

NEW HOMEOWNER'S PACK

*Make yourself
at home*

EST 1880

KENDRICK
— H O M E S —

**H♥ME
SWEET
KENDRICK
H♥ME**

*wishing you
every happiness
in your new home*



Welcome homeowner

Kendrick Homes are dedicated to building new homes to the highest standard, homes that we and our customers, like you, will love.

Thank you for purchasing your new Kendrick Home. Your new home welcome pack includes all the relevant information you'll need to get started, from tips on garden maintenance, to warranties and certificates for all of your appliances.

As you look around your new home, you'll see design, craft, functionality, and attention to detail. We've been building homes for over 140 years, that experience and pride in a job well done can be seen in your new property.

We hope you'll agree that your new home, expertly designed by our in-house design team, has been created with careful attention to style, space, and lighting. We believe that the materials we have built your home with, and the techniques used to craft it, will positively effect your life for many years to come.


As with all homes completed by Kendrick homes, your property is covered by an NHBC 10 year warranty. The first two years of this cover is provided by Kendrick Homes by way of our after sales service, the remaining eight years is covered by NHBC for major structural defects. Details of the NHBC Warranty will be passed on to you by your solicitor following completion.

This company was created over 140 years ago with a build, design and sustainability philosophy that still stands today. The quality and finish of our homes is paramount throughout the build, and we are sure you can see this in your new home today. Building homes with the future in mind is key for us, both from an energy efficiency standpoint (through solar panels, air source heat pumps and other such energy saving technology), to substantial house plots and large gardens (with plenty of parking) so that your homes grows with you and your family.

We are also now, more than ever, aware of the impact of housebuilding on local communities – so rest assured, that whilst building your new home, sustainability, and the impact of housebuilding on the environment has been at the forefront of our minds.

We hope you enjoy your new home for many years to come.

Yours sincerely
William Kendrick
CHAIRMAN



OUR PROMISE

your guarantee



We are dedicated to creating beautiful homes in incredible locations that are a joy to live in. Combining traditional values of craftsmanship with 21st-century features and design, you can always expect a high level of specification with each and every one of our homes.

We believe in excellence with no exceptions. That's why we guide our customers through every step and ensure that every single home we build is personally quality-checked and signed off by a Director. Our high standards are backed by a 10-year Buildmark NHBC warranty for lasting peace of mind, so you can relax in a home you love.

The warranty provides a guarantee that runs for a 10 year period to cover against any major structural defects to your home. For the first two of these ten years, the Kendrick Homes Customer Care Department will be on hand to assist you with any issues that you may have with your new home.

The kitchen appliances in the property do not form part of the Kendrick warranty. Please take the time when moving in to register your appliances directly with the manufacturer. You will find appliance instruction booklets and serial numbers within the homeowner pack. Please note appliances are warranted for 12 months. Additional cover is available at an extra cost.

Boiler systems and unvented hot water storage cylinders are covered for the two year warranty with Kendrick Homes. Please note this warranty will become null and void if the homebuyer does not have an annual service carried out at their cost on these items.

Please phone the office (or NPA out of hours) in the event of an emergency. An example of an emergency is Burst pipes where the water cannot be contained, i.e. incoming cold main or central heating pipes. Leaks on waste pipes are not classed as an emergency as non-use of the basin, bath or toilet will prevent further leakage.

Other emergencies would be total loss of electric supply or heating or lock failure on external doors.

For all other defects, please contact us by email or if Clixifix is available to you, please click here - https://app.clixifix.com/users/sign_in

We endeavour to attend to less urgent defects within 7 to 21 days. However if we need to order certain materials this may incur additional delays.



Kendrick Homes Head Office

Westhill House, Hagley Road, Stourbridge DY8 1RD
01384 446200 | customer.care@kendrick.co.uk | kendrickhomes.co.uk



TELL US HOW WE DID

refer a friend



Now you are a Kendrick Homes home owner, if you know a friend or family member who is considering purchasing a new home, recommend us and we will reward you with **£500***

Simply email marketing@kendrick.co.uk with the following information:

- Your name
- Your development address and plot number
- Your contact number
- Your friends name and contact number and the development they are interested in

Simply fill in the recommend a friend card and give it to your sales agent upon reservation to receive your £500*.

We're sure you're going to love your new home and we would appreciate it if you could leave us an honest review based on the service you've received from day one to completion.

[uk.trustpilot.com/evaluate/
www.kendrickhomes.co.uk](https://uk.trustpilot.com/evaluate/www.kendrickhomes.co.uk)



*Terms and Conditions apply: To claim your reward this voucher must be completed in full, signed by all parties and handed to the Kendrick Homes Sales Consultant at the time of reservation. The person recommending, must have already legally completed on their own home. £500 will be paid to the named referrer only upon legal completion of the friend or family members purchase. If the completion does not take place due to either party pulling out, the £500 payment will not be honoured. Please allow four weeks after the completion date for receipt of the monies. Only one Recommend a Friend voucher can be used per home purchase. Subject to Kendrick Homes standard terms and conditions. This scheme is only available to UK residents over the age of 18. This scheme is not available to employees of Kendrick Homes, any person connected or related to an employee, Kendrick Homes' agents or any person either connected professionally with this scheme or offer or acting in a business capacity. The £500 payment is not exempt from income tax or capital gains tax. The recipient of the £500 is responsible for declaring and paying any tax that may be due on this payment. The Recommend a Friend offer cannot be used in conjunction with any other offer. Kendrick Homes reserves the right to withdraw the Recommend a Friend scheme at any time.



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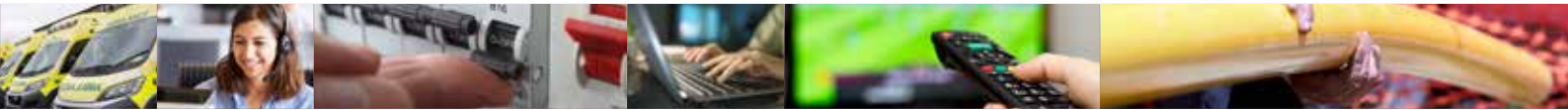


QUICK START
in your new home

SECTION 1.0

IMPORTANT CONTACTS

who to call



MEDICAL EMERGENCY

999 or 111 for medical queries

KENDRICK HOMES

Our head office in Stourbridge is open Monday to Friday 8.00am to 5.00pm

In the event of a home emergency during office hours, you can contact us on 01384 446201

DAVIES

For emergencies outside of office hours only call 0345 307 3605

CLIXIFIX

Log in https://app.clixifix.com/users/sign_in

GAS

Emergency number – 0800 111 999

ELECTRICAL

Emergency number – 105

TV LICENCE

0844 800 6722
[tvlicensing.co.uk](https://www.tvlicensing.co.uk)

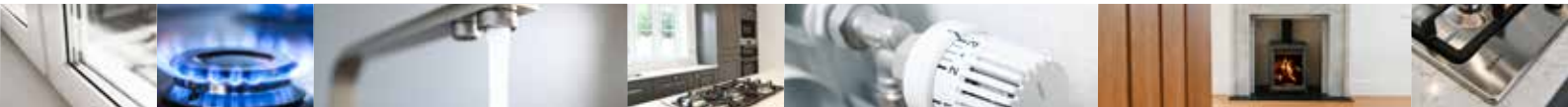
NHBC

[nhbc.co.uk/homeowners/moving-in](https://www.nhbc.co.uk/homeowners/moving-in)



QUICK START GUIDE

getting you up and running



For any after sales issues that you may have, we use an on-line portal called CLIXIFIX. This portal allows you to add any issues that you may have, and gives us the opportunity to resolve them quickly. You will already have received your invitation and logged your Home Tour snagging list.

You should also have been given, during reservation process, the full guide on how to use CLIXIFIX - please read it carefully as it is the method we use to resolve issues. Logging your snags automatically sends the tickets over to our Customer Care department for processing. (Please note that photograph or video of the item are required to be added to each ticket raised). In the event of an emergency during office hours you can contact us on **01384 446201**, for outside office hours please contact Davies **0345 307 3605**.





KITCHEN

Your kitchen appliances are supplied with a 12 months manufacturer's warranty. Should you experience any difficulties, please call the service numbers detailed in the product information literature - quoting the model and serial number.

We strongly recommend that you register your new appliances during your first few days in your home.

This gives you that extra peace of mind that your new appliances are covered (we are unable to register the devices on your behalf).



CENTRAL HEATING

Your central heating boiler warranty is two years from the date of legal completion. To maintain your warranty, your boiler must be serviced annually (additional cost, to be organised by the homeowner), with the log completed each time so as not to invalidate it. Please report any problems to the numbers listed in the manual.

Please complete and send off warranty documents as soon as you move in! The water/heating system operates from mains water pressure. If the water supply is switched off, there is no gravity tank to pump any water around.



GAS

Your Gas and Electric supplier is British Gas. Please see information on next page to register your details with British Gas on completion including meter readings.

Your gas meter is located outside of the property in a storage unit, gas readings can be taken here. You can also turn off the gas supply if needed, if you smell gas or in any other emergencies call 0800 111 999



ELECTRIC

Your electric meter, is situated next to the gas meter. As with the gas unit, meter readings can be taken here. Your electric can also be isolated, in case of emergency dial 150.



WATER

Your stop tap is located under the sink in the kitchen or utility. When you turn the stopcock in a clockwise direction the water supply will be shut off. You can turn the water supply back on by turning the stopcock in an anti-clockwise direction.



FIREPLACE

If you have a fire installed, please ensure it is serviced once per year (additional cost, to be organised by the homeowner).



BT

The main BT point will be wired ready for your phone/wifi hub to be connected.

If you require additional points, they may be installed, but will require additional wiring by BT.(additional cost, to be organised by the homeowner)

NOTE: Having a connection does not make the service live. You will need to arrange your service provider to connect upon completion.



TV

Television aerial sockets are provided as per the homes specification. You will need to have your own choice of TV aerial or satellite dish fitted in accordance with your requirements..



ALARMS

During your home tour, our sales advisor or site manager will show you how to;

- To set your alarm
- To disarm your alarm
- To change your alarm code

The burglar alarm should be serviced 12 months after installation to keep the warranty valid for the second year.



NHBC WARRANTY

Please read the NHBC warranty details supplied to your solicitors on completion. These details, provide you with general information on the running of your new home.

Please try, where possible, to follow the guidelines set out by the NHBC. If followed, the guidelines should minimise shrinkage and condensation.

Shrinkage cracks are common in all new properties due to the high water content within new build homes, and these cracks are created by the property drying out. They can be filled during the normal course of decoration or through general maintenance. They do not form part of the ten year structural guarantee.



SANITARYWARE

Please take care when cleaning sanitaryware, taps etc as bleach and abrasives can damage the finish.



ALL PRODUCTS

Please read the literature in your welcome pack and ensure that you comply with all service requirements.

Failure to do so may invalidate your warranties.

Welcome home

Your new energy account
is waiting for you

britishgas.co.uk/new-build-journey

Sign up today so you can:



Save money

By setting up a Direct Debit



Be part of PeakSave

Our new scheme rewarding customers
for being flexible with their energy use



Get peace of mind

We've been around for 200 years,
and we aren't going anywhere



Scan me

congratulations on moving into your new home!

It's an exciting time moving into a new home. We know you'll have a lot to do as you settle in, so that's why we've made sorting out your energy supply easy.

We supply energy to your new home, and have a special tariff waiting for you. Just finish setting up your new account if you haven't already, and we'll take it from there.



To take up this fixed price offer simply set up your account – it takes less than three minutes.
britishgas.co.uk/new-build-journey

Wishing you all the best in your new home,

Your British Gas Energy Team



Ref: BGEP1051123

A man and a woman are smiling and clinking wine glasses at a table. In front of them is a wooden charcuterie board with various cheeses, meats, and small jars of condiments. The background features a large, glowing, cylindrical lamp and a straw hat hanging on the wall.

INTRODUCTION
to your new home
SECTION 2.0

LIVING ON A LIVE SITE

how to take care



When you move into your new home, it is possible that we will still be working on the development.

Whilst we take every action to minimise issues on each development, please bear in mind, that with building works being completed nearby, you may occasionally experience some inconvenience.

WHAT TO EXPECT

Construction activities are messy and create dirt, dust and noise. Although these activities are unavoidable, we endeavor to limit any inconvenience caused. We will ensure that the areas around your home remain clean and that you have unrestricted access to your new home whilst the works are undertaken.

CONTACT US

If at any point you are concerned about the disturbance caused by the construction work on the development, please speak to the sales advisor or site manager.

Whilst we will continue to manage the construction works on the live sections of the site, there are various steps overleaf that you can take to ensure the safety of family members, visitors and especially young children whilst at your property.

ROAD SURFACING

As the final homes are occupied and the building works cease, we will lay the final surfacing of the road. We will try to keep disruption to a minimum, but there may be limited access to your home during the work.

LIVING ON A LIVE SITE

how to take care



KEEP OUT!

Do not enter the construction site or work areas unaccompanied at any time, even if there are tradesmen present.



ALWAYS ASK

If you require access to the live site, please seek permission from the Site Manager. Protective clothing must be worn at all times.



MIND THE CHILDREN

Do not allow children to enter the live site. Please take care when leaving or entering your home with young children.



NOT A PLAYGROUND

Please alert your children to the dangers on site. If they're playing outside your home, please be aware of their whereabouts.



SAFE RETURNS

Do not try to retrieve any personal items that may have entered the site boundary.



PET CARE

Whilst it is impossible to keep a track of pets, please try to be aware of their whereabouts. They may become trapped in the construction areas or cause an accident.



PLANT PRECAUTIONS

Take care when passing site vehicles especially when you are with young children who may not be visible to the driver.



KEEP CLEAR

Footpaths and designated walkways must be kept clear of obstructions at all times. Please do not park in these areas.



SIGN SAFETY

We may need to alter the traffic management system. Please abide by any signs showing safe routes for pedestrians and vehicles.



LEAVE IT!

Please do not move or alter any signs, barriers or safety equipment and always follow safety signs and procedures at all times.

WINDOW INSTALLATION

cleaning, maintenance & use



CLEANING

PVC-u frames should be cleaned at periodic intervals to maintain their original pristine appearance. As a rule, the frames should be cleaned whenever the glass is being cleaned.

WHAT TO USE FOR CLEANING?

The best method of cleaning is to use a clean cloth and a solution detergent such as diluted Flash or Fairy Liquid.

If the surfaces are excessively dirty or unsightly stains remain, then a mild non-scouring cream like Cif Cream can be applied.

IMPORTANT NOTE

Please avoid the use of solvent based cleaners and abrasive materials.

ACCESS

Easy clean hinges are installed on your windows for internal access. Alternatively, use a professional window cleaner who will use a pole and desalinated water. Please do not use a ladder yourself!

MAINTENANCE REQUIREMENTS

The advantage of PVC-u frames is that they are virtually maintenance free, requiring hardly any attention to maintain their performance and appearance.

However at annual intervals, clear accumulated debris from drainage channels and the sliding channels of any friction hinges. Lubricate all pivot points and plastic sliding shoes sparingly with a silicon based spray or a light machine oil.

DOOR OPERATING INSTRUCTIONS

To open the door from the inside or outside, insert the key into the cylinder and turn through 180 degrees, push down on the handle and push the door open.

To lock the door from the inside or outside, close the door and lift the handle upwards, turn the key until it clicks and the door is now locked. When the door is closed, it is not locked until you carry out the procedure above.

GRASS IS GREENER

taking care of your lawn



Please ensure that you have read the below information prior to contacting us regarding issues with your lawn. Lawns need time to develop, and must be laid for a minimum of 12 months before we will attend.

Lush green lawns come as standard in your new Kendrick Home. To keep it that way, regular watering and a bit of maintenance are a must! It can take up to 12 months for your new lawn to bed in. Remedial works will not be considered until this time period has lapsed since completion. Whilst we endeavour to lay your lawn before you move in, sometimes the seasons and weather make this incredibly difficult. Rest assured, as soon as the conditions are right, our landscaping teams will return.

INITIAL CARE

When turf is laid, it is then beaten, planked or rolled before being watered thoroughly.

Unless there is regular heavy rainfall you will need to water the lawn, ideally in the evening, until it is soaked through.

We advise using a sprinkler every 2 days and leaving it running for at least an hour before moving it. Smaller amounts of water can cause scorching.

Should your turf go brown in patches or gaps appear, then it has certainly dried out and should be saturated regularly until it 'greens up'. The gaps can be filled with fine soil or compost mixed with a little grass seed brushed in during the Spring or Autumn.

AFTERCARE

When the grass is about 50mm (2") tall it should be mown to 25mm (1") and all cuttings removed. After the second cut, you can walk on the lawn but avoid ball games and pet play until the sixth cut is taken.

The mower blades may be gradually lowered from the second cut onwards until the final desired height is reached, though we do not advise 'scalping' the lawn or cutting it very short until the second growing season.

Poor maintenance can rapidly cause deterioration of a lawn. Your local garden centre can offer advice on the various products that along with mowing and watering, will maintain or improve the quality of the grass.



IMPERFECTIONS
in your new home

SECTION 3.0

REPORTING A FAULT

as easy as 1, 2, 3

Your new Kendrick Home comes with a two-year guarantee, giving you piece of mind, that should any faults occur, they will be attended too. Not only that, but our guarantee is also backed up by a 10 year NHBC structural warranty.

If within two years you discover something that not quite right, don't worry. Follow these simple steps and we'll aim to get it sorted for you as quickly as possible.

1

LOGIN TO YOUR ACCOUNT

Click on the link in the email we sent to you. Create a password and login to your Homeowner Account which is run via the CLIXIFIX online portal.

2

CREATE A TICKET

When you login, you will view your own respective dashboard. To report a problem, click 'New Ticket' and fill in the body with as much detail as possible. You **must** also submit an image of the defect.

3

WE'LL GET IN TOUCH

Our Customer Care Team will receive a notification that you have raised a ticket and will communicate with you via CLIXIFIX. We use CLIXIFIX to maintain a trail of communication with you, keeping you up to date with the latest developments.

If we need to send a contractor to your home, you can review the ticket and follow the progress including any appointments that have been made.

For more detailed information about using Clixifix, please refer to the documents stored on your Clixifix portal via help.clixifix.com/support/login. If you have not received the welcome email, please contact our head office on **01384 446 200**.

DAVIES EMERGENCY RESPONSE COVER

Out of hours emergency care



Now you are in and getting used to your new home you'll want to know that should you have an emergency, Davies Emergency Response will be there to help.

They look after over 50% of private new build homes across the UK, giving you peace of mind that if you have an emergency, they will have the expertise and experience to sort it out for you. In the event of an emergency simply call their out of hours UK based call centre on **0345 307 3605** – If there is an issue, they will be able to send a qualified tradesman to your home to fix it.

WHAT'S INCLUDED

EMERGENCY HELPLINE

Monday to Friday 16.30 to 08.30, weekends, bank holidays and the period between Christmas Day and New Years Day.

2 YEAR HOME EMERGENCY COVER

From date of completion.

BOILER SERVICE

Davies Emergency Response will write to you at the end of year 1 to offer you a boiler service.

WHAT'S COVERED

CENTRAL HEATING AND HOT WATER SYSTEM

No hot water or heating as a result of a breakdown, leak or failure. **Top tip** - you can use your immersion heater until the plumber turns up.

PLUMBING

Toilets are not flushing, leaks from toilet, hot and cold water cylinders and tank and central heating pipes. If the leak cannot be contained and is causing damage to the property or penetrating electrical fittings.

DRAINAGE

Blockages or damage to waste pipes. Blocked bath, sink or toilet or external damage.

FAILURE OF INTERNAL ELECTRICS

Failure of all sockets or lighting on one or more floors.

SECURITY

Faulty front or back door lock or if your property is not secure.

DAVIES EMERGENCY RESPONSE FAQs

24 hour home care

Q. What constitutes an emergency?

- A. A sudden and unforeseen incident in your home which immediately;
- i. exposes you or a third party to a risk to health or,
 - ii. Creates a risk or damage to your home or makes your home uninhabitable

Q. Does this include accidental damage to my property by me or anyone else?

- A. No this cover is only for emergency breakdown or defect issues only.

Q. How quickly will a Home Emergency contractor get to me?

- A. On average, our contractors will endeavour to be with you within two hours in urban areas and four hours in rural areas.

Q. If one of my toilets is leaking will you carry out a repair?

- A. If you are unable to isolate the leak then we would send a contractor out to you.

Q. One of my toilets is blocked will you carry out a repair?

- A. If you have another toilet in the property and the blockage is not affecting any other facilities, we would ask you not to use that toilet and raise a ticket on CLIXIFIX to log it as defect issue. However, if it is the only toilet or it is affecting your other facilities then we will send a contractor to unblock the pipes or drains.

Q. I have lost my keys! Can you help?

- A. This is not covered.

Q. What happens if one of my radiators is not working?

- A. This is not classed as an emergency and we would ask you to contact Kendrick Homes to report it as a defect issue.

Q. I'm not sure if the problem I have is covered, what should I do?

- A. If in doubt call us. We are happy to help and point you in the right direction if we can't.

Davies Emergency Response is a trading style of Nationwide Property Assistance Limited. Registered in England & Wales Company No:08964573-VAT No:183 1335 21 whose Registered Office is at: 7 The Courtyard, Buntsford Drive, Bromsgrove, B60 3DJ Nationwide Property Assistance is authorised and regulated by the Financial Conduct Authority in the United Kingdom - Registered No:659799. Details about the extent of this regulation by the Financial Conduct. Authority are available from us on request.

DEFECT GUIDE

what is a defect?



CRACKS IN YOUR HOME:

A crack that's 4mm or less is generally regarded as being cosmetic and won't affect a property's structural stability or safety. If you don't have a ruler or tape measure, you can estimate how wide a crack is by holding the edge of a one pound coin against it (the coin is about 3mm wide). You can repair it using a suitable filler, grout or sealant the next time you redecorate your home. You may find that the crack reappears after a year or so, but this is likely to be due to thermal movement and isn't anything to worry about - unless it's getting progressively wider or is wider than 5mm

GLAZING:

Glass should be free of undue defects, glass should be viewed in daylight from within the room and at least 2m from panes facing the glass. (3m for toughened, laminated or coated glass) Scratch defects need to be reported within 7 days of date of completion.

The following are acceptable if they are neither intrusive or bunched;

- Bubbles or blisters
- Hairlines or blobs
- Fine scratches not more than 25mm long (within 7 days)
- Minute particles between panes

SURFACES & FINISHES:

Surfaces should be reasonable smooth and free of nail holes, cracks and splits. Colour, texture and finish should be reasonably uniform. Surfaces should be viewed in daylight from a distance of 2m and not by shining artificial light onto the surface.

Where painted surfaces are touched-up, minor colour variations will occur. External finishes will dull over time depending on a number of factors such as exposure to sunlight, rain and pollutants.

TIMBER CLADDING & FENCING:

Wood is a natural material, so it is likely that some resin may exude from knots. Modern primers contain a knotting compound that can limit the effect.

The wood will need to be maintained annually with a recommended treatment such as Osmos Treatment Oil, to prevent cracking and twisting.

However, this may still occur due to the natural weathering effects and is part of the look and character of the material.



SKIRTINGS:

The gap between the floor finish and the skirting may increase due to normal drying out, shrinkage and/or deflection - particularly in timber floors.

EXTERNAL FINISHES - DRIVEWAYS, PATHS, TERRACES

Minor variations in surface levels including scuffing and pitting may arise due to settlement, natural ground movement and vehicle use. In gravel and other loose surfaces, displacement of stone will occur. Localised falls into gulleys and channels are acceptable. Surfaces should minimise the potential for standing water. As a rule of thumb, approximately 1 hour after rain has stopped, areas of temporary standing water should not be deeper than 5mm or exceed 1m sq.

FLOORS:

Timber floors and staircases naturally shrink as they dry. As this drying occurs, it may result in squeaking components as they move against each other. This is natural and to be expected, and cannot be totally eliminated.



MAINTENANCE GUIDE

seasonal cleaning



SPRING

- Check the roof for any damage sustained over winter and moss growth.
- Inspect and, if needed, clean guttering and drainage holes. Clean and scoop out leaves, and moss. This is important so gutters can effectively take water away from your house and avoid causing damp and damage.
- If you have air bricks make sure they are clean and clear. These bricks allow air to circulate under the floors of buildings that have a suspended timber floor. If they get blocked you risk damp.
- Clean windows inside and out, as the sun starts to show, so will the state of your windows! Check window frames for damage or rot at the same time. A patch repair will be cheaper than leaving them.
- Check your exterior paintwork and patch up flaking areas.
- Check your loft for any signs that water has ingressed over winter, top up insulation if needed.
- Turn down your thermostat as the temperatures start to rise.



SUMMER

As the weather warms up it's time to head firmly outdoors with your home maintenance checklist.

- Clean your garden furniture.
- Clean patios and jetwash decking at the start of summer to prevent them getting slippery.
- Repair and paint any external woodwork including fencing, fascias, window frames and doors.
- Repointing is best done in the warmer, drier summer months.
- Prune any large trees or shrubs that are close to your home in order to reduce their water consumption which can contribute to subsidence.
- Trim any climbing plants and don't let them grow across windows or guttering.
- Get your boiler serviced.
- Take a look at the seals around your baths and sinks to make sure there aren't leaks. Where sealant is discoloured it may be showing signs of wear which could lead to a leak. Prevent this by re-doing it yourself.

**AUTUMN**

Get your home maintenance checklist ready and winter-proof your home.

- Get your chimney swept and log burner serviced.
- If you have a flat roof check it for damage and any sitting water
- Bleed radiators so they work effectively in heating your home.
- Clean and store away your garden furniture.
- Once the leaves have dropped, clear your gutters and drainage holes. At the same time make sure all pipes are securely fixed to walls.
- Clear leaves and debris that has 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.
- As the nights draw in make sure any security lights are working and outbuildings and sheds are locked.

**WINTER**

Follow our home maintenance checklist to keep your property safe from the winter weather.

- Check your fences and trees for storm damage regularly. Undertake repairs quickly to prevent a fall causing further problems.
- Take a look at your roof – from across the street or the bottom of the garden – for slipped tiles after windy weather.
- Clean leaves and debris from the garden and trim trees to avoid loose or dead branches coming down in strong winds.
- Prevent damp by opening windows occasionally and using extractor fans.
- If you get condensation wipe it off wooden window frames to prevent rot.
- Check your pipes for leaks after particularly cold weather.

YEAR ROUND ESSENTIALS

A little regular monthly 'to do' list for jobs around the house will help stave off bigger issues further down the line.

From checking your boiler pressure and testing smoke alarms and carbon monoxide detectors, to removing fluff from your tumble dryer and adding salt and rinse aid to your dishwasher. Making a checklist of the little jobs help you to repair as you go.

You can also avoid unexpected bills by regularly submitting meter readings for your utilities and keep an eye on the garden – regular maintenance will keep it under control.

A woman with long dark hair, wearing a floral-patterned sleeveless dress, is sitting on a bed with white linens and teal pillows. She is looking down at an open book she is holding in her lap. The background shows a modern interior with a large potted plant and a window. The entire image has a semi-transparent dark overlay.

CERTIFICATES
for your new home

SECTION 4.0

A modern kitchen interior featuring a glass-fronted refrigerator on the left and a built-in wooden shelving unit on the right. The shelving unit has several geometric compartments, some containing bottles. The overall aesthetic is clean and contemporary.

APPLIANCES
in your new home

SECTION 5.0

