's very important that you maintain your outside tap to prevent it from leaking and fracturing in cold weather. We advise that you turn off the water supply to the tap as winter approaches. You'll have been shown the isolation point at your home demonstration. However, it's usually located in the unit beneath the kitchen sink.

If you suspect your outside tap is leaking, please isolate the water source. If you've followed our advice during the winter months and colder weather, contact us and we'll arrange for a plumber to attend.

Stop tap

Your home is fitted with a stop tap and the location of this will have been shown to you during the 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're unable to determine where it's coming from, please turn off your stop tap and contact customer care.

If you suspect a leak during out of hours, please contact our out-of-hours contractor – their details can be found in your welcome pack or 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 won't work. Be mindful not to overload the radiator with towels as this will affect how much heat circulates around the room.

Sanitaryware

Your sanitaryware is checked before completion for chips, scratches and other damage. These items are checked in daylight at around 0.5 metres away. If you notice any defects, please let us know.

We recommend cleaning your toilets regularly with appropriate cleaning products. Don't 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.

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

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

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'll scratch the surface and won't be covered by the warranty.

Water constantly running

If your toilet is constantly running, gently lift the lid of the cistern and activate the valve a few times. If that doesn't resolve the issue, please contact us and we'll arrange for a 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 detect a smell coming from your drains, 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.

Leaking shower and bath screens

Your shower screen should be free from abrasions, scratches and chips when viewed from 0.5 metres away in natural daylight. Any damage should be raised at your home preview or courtesy visit.

Shower screens above the bath as designed to prevent water damage to floors and walls.

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

Also, check that your mastic sealant is intact. You'll be able to easily replace mastic if it's 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 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 as it 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's 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.

Paintwork

You may notice small marks of deviations in your paint work 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 two metres away in natural daylight. 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 the issue further.

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

Plaster

Fifty percent of the plaster in your home is made from water, and shrinkage is to be expected as the water evaporates. There are some things you can do to minimise shrinkage cracking:

- Keep your home well ventilated (keep windows open when you can).
- 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 the matter further.

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

Water staining

No staining should be present on your ceilings or in your home unless there's a leak. If a stain does appear this isn't generally something to worry about and may be the result of loose sealant. In the first instance, please inspect your mastic sealant. If the sealant is intact, please contact customer care with photographs so that we can advise further.

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 it's blown into the cavity, it'll look like small pellets or feathers.

Sheet insulation is used when we're unable to blow insulation, adding extra protection.

Blanket insulation can be found in the loft, laid like a large blanket around the pipework to keep the heat in your home.

Windows and external doors

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

The patio, back and front doors have all be designed with your home in mind. They'll have been inspected and tested before completion. As the property settles, it's common to experience doors becoming a little more difficult to lock or operate. This is normal and part of your home settling. Doors can be adjusted as part of your homeowner maintenance.

If you suspect an issue with your external doors, please contact customer care with photographs so that we can forward them to our suppliers. Loss of window keys are not covered by your two-year warranty.

Internal doors

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

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

Smoke detectors

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

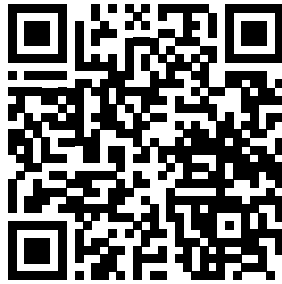
Electrical adaptations and structural changes

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're making changes, that they're in line with your development's legal covenant. We kindly ask that you inform us of any planned structural changes such as extensions. This can be done through your solicitor or by emailing customer care with the proposed plans. Structural changes may void your warranty.

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

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 don't have the information you need, or the issue persists, please contact customer care for assistance.

Emergency Assistance



If you require emergency assistance please scan the above code to get the contact details applicable for your home.

Next steps

You have the keys to your new home, but your Prospect journey isn't over. We want to ensure that you receive a high level of customer service, and the next steps are:



Our site team will call on you to see how you're settling in, this is usually around three days after you've 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.



Two weeks after you've moved in, the site team will be in touch to collect a list of any defects you've found during your first fortnight; this is referred to as a courtesy visit. These details 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. We'll keep you fully informed of any delays.



Ten weeks after completion, and once all items on your original defects list are rectified, the site team will formally hand over your home to the customer care team. They'll coordinate any required works for the remainder of your two-year warranty period.

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

- **Report scratched items** within seven days, including stainless steel, glazing, sanitaryware etc.
- **Keep a note of any further defects** as you settle into your home so that we have a comprehensive list. This will help to minimise repeat visits from tradespeople and disruption to you. If you decided to employ a professional snagger, we'll take their list as the original defect list. We ask that your defect list is prepared for two weeks after the legal completion of your home.
- **Register your warranties** with the relevant manufacturers for all your appliances, including your boiler, and any additional upgrades if applicable. You'll find information to help you in your welcome pack.
- **Inform the council** that you're now the legal owners of the property, register for 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're planning on installing Sky Q, please arrange the **installation of a dish in the loft** and request a new-build engineer to avoid drilling through the fresh brickwork.
- You'll receive a welcome pack from our energy provider a few weeks after completion. This will confirm that we've 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's easier to wait until the pack arrives to avoid any overlap. However, you can swap provider from the day of completion if you wish. Please note: We won't have given a meter reading for any solar panels as they'll remain unregistered until you've taken ownership of the 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.



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