



# Oh hello there dream home

A brief guide to your new  
Eccleston home





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## Home of happy

We want you to be completely happy in your Eccleston home, which is why we have a dedicated Customer Care Team who are entirely focused on making sure everything is taken care of.

Our team has taken great care over the last few months to ensure that your home has been built to the highest standards. As well as rigorous inspections by a representative of the warranty provider, 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 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 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 keep this to hand in a safe place. This information is also available in the customer care section of our website.

You will also have been asked to check various items in your new home (your bathroom suite, glazing, kitchen, etc.) and confirm that everything is as it should be. Your Sales Consultant takes meter readings and we will update the various utility companies on your behalf.

## Relax & enjoy

Now that the excitement of moving is over, you can enjoy being in your new home and adding the personal touches that will make it extra special and 100% yours.

We hope you like your welcome gift and wish you many happy years in your new home.

Your Sales Consultant will have conducted a brief handover with you and they will visit you again soon to answer any further questions that you may have and see how you're settling in.



# Protected inside & out

We understand that buying a new home is one of the biggest decisions you'll ever make. You can sleep easy knowing that – like all Eccleston Homes – yours comes with a full 10-year NHBC (National House Builders Council) structural warranty.

The 10-year New Home Warranty means your home is fully protected. You're completely covered for any necessary structural repairs from the date of completion. An independent surveyor team is responsible for the final checks on your new home and once they're happy it's ready to move into they will issue a 'Build Mark Cover Note'. So, while it is unlikely that you'll ever have any problems, you have the peace of mind of knowing that help is at hand.



## Your policy details

Your New Home Warranty is valid for 10 years and includes two key periods. The first two years of the policy (the '2-year Builder Warranty Period') and the remaining 8 years (the 'Structural Insurance Period').

## Builder warranty period

During this first 2-year period Eccleston Homes are responsible for rectifying any defects. Any faults should be reported to us directly, in writing, and we'll do our best to resolve them as quickly as possible.

## NHBC 8 year structural insurance period

If you need to make a claim on your policy during the rest of the warranty period, you will need to contact the claims team at the NHBC. They 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, because we're 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 anyone buying a new home. As we are members of the CCHB, you can be assured that you're going to be treated fairly and kept fully informed about your purchase at every stage of the home-buying process – whether it's pre-contract, at exchange of contract, or once you've moved in.

## Buildmark

When you purchase an Eccleston home you are covered by our two-year warranty. So if 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 still covered by Buildmark, the NHBC's insurance scheme, for a maximum of 10 years after moving in.





# Let's be clear about care

The issues listed below are the most common ones to occur in new homes. Many are covered by us, as part of our Customer Care Commitment, but not all. To keep everything clear, this chart shows who is responsible if any of them crop up.

## Some common service issues and what is covered:

Common service issues	Coverage	Comments / Expectations
Appliances	✓	Appliances are covered by the manufacturer's 1-year warranty. As the homeowner it is your responsibility to register each of the appliances with them directly
Bricks and mortar (exterior)	✓	Minor cracks due to shrinkage are normal and expected. They are the homeowner's responsibility
Building fabric	✓	Third party damage caused by installation, repair, or maintenance of equipment is not covered by your warranty. You may be able to claim on your home insurance
Bulbs and Lamps	✗	Replacement of bulbs and lamps are the homeowners responsibility
Central heating boiler/ hot water cylinder	✓	Covered by the manufacturer's 2-year warranty. Claims will depend on the service history though
Central heating boiler service/ hot water cylinder	✗	Homeowner's responsibility – to be completed annually
Chips, scratches, damage to sanitaryware, kitchen surfaces, glazing etc.	✗	Any superficial damage should be noted on the 72 hour report following legal completion. Our Customer Care team will then review the report and take action
Colour variations of wood, marble, concrete products etc.	✗	Colour and tone variation in natural materials is entirely normal and should be expected
Condensation	✗	This is normal due to the drying out process. Please ensure that you keep your home ventilated to help with this process'
Cracks – concrete	✗	Some light cracking in concrete is entirely normal due to shrinkage and is the homeowner's responsibility'
Cracks – drylined/plaster wall (minor)	✗	Minor cracks due to shrinkage are normal and expected. They are the homeowner's responsibility
Cracks – interior paint (major)	✓	Major cracks (5mm or more) are covered by your 2-year warranty for a one-time repair
Decorator's filler (caulking/mastic)	✗	Maintenance and touch-ups are the homeowner's responsibility
Doors and lock adjustments	✓	Covered by your 2-year warranty. Please note that minor warping which doesn't affect the function of your doors or locks is not covered

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

Common service issues	Coverage	Comments / Expectation
Drainage	✗	Any stoppage due to foreign materials clogging the drain is the homeowner's responsibility
Extractors and vents	✓	Any issues caused by improper installation are covered by your 2-year warranty
Fencing	✗	Maintenance and care are the homeowner's responsibility
Flooring	✓	Any issues caused by improper installation are covered by your 2-year warranty
Grouting	✗	Minor cracks and loss of grout are normal and expected. They are the homeowner's responsibility
Garages	✗	Storage of personal items in garages are at the homeowner's risk, as these are not deemed as watertight
Hard floor coverings (tile/marble)	✗	Minor cracks are normal and expected. They are the homeowner's responsibility
Lawns and landscaping	✗	Maintenance and care, including watering, are the homeowner's responsibility
Meters and utility lines	✓	Please contact your service provider
Outdoor Taps	✗	Insulation of outdoor taps are the homeowners responsibility
Plumbing (pipe) leaks	✓	All plumbing is covered by your 2-year warranty
Roof	✗	Damage due to severe weather conditions is the homeowner's responsibility
Shower door leaks	✓	Covered by your 2-year warranty for a one-time repair only
Shower leak due to grout/mastic cracks	✓	Covered by your 2-year warranty for a one-time repair only
Shrinkage	✗	Some natural shrinkage of the bricks and mortar is to be expected and so not covered by your 2-year warranty
Structure, load bearing	✓	All structural and load bearing issues are covered by your 10-year third party warranty
Window frames (UPVC)	✓	Covered by your manufacturer's 2-year warranty
Window, sealed units	✓	Covered by your manufacturer's warranty
Wood (external)	✗	Minor separations, shrinkage, and/or warping are normal and are the homeowners responsibility. This includes wooden gates
Wood finish (external)	✗	Variations in colour and/or appearance are entirely normal and so not covered



## Your loft

Your loft plays a key role in your new home's wellbeing. So please:

- ✗ Do not obstruct the ventilation, as this may cause condensation
- ✗ Do not leave the loft access open in cold weather. Heat will escape from your home, forming condensation and Eccleston Homes are not responsible for damage to personal possessions
- ✗ Do not store anything in the loft. It's not designed to carry loads



## Looking after your floors

As a general rule, all floor coverings last much longer when they are properly maintained. Regular cleaning will reduce floor covering wear dramatically because dust, dirt, sand and grit act as abrasives, helping to wear down the floor surface and cut carpet fibres.

Regular vacuuming and removal of any stains are essential for general maintenance and greater longevity. Any heavy objects resting on the carpet should be moved from time to time 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 and in door openings.



Most laminated vinyl tiles (LVT), such as Amtico and wood finish flooring products, are resilient but they will still 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 a floor very quickly. 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 your floor as long as you dry it thoroughly afterwards. Ceramic tiles and similar products will require regular cleaning to remove normal build-up of surface dust, soap and other deposits. Use either a detergent or non-abrasive ceramic tile cleaner.



And don't forget to register for any appropriate warranties on your floor coverings.



## Get decorating!

During the first year of its life, your home will need to settle in. Walls are subjected to stress as the various construction materials we've used expand, contract and stabilise within their new environment. This is generally referred to as the 'drying out' process. It's perfectly normal when you're decorating, causing minor issues like nail popping and minor cracking. The good news is that these kinds of small defects should be simple to repair with the use of decorators' caulk or plaster compound filler. If you have any major decorating planned, such as wallpapering, you may want to wait until the drying out process is completely finished so you can be sure the end results will be perfect.

If repairs are agreed to your plaster work, we will take care of them but we only have a responsibility to paint the repaired areas – not the whole room. We'll do our best to match colours, but when touching up paintwork there is a possibility that it won't be exact. The paint may have faded slightly, and there can be slight colour variations in batches of paint supplied by the manufacturer.

It's worth remembering:

- 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 trapped air



## Your bathroom

Your bathroom is your sanctuary. Here are some useful hints and tips on how to look after it:

### DO...

- ✓ Use a clean, soft, damp cloth to remove any watermarks regularly from gold/chrome plated items. If limescale has built up on your taps it can be removed by an acetic based descaler. Just 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

## Your kitchen

If you look after your kitchen, it will look after you. Caring for your work surfaces is pretty straightforward and worth doing on a daily basis. It's much easier to wipe up spilled liquids and food immediately, rather than leaving them and risking permanent staining or damage to joints. For guidance on how best to care for and clean your appliances, please refer to the manufacturer's literature provided.

### 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 relevant manufacturers
- ✓ Contact the manufacturer directly with any appliance problems encountered during the first 12 months

### DON'T...

- ✗ Place hot dishes directly onto a work surface
- ✗ Place or use a hot iron on a worktop surface
- ✗ Make contact with naked flames or embers on work surfaces – (e.g. cigarettes, lit matches, candles, 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 highly porous surfaces and, although hard, durable and heat resistant, can be susceptible to staining. So always 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.

## Tarmac driveways

At certain times, particularly during hot periods, the Tarmac on your drive may become softer. This should not cause long term damage but you should take extra 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. So be careful with anything that could make a mark, such as a ladder, builder's skips or delivery of heavy items such as 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 is most likely to be walked in on the soles of your shoes.



# Your garden

We take great pride and care in providing attractive surroundings for every home we build. However, as soon as you are the legal owner of the property you are also responsible for any landscaping undertaken.

If 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.

Plants and grass take a little time to bed in, so please make sure you help this process by keeping them sufficiently watered. Please also avoid the 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 is well-established before mowing it
- ✓ Setting your mower at its highest level for the initial cut and gradually lowering 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 before turf is laid



# Refer a friend

£500\*

Share the joy of purchasing your new Eccleston home to get a £500\* reward.

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

Please note that you need to refer your family or friend before they reserve their Eccleston home to qualify.

Alternatively visit [ecclestonhomes.co.uk/refer](https://ecclestonhomes.co.uk/refer) and complete the digital form

It pays to refer your family and friends!



## Five hundred pounds

Name of referee: \_\_\_\_\_ Name of referrer: \_\_\_\_\_

Development of interest \_\_\_\_\_ Development Plot \_\_\_\_\_

Email address \_\_\_\_\_ Email address \_\_\_\_\_

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

Signature \_\_\_\_\_ Signature \_\_\_\_\_

Alternatively visit [ecclestonhomes.co.uk/refer](https://ecclestonhomes.co.uk/refer) and complete the digital form

\*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.



# Once you're in

If you have any teething problems that are our responsibility – and not caused by the normal drying out process – we're here to help!

- We'll arrange a Post Legal Completion visit by your Site Manager at a convenient time around two weeks after you legally complete. This will give you a chance to discuss any snags to make sure you are completely satisfied
- If there are any issues raised at the visit, the Site Manager will arrange for these to be addressed within 14 days
- Please note we will require weekday access to your home in order to do this
- We aim to complete general remedial items within 30 days of being reported to us. This is subject to materials being available. If we're unable to achieve these timescales we will explain the reasons to you.
- Any changes that you make to your new home are excluded from the warranty. This includes but is not limited to; electrical, plumbing, heating, structure and foundations, including extensions and the closing up of doors and windows, or the inclusion of additional doors and windows.
- Any other non-urgent items should be forwarded to the Customer Care team via the customer care email address
- Future items should be forwarded to the Customer Care team via the customer care email address [customercare@ecclestonhomes.co.uk](mailto:customercare@ecclestonhomes.co.uk)

Within eight weeks of moving in, you'll also 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**



# In an emergency

If you have an emergency situation, help is at hand. A list of contact numbers can be found on our website at [ecclestonhomes.com/aboutus/customercare](http://ecclestonhomes.com/aboutus/customercare)

These will help you resolve:

- A complete failure of the heating or hot water system
  - A water leak that cannot be contained
  - A complete failure of the electrics
  - Alarm systems not working
  - Roof leaks (if the issue is caused by a major storm, please call your buildings insurance company, our warranty does not cover storm damage. Also, please 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.**

## Telling us about problems

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. If you spot any defects in the first 72 hours following legal completion, please notify our Customer Care Department in writing. 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 do our best to resolve 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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