

# Welcome

HOME



A brief guide to your new Eccleston home



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*Relax  
& enjoy*

Now that the excitement of moving is over, you can enjoy being in your new home and adding your personal touches that will make it extra special...

We've provided a little 'Welcome Gift' to help settle you in and would like to take this opportunity to wish you many happy years in your new home.

Your Sales Consultant will have conducted a brief handover with you today, and they will visit you again soon to answer any further questions that you may have and make sure that you have settled in.

*Ensuring happy  
customers*

We want you to be entirely happy in your Eccleston home and have a dedicated Customer Care Team who are entirely focused on making sure you're satisfied with your new home

### Moving in day

Our team here at Eccleston Homes has taken great care over the last few months to ensure that your home has been built to the highest standards and been rigorously inspected by a representative of the warranty provider. In addition, our own Site Management Team have conducted a quality inspection including running in and testing all working components – only when we are happy with your home do we hand it over to you.

During your recent Home Demonstration, we will have explained the various features of your new home and how to look after it correctly to minimise any teething problems.

Along with your keys, you will have been given a letter which contains details of telephone numbers to contact in the event of an emergency and details of what to expect over the next couple of months. Please ensure you keep this in a safe place.

You will also have been asked to check various items in your new home (e.g. bathroom suites, glazing, kitchens, etc.) and confirm your acceptance. Your Sales Consultant will also take meter readings so we can inform the various utility companies.





## Policy details

The policy is valid for 10 years and includes two key periods; the first two years of the policy called the '2 year Builder Warranty Period', and next 8 years known as the 'Structural Insurance Period'.

## Builder Warranty Period

During this first 2 year period Eccleston Homes are responsible for rectifying any defects and you should report any faults to us directly, and in writing, so that we can try to resolve any issues as quickly as possible.

## NHBC 8 Year Structural Insurance Period

For the balance of the warranty, should you need to make a claim on your policy during this period, you will need to contact the claims team at the NHBC, who will assess your claim and help you in organising any necessary repair work.

## Customer Care Commitment

When you buy your Eccleston Home you can be confident that your new home has benefited from a wealth of building knowledge and experience. And, as members of the NHBC, the UK's leading home warranty and insurance provider, you'll benefit from their expertise too.

## Consumer Code

The Consumer Code for Home Builders is an industry led scheme which gives protection and rights to purchasers of new homes. As members you can be assured that you're going to be treated fairly and be fully informed about your purchase at every stage of the home-buying process – whether it's pre-contract, at exchange of contract or during occupation.

## Buildmark

When you purchase an Eccleston home you are covered by our two-year warranty, so should you find that your house has any defects that aren't due to general wear and tear or maintenance issues in this time, we promise to get it sorted for you. After the first two years you're covered by Buildmark, the NHBC's insurance scheme, for a maximum of 10 years after you move into your new home.

# Protecting your home

We understand that buying a new home is one of the biggest purchase decisions you'll ever make, which is why all Eccleston Homes come with a full 10 year NHBC (National House Builders Council) structural warranty.

Protected by the 10 year New Home Warranty, your new home is completely covered for any necessary structural repairs from the date of completion, with an independent surveyor team making the final checks on the new home before issuing what is called a 'Build Mark Cover Note' once they are happy that the property is ready to move into! So, while it is unlikely that you will ever have any problems, you have the peace of mind of knowing that help is at hand.



Raising Standards. Protecting Homeowners

CONSUMER  
CODE FOR  
HOME BUILDERS

[www.consumercode.co.uk](http://www.consumercode.co.uk)

# Create a safe & happy home

The items listed below commonly occur in new homes, many of which are covered by Eccleston Homes as part of our Customer Care Commitment. The remaining items will be the responsibility of the homeowner.

## Some common service issues and what is covered:

Common service issues	Coverage	Comments / Expectations
Appliances	✓	Manufacturer's 1-year warranty. Homeowner's responsibility to register all appliance warranties
Bricks and mortar (exterior)	✓	Minor cracks due to shrinkage are normal, to be expected, and are the homeowner's responsibility
Building fabric	✓	Third party damage caused by installation, repair or maintenance of equipment is not covered
Central heating boiler/hot water cylinder	✓	Manufacturer's 2-year warranty, depending on service history
Central heating boiler service/hot water cylinder	✗	Homeowner's responsibility – to be completed annually
Chips, scratches, damage to sanitaryware, kitchen surfaces, glazing etc.	✗	These should be noted on the Customer Handover Form following legal completion
Colour variations of wood, marble, concrete products etc.	✗	Colour and tone variation in natural materials should be expected
Condensation	✗	This is normal due to the drying out process. Please ensure that you keep your home ventilated
Cracks – concrete	✗	Minor cracks due to shrinkage are normal, to be expected, and are the homeowner's responsibility
Cracks – drylined/plaster wall (major)	✓	Major cracks i.e. 5mm or more covered by 2-year warranty (one time repair)
Cracks – interior paint (minor)	✗	Maintenance and touch-ups are the homeowner's responsibility
Decorator's filler (caulking/mastic)	✗	Maintenance and touch-ups are the homeowner's responsibility
Doors and lock adjustments	✓	Covered by 2-year warranty. NB: minor warping which does not affect the function is not covered





Some common service issues and what is covered (continued):

Common service issues	Coverage	Comments / Expectations
Drainage	✘	Stoppage due to foreign materials is the homeowner's responsibility
Extractors and vents	✔	If due to improper installation
Fencing	✘	Maintenance and care are the homeowner's responsibility
Flooring	✔	Covered by 2 year warranty if due to improper installation
Grouting	✘	Minor cracks and loss of grout are normal, to be expected, and are the homeowner's responsibility
Hard floor coverings (tile/marble)	✘	Minor cracks are normal, to be expected, and are the homeowner's responsibility
Landscaping	✘	Maintenance and care (watering) are the homeowner's responsibility
Meters and utility lines	✔	Contact service provider
Plumbing (pipe) leaks	✔	Covered by 2-year warranty
Roof	✘	Damage due to severe weather conditions is the homeowner's responsibility
Shower door leaks	✔	Up to 2-year warranty
Shower leak due to grout/mastic cracks	✔	Up to 2-year warranty (one time repair only)
Shrinkage	✘	Not Covered
Structure, load bearing	✔	10-year third party warranty
Window frames (UPVC)	✔	Manufacturer's 2-year warranty
Window, sealed units	✔	Manufacturer's warranty
Wood (external)	✘	Minor separations, shrinkage and/or warping are normal and are the homeowner's responsibility
Wood finish (external)	✘	Variations in colour and/or appearance are normal conditions

## The Loft

- ✘ Do not obstruct the ventilation – this may cause condensation
- ✘ Do not leave the loft access open in cold spells. Heat will escape from your home, forming condensation
- ✘ Do not store anything in the loft. It's not designed to carry such loads.

## Floor Coverings

As a general rule, all floor coverings last much longer if properly maintained. Regular cleaning will reduce floor covering wear dramatically because dust, dirt, sand and grit act as abrasives, actually wearing down the floor surface and cutting the carpet fibre.

Carpet maintenance requires regular vacuuming and removal of any stains for greater longevity. Heavy objects resting on the carpet should be periodically moved to avoid matting and permanent marking. Almost all carpeting will shed at first and fade over time. It is also common for the pile to flatten a little in the areas experiencing most traffic or in door openings.

Most laminated vinyl tiles (LVT), such as Amtico and wood finish flooring products are resilient but will scratch, tear and dent under certain conditions. Shoes with metal heels and toecaps, stones trapped in the shoe tread or stiletto heels can damage the appearance of such flooring materials in a short period of time. It is also recommended that steam mops are not used on these surfaces.

Do not use too much water on your vinyl, wood or tiled floors. Instead, frequent vacuuming and dry mopping should increase their serviceability. Occasional vigorous cleaning should not harm if dried thoroughly. Ceramic tiles and similar products will require regular cleaning to remove normal build-up of surface dust, soap and other deposits. Use detergent or non-abrasive ceramic tile cleaner.

Home owners should register any appropriate warranties on floor coverings.





## Your bathroom

The following are some useful hints and tips on how to look after your bathroom:

### DO...

- ✓ Use a clean, soft, damp cloth to remove any watermarks regularly from gold/chrome plated items. Should you have a build up of limescale on your taps it can be removed by an acetic based descaler but remember to rinse thoroughly after use
- ✓ Use good quality bathroom cleaner for your bathroom suites and ceramic tiles and always give them a thorough rinse to remove all traces of the cleaner to guarantee that extra sparkle!

### DON'T...

- ✗ Use cream cleaners, solvent-based sprays, powder abrasives, metal polishes or bleach on your taps and accessories as this will invalidate any manufacturer's guarantees
- ✗ Use abrasive cleaners on acrylic surfaces as this will cause scratches.

## Decorating your new home – some hints and tips

During the first year, walls are subjected to stress as the various construction materials expand, contract and stabilise within their new environment, generally referred to as the 'drying out' process. As a result, nail popping and minor cracking may occur. These minor defects are usually simple to repair with the use of decorators' caulk or plaster compound filler. It may be desirable to delay major decorating or wallpapering until the drying out process is complete as potential nail pops or cracks could affect a newly decorated wall.

If repairs are needed to plaster work, we will only paint the repaired areas. When touching up paintwork, there is a strong possibility that these painted areas will not exactly match the existing paint due to fading or slight colour variations in batches of paint supplied by the manufacturer.

- New woodwork absorbs a lot of paint or stain, so the first decoration may not give as good a finish as future re-decorations
- Any exterior woodwork should be regularly re-painted using a good quality paint or stain
- Emulsion paints are normally used on interior walls. Further coats of emulsion and oil-based paints and wallpaper can be used for later redecorations after a drying out period (normally 9–12 months)
- When re-decorating, never paint on wet wood
- Outside paintwork is best carried out in the summer or early autumn. Cracks on inside walls and woodwork can be fixed with filler
- If redecorating your radiators, do not paint over the small valves at the top. These are bleed valves which allow you to release any air trapped in the radiators.

## Your kitchen

Please refer to the manufacturer's literature provided for guidance relating to the care and cleaning of your appliances. Caring for your work surfaces is straightforward and worth doing on a daily basis. It's so much easier to wipe up spillages – whether liquid or food – immediately rather than leaving them and risking permanent staining or damage to joints.

### DO...

- ✓ Use water and non-abrasive cream cleaner to maintain your kitchen work surfaces
- ✓ Use a non-scratch scourer with non-abrasive cream cleaner to tackle stubborn stains
- ✓ Complete and return warranty documents relating to your kitchen appliances to the manufacturers
- ✓ Contact the manufacturer direct with any appliance problems encountered during the first 12 months

### DON'T...

- ✗ Place hot dishes on to a work surface
- ✗ Place or use a hot iron on a worktop surface
- ✗ Make contact with naked flames or embers on work surfaces – cigarettes, lit matches, etc.
- ✗ Cut directly on to your surfaces – always use a cutting board
- ✗ Boil electric kettles over any joints in your work surfaces
- ✗ Use chemicals and bleaches to clean your work surfaces.

## Kitchen surfaces

Granite and marble are porous surfaces and, although hard, durable and heat resistant, can be susceptible to staining so DO wipe up any spillages as soon as possible to avoid lasting marks.

Clean soapy water followed by a wipe with a clean, dry cloth is all that's required to keep granite or marble surfaces looking their best. These surfaces will not need polishing as their gloss is built in during the manufacturing process.

## Care of Tarmac driveways

At certain times, particularly hot periods, the Tarmac may become softer. This should not cause long term damage but you must take care when manoeuvring vehicles to avoid scuffing. It is not designed to withstand point loading, particularly during the early months after it has been laid. Care should be taken with items such as ladders, builder's skips or delivery of, for example, landscaping materials.

Tarmac surfaces are often covered with a sealing grit when laid, the particles of which may cause damage to your house flooring if care is not taken. Outside shoes should be removed before entering the property during the early months of occupation when grit may become attached to the soles of your shoes.

## Your garden

We take great care and pride in providing attractive surroundings for every home we build. However, any landscaping undertaken on your property becomes your responsibility from legal completion.

Should you have any problems with the shrubs and turf that we have planted, please let us know in writing as soon as possible after planting or legal completion (whichever is first) as claims cannot be made after 12 months.

DO allow time for the plants and grass to bed in, taking care to keep them sufficiently watered and avoid heavy use of grassed areas until good growth has been established, especially during dry spells.

### Make the most of your garden by:

- ✓ Improving drainage by planting a selection of shrubs, flowers, etc.
- ✓ Keeping your new grass watered
- ✓ Waiting until your lawn has established before cutting it
- ✓ Setting your mower at its highest level for the initial cut and gradually lower it as the lawn becomes more robust
- ✓ Feeding the lawn each spring and through the summer
- ✓ Correcting surface irregularities by using compost dressing rather than using a roller
- ✓ Aerating your lawn in autumn with a garden fork to encourage healthy root growth and drainage
- ✓ Ensuring you are satisfied with the land drainage to your rear garden prior to laying turf.



# Refer a friend

## It pays to refer your family and friends

Share the delight of purchasing your new Eccleston home and receive £500\* when they buy from us.

Simply refer Eccleston Homes to someone you know and, provided you and the person you have introduced have legally exchanged contracts, **you'll receive £500** from us as a 'thank you'.

You must refer your family or friend **before** they reserve their Eccleston home to qualify for this gift.

Spread the word and enjoy the rewards!

Or visit [ecclestonhomes.co.uk/refer](http://ecclestonhomes.co.uk/refer)

## Five Hundred Pounds\*

For and on behalf of Eccleston Homes

Name of referee ..... Name of referrer .....  
 ..... Plot .....  
 Development of interest ..... Development .....  
 Email ..... Email .....

I confirm that I have introduced the person(s) named below to Eccleston Homes and request payment of £500 upon legal completion of their purchase

Signed ..... Date .....

\*Only one £500 recommend a friend voucher per purchase. Should more than one proposal for the sale purchase be received, the amount will be equally divided. The voucher can only be redeemed if it is completed by the referrer (who must have legally exchanged on their property) and presented by the referee at the time of reservation. £500 will be payable to the referrer within 14 working days of legal completion by the referee.



## After you have moved in

If you have any teething problems that are our responsibility – apart from fair wear and tear and issues caused by the normal drying out process – we're here to help!

- We'll arrange a convenient post legal completion visit by your Site Manager to ensure your satisfaction and discuss any teething problems approximately two weeks after you've moved in
- For any issues raised at the visit the Site Manager will arrange for them to be addressed within 14 days
- Weekday access to your home might be required
- Further non urgent items should be forwarded to the Customer Care team via the customer care email address

Within 8 weeks of moving in, you'll receive our Customer Care Satisfaction Survey, which will ask you for your views regarding your new home and our aftercare service.

We value your comments and take them into account when planning new developments, developing new products and maintaining the highest standards of customer care, so please take the time to complete our survey.

Thank you!



## In an emergency

Emergency contact numbers are available on the website, [ecclestonhomes/aboutus/customer-care](https://www.ecclestonhomes/aboutus/customer-care)

### Emergencies are classed as

- Complete failure of the heating or hot water system
- A water leak that cannot be contained
- Complete failure of the electrics
- Flood water threatening to enter the home due to blocked drains
- Locks not working on an external door or damaged downstairs window causing a loss of security
- Alarm systems not working
- Roof leaks (if the issue is caused by a major storm, please call your buildings insurance company in the first instance. Also note that Health & Safety regulations prevent anyone from working on a roof in bad weather).

**Before reporting an emergency, please ensure that the problem is not caused by a general electrical or gas failure in your local area.**



# Reporting process

After legal completion of your new home, we use the following methods to report any points you'd like to raise;

## First 72 hours

On moving day you will be asked to check various items in your new home for any defects or scratches. You will be asked by our Sales Consultant to inspect items such as glazing, sanitary ware, kitchen units and appliances and confirm your acceptance. Should any defects come to your attention in the first 72 hours following legal completion, please notify our Customer Care Department in writing and these items will be covered as part of Eccleston Homes Quality Assurance Commitment.

## Next 14 days

As you settle into your new home you may notice a small number of items which require further attention from our Site Team. Please take the time during your first two weeks of occupation to compile a list of these items to pass to our Site Manager on his Post Legal Completion Visit to your home. We will then endeavour to complete all the outstanding issues you have brought to our attention during the following 14 days.

## Thereafter

A new home can take some time to dry out and for the hundreds of elements used in its construction to settle and work together. Some items therefore that were not visible during the first few weeks of occupation may become apparent several months afterwards. In this instance our dedicated Customer Care Team will be on hand to give both advice and practical assistance with any concerns you may have with your home.

Further information on how to maintain your new home is available in the NHBC booklet 'Guide to Your New Home' that is provided in your Completion Box.



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