

# Living in your new home

Home Owner's Manual Part 2



# Contents

Home Owner's Manual Part 2 presented at your Home Demonstration

## Living in your new home

Pages 2 - 15	Our continued support	For your peace of mind New home warranties Contact us Round-the-clock cover Caring for your new home
Pages 16 - 21	Living in your new home	Some useful tips Energy-saving advice Reduce, re-use and recycle your waste At home with safety

# Living in and looking after your new Bovis Home

## Congratulations on purchasing your new Bovis Home.

To help you get the full benefit from your home we have compiled Part 2 of this Home Owner's Manual. This manual gives you information and advice on getting the best from your newly-constructed home, the ongoing maintenance required, what to expect with a new building and what recommended actions you should take as well as what's covered under your Bovis Homes two-year warranty managed by your regional Customer Care team.

Your Home Demonstration and the 'handover' with our sales consultant and/or site manager on 'moving in' day will have covered the essentials of using and maintaining your new home.

This manual offers more helpful hints and tips on caring for your new home, as well as important maintenance and warranty information and who to contact if you have any queries, or need urgent assistance.

Your solicitor will also provide you with a copy of the National House Building Council (NHBC), booklet entitled 'A guide to your new home' and NHBC booklet entitled 'Welcome to NHBC warranty and insurance'. We would advise that you read these, as well as this Home Owner's Manual.



Page 2 of 2

# Our continued support

## For your peace of mind

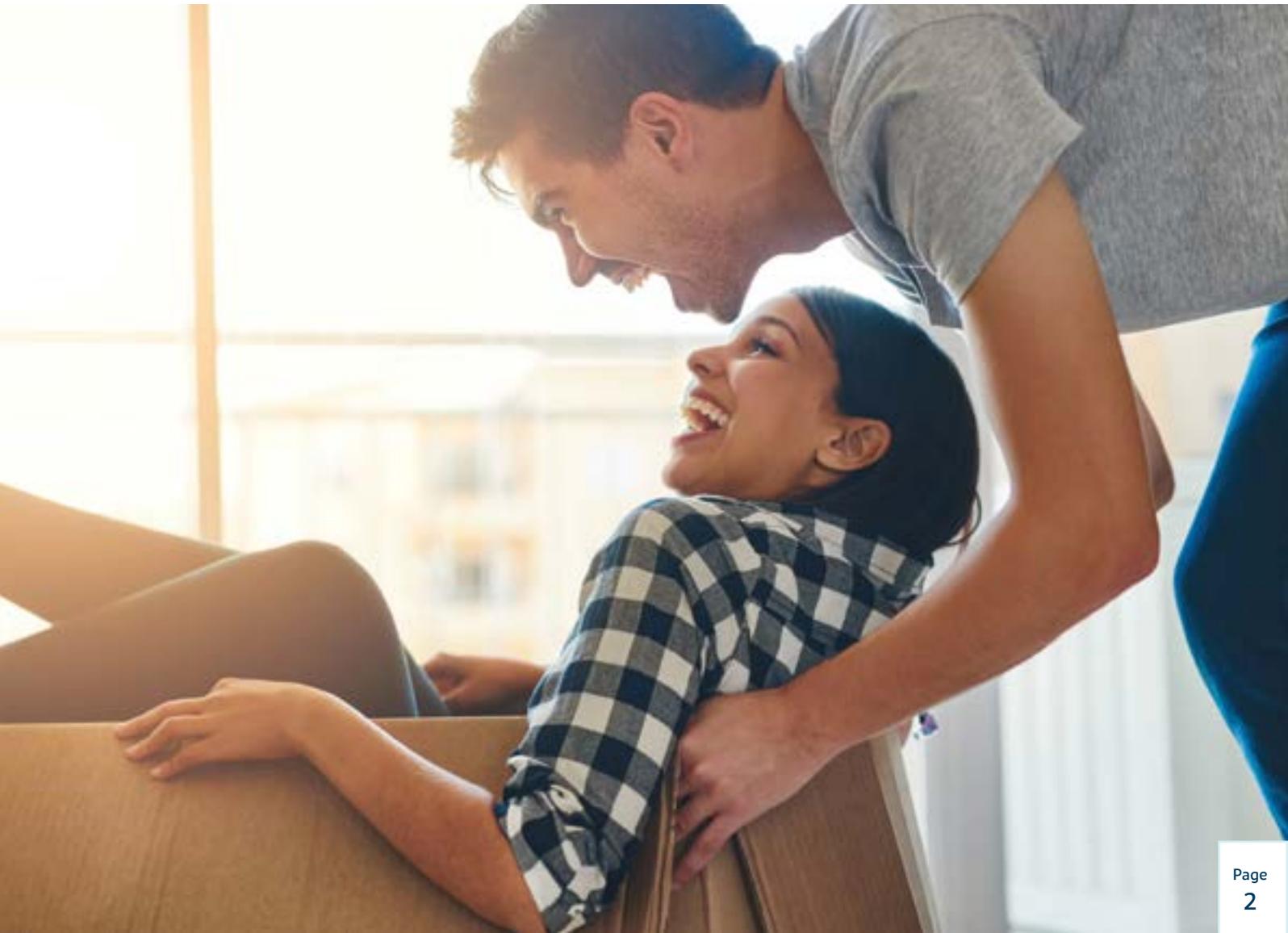
We take care over every new home and development that we design and build and we want to ensure you can relax and enjoy life in your new home.

In support of this, a series of independent quality inspections are carried out on each new home during key stages of construction. These are all aimed at giving you peace of mind so you can enjoy the full benefits of living in your new Bovis Home.

For the first two years after completion your new home is covered by your Bovis Homes two-year warranty. This is supported by your regional Customer Care team who are also available to provide you with advice, and by an out-of-hours service that has professional tradespeople on call 24 hours a day, 365 days a year. This out of hours service covers emergency situations in the rare event that your property is left without power, water, or heating.

Your Bovis Homes two-year warranty commences from the day you legally complete on your new home.

In addition, the NHBC 10 year warranty also runs from your completion day.



# Bovis Homes two-year warranty

## The first 10-14 days

On the day you moved in a representative from our sales or build team took your meter readings and will forward them to the appropriate supplier with your contact details. We would strongly advise you to also inform them of your recent occupation and all your personal contact details to ensure you receive your introductory letter and subsequent bills. Your utility supplier information can be found in your homeowner's pack. If, for any reason, you do not receive a bill after 3 months then do contact them again to minimise the risk of a much larger utility bill being sent to you in the future.

Your courtesy visit is your opportunity to notify your site manager of any minor 'snags' which they will endeavour to resolve within 28 days of the visit.

Once any items from the courtesy visit have all been completed you will sign off on your home with the site build team.

## Keeping in touch

Our Customer Care team will ring you within a few days after your courtesy visit items have been completed. They will introduce themselves, check that you have all our necessary contact details and that you are settling in well. If there is anything you are unsure about at this time, please let one of the team know and we will be more than happy to help.

## Reporting problems

Initially check your warranty terms on pages 4 and 5 of this manual to see if your issue is covered.

If you are not sure whether an issue is covered, contact your regional Customer Care team. Once you report any items requiring attention, an appropriate contractor and/or a Bovis Homes site employee is notified. One of our team, or one of our contractors, will contact you directly to arrange for the agreed works to be undertaken.

To ensure your Bovis Homes warranty covers you at all times, you must arrange regular maintenance and servicing of appliances such as boilers, hot water cylinder, ventilation heat recovery systems (where applicable) and heating systems. Your boiler must be serviced after one year and we recommend that you register with your local gas supplier on their maintenance contract.

If your annual boiler and cylinder service is missed, your warranty becomes invalid.

It's very important that you familiarise yourself with your Bovis Homes warranty and are aware of what it covers and what is not included.

Once you notify us of any work requiring attention we aim to complete any agreed works within the following 28 days, although should we need to order replacement parts this could be a little longer. However, if an immediate solution is not possible, we will investigate and assess the matter within 10 working days.

We appreciate many of our customers are at work during the week so if any remedial work has to be undertaken in your home we can arrange to do this in your absence providing this is acceptable and more convenient.

## Bovis Homes two-year warranty

Item	What's the issue?	What should I do?	
Appliances	Failure	See page 9 of this manual for appliance after sales service contact number	✓
	Damage	Your responsibility	✗
Blockages / Drainage	Major leak in home or outside drainage problem with water threatening/entering	In hours (Mon - Fri 09:00-17:30) contact Customer Care Out-of hours contact emergency number ( <a href="#">click here for contact numbers</a> ) (if the blockage is caused by misuse you may be charged)	✓
	Minor leak that can be contained	Contact Customer Care ( <a href="#">click here for contact numbers</a> ) (if the blockage/leak is caused by misuse you may be charged)	✓
Brickwork (external)	Cracks to bricks /mortar less than 15mm	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	Cracks to bricks /mortar more than 15mm in diameter	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
	Variation in brick colour	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole' not areas in isolation. View in daylight from a distance of 10m	✗
Central Heating	Complete failure	In hours (Mon - Fri 09:00-17:30) contact Customer Care Out-of hours contact emergency number ( <a href="#">click here for contact numbers</a> )	✓
	Malfunction	Contact Customer Care ( <a href="#">click here for contact numbers</a> ) (it is your responsibility to arrange and maintain service records for an annual service for your boiler. Failure to do this will invalidate your warranty cover for your central heating system)	✓
	Unsure how to operate timer controls	Please refer to your Heating control manual or user guide. If you still need assistance in how to operate your central heating then contact Customer Care (See page 8 for contact numbers)	✓
Chips and scratches	Damage to sanitary ware, worktops, tiled floors and walls & glass	Refer to your handover form. If not specifically listed these are your responsibility	✗
Condensation	Condensation forming between the glass panes themselves	This could be a manufacturing defect and may need investigation contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
	Condensation forming on the glass panes within the room	This is a normal occurrence as your new home dries out. Please refer to page 11 of this manual for guidelines as to how to reduce condensation through effective ventilation	✗

Item	What's the issue?	What should I do?	
Concrete cracks	Less than 5mm in diameter	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	More than 5mm in diameter	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Cracks to ceilings, dry lining, wood joints and paintwork	Less than 3mm in diameter	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	More than 3mm in diameter after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing cracks after this period then contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Decoration	Paintwork	Some variation in colour and finish is normal and can be checked in natural daylight in the middle of the room	✗
	Nail or screw pops 6 or more in a single room, after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing nail or screw pops after this period then contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Doors	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Care ( <a href="#">click here for contact numbers</a> ) If a door is catching on a carpet that you have had fitted this is your responsibility	✓
Electrical	Complete power failure	Check Consumer unit has not tripped. In hours (Mon - Fri 09:00-17:30) contact Customer Care. Out-of hours contact emergency number ( <a href="#">click here for contact numbers</a> )	✓
	Sockets and plugs not working, or issues with Consumer Unit	Check Consumer unit has not tripped. Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Extractor fans	Damage to fittings, blown bulbs	Your responsibility	✗
	Not working	Check Consumer unit has not tripped. Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Fencing	Loose panels or posts	Your responsibility unless these have not been installed correctly in which case please contact Customer Care to arrange an inspection	✗

## Bovis Homes two-year warranty

Item	What's the issue?	What should I do?	
Flooring	Creaking after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing excessively creaky floors after this period then contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
	Damage	Refer to your handover form. If not specifically listed these are your responsibility	✗
Garage door	Locks, cables and opening action	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Garden	Rear gardens - within 3 metres of the home	Although some waterlogging due to weather is normal, if you encounter severe waterlogging within 3 metres of your home, contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
	Rear gardens - over 3 metres from the home	Waterlogging due to weather is normal and over 3 metres from your home is not covered under your warranty	✗
	Lawns and shrubs	It is your responsibility to maintain your garden and contents	✗
	Paths and paving slabs - excessive movement	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Gas	Leak	You must immediately contact National Gas ( <a href="#">click here for contact numbers</a> )	N/A
Grout and silicone sealant	Cracks and sealant gaps during the first 6 months of occupation	During the first 6 months contact Customer Care After 6 months this is your responsibility as part of routine maintenance ( <a href="#">click here for contact numbers</a> )	✓
Guttering and Downpipes	Broken	Contact Customer Care ( <a href="#">click here for contact numbers</a> ) if damage	✓
	Blocked	It is your responsibility to keep your gutters free from leaves, debris etc. (if the blockage is caused by leaves, debris etc. you may be charged)	✗
Immersion Heater	Malfunction	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Kitchen units	Door alignment	Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge	✗
	Damage	Refer to your handover form. If not specifically listed these are your responsibility	✗
	Worktop damage	For faulty laminate, contact Customer Care ( <a href="#">click here for contact numbers</a> ) Any other damage to work surfaces are your responsibility	✓

Item	What's the issue?	What should I do?	
Leaks	Pipework joints and seals - major leak that cannot be contained	In hours (Mon - Fri 09:00-17:30) contact Customer Care Out-of hours contact emergency number ( <a href="#">click here for contact numbers</a> )	✓
	Pipework joints and seals - major leak that can be contained	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Meters (utilities)	Malfunction	Contact your utility provider. Their details can be found on your Round the clock card located near to your boiler	N/A
Roof	Slipped tiles	Please be aware that weather-related damaged is not covered under your Bovis Homes warranty. If the slipped tiles are not caused by weather-damage then contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
	Roof flashings leaking or loose	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Sanitary ware	Damaged or cracked	Refer to your handover form. If not specifically listed these are your responsibility	✗
Shower	Not working	If shower is electric, then check Consumer unit has not tripped. Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Shower door	Leaking or not aligned correctly	Contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓
Telephone	Not connected	Contact your telecoms provider	✗
TV	Not connected or poor reception	Your TV sockets are connected to a facility in the loft for an aerial which is your responsibility to fit	✗
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Care ( <a href="#">click here for contact numbers</a> ). If a door is catching on a carpet that you have had fitted this is your responsibility	✓
Woodwork	Less than 3mm in diameter (approximately the width of a £1 coin)	Minor cracks as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	More than 3mm in diameter after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing cracks after this period then contact Customer Care ( <a href="#">click here for contact numbers</a> )	✓

## NHBC warranty

Your new Bovis Home comes with a 10 year warranty from the National House Building Council (NHBC), whose aim is to protect the interests of home buyers.

This warranty is referred to as the NHBC Buildmark and further information on it can be found at [nhbc.co.uk](http://nhbc.co.uk)

Your new home has been designed and built in accordance with building regulations and also to the NHBC's standards. Each home is independently inspected by the NHBC at key stages to ensure it meets those standards.

Established over 60 years ago, the NHBC is the leading warranty provider and independent regulator and sets standards for the new homes industry.

NHBC has a wealth of experience and its standards are regularly updated and supported by Good Practice Guide notes which are sent to us periodically and with which we comply. The NHBC's objective is to assist house builders to reduce the likelihood of defects in a new home by working with us to promote good practice and use of appropriate materials.

Full details on the NHBC and its associated Buildmark cover will be provided by your solicitor.

### NHBC Resolution Scheme

In the event that an NHBC-related issue cannot be settled amicably between us, then the NHBC may become involved through its Resolution Scheme. To begin this process you would need to contact the NHBC, who would in turn contact us to investigate your complaint. The NHBC will then deal with your complaint.

### Manufacturers warranties

Many of our integral appliances within your new home are also covered by a manufacturer's warranty and these should be checked, completed and returned where appropriate.

Windows and doors are also covered by a manufacturer's warranty. This covers any manufacturing faults, but does not include claims for damage. All double glazed units have a ten year warranty covering any defective sealed units.

If you have questions, relating to any warranties on your new home please call our Customer Care team who will be happy to advise.

Complete and return any product warranty documents to the relevant manufacturers **to ensure validity of warranties and guarantees.**



If you would like further details of the NHBC resolution services please visit [nhbc.co.uk/homeowners](http://nhbc.co.uk/homeowners) or call 0344 633 1000 and say 'claims'

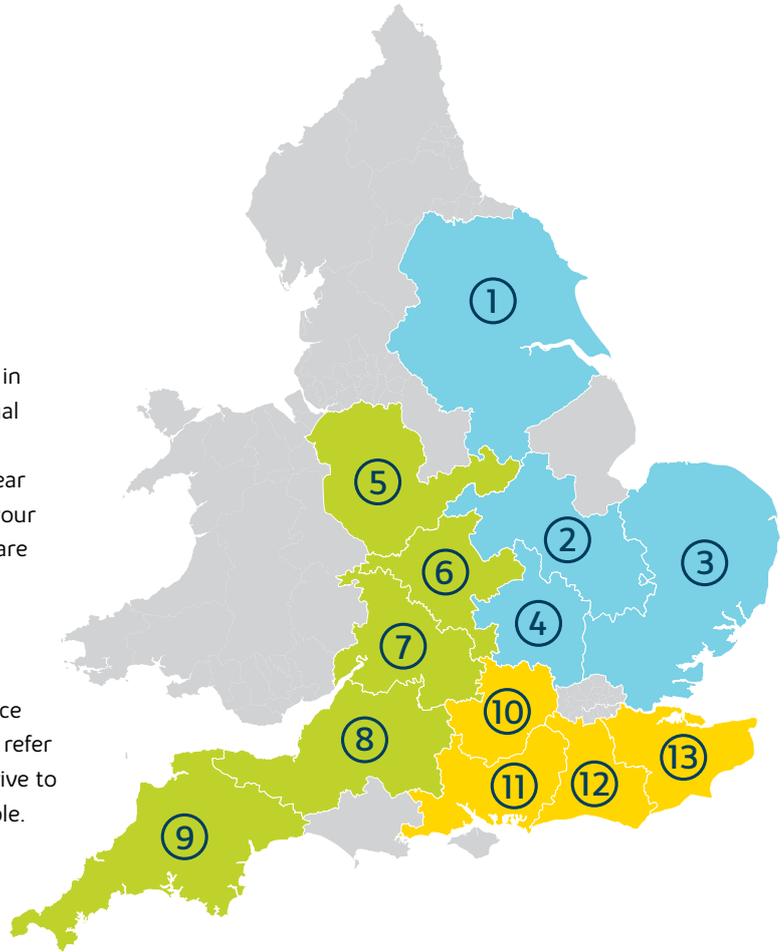


# Contact us

## Initial contact

Our commitment to support you once you are living in your new home continues for two years after the legal completion date. Should you wish to check whether something is covered under the Bovis Homes two-year warranty, or tell us about a problem you have with your home then please contact your regional Customer Care team using the contact details below.

Within our Customer Care departments we have a process which enables you to speak to a customer care manager, should you be unhappy with the service you have initially received. The manager may in turn refer to their director to agree a resolution. We always strive to resolve any issues as quickly and effectively as possible.



East Division

**1** Yorkshire Customer Care  
T: 0808 169 5139  
E: cs.yorkshire@vistry.co.uk

**Emergencies only**  
T: 0333 121 2077  
out-of-hours\*

**2** East Midlands Customer Care  
T: 0800 975 5939  
E: cs.eastmidlands@vistry.co.uk

**Emergencies only**  
T: 0800 975 5939  
out-of-hours\*

**3** Eastern Customer Care  
T: 0800 9756363  
E: cs.eastern@vistry.co.uk

**Emergencies only**  
T: 0333 121 2077  
out-of-hours\*

**4** Northern Home Counties Customer Care  
T: 01908 984 444  
E: customercare.nhc@vistry.co.uk

**Emergencies only**  
T: 0333 121 2088  
out-of-hours\*

West Division

**5** Mercia Customer Care  
T: 01785 530 444  
E: customercare.mercia@vistry.co.uk

**Emergencies only**  
T: 0333 121 2077  
out-of-hours\*

**6** West Midlands Customer Care  
T: 01675 586 444  
E: customercare.westmidlands@vistry.co.uk

**Emergencies only**  
T: 0333 121 2066  
out-of-hours\*

**7** Cotswold's Customer Care  
T: 01242 329 444  
E: customercare.cotswold@vistry.co.uk

**Emergencies only**  
T: 0333 121 2044  
out-of-hours\*

**8** Western Customer Care  
T: 0800 975 5934  
E: cs.western@vistry.co.uk

**Emergencies only**  
T: 0333 121 2044  
out-of-hours\*

**9** South West  
**Housebuilding**  
T: 0330 124 2270  
E: cs.southwest@vistry.co.uk  
**Partnerships**  
T: 0800 9755 946  
E: southwest.customercare@vistrypartnerships.co.uk

**Emergencies only**  
T: 0330 124 2270  
out-of-hours\*

South Division

**10** Thames Valley Customer Care  
T: 01184 181 101  
E: customercare.thamesvalley@vistry.co.uk

**Emergencies only**  
T: 0333 666 3344  
out-of-hours\*

**11** Southern Customer Care  
T: 0800 975 5938  
E: cs.southern@vistry.co.uk

**Emergencies only**  
T: 0333 666 3344  
out-of-hours\*

**12** South East Customer Care  
T: 0800 975 5936  
E: customercare.southeast@vistry.co.uk

**Emergencies only**  
T: 0333 666 3344  
out-of-hours\*

**13** Kent Customer Care  
T: 01732 280404  
E: cs.kent@vistry.co.uk

**Emergencies only**  
T: 0333 121 2055  
out-of-hours\*

\*For out-of-hours and weekend emergencies (please see overleaf for what is an emergency call)

Calls cost 7p per minute plus your telephone company's network access charge

## Round-the-clock cover

Now you have moved into your new Bovis Home our Customer Care team will be available to support and advise you on any queries you may have throughout your two year Bovis Homes warranty period.

### Emergencies only out of office hours

If you encounter any of the below problems out of hours we have provided 24 hour emergency cover for you as part of your two year Bovis Homes warranty.

Please call the emergency number (see previous page), for your region.

This cover is available **24 hours a day, 365 days a year**, including of course weekends, bank holidays and over the Christmas and New Year period.

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

- Complete failure of the heating system and/or hot water system
- Water leak that cannot be contained
- Complete failure of electrics (first check that the failure has not been caused by the trip switch being activated by a fault on a domestic appliance)
- Flooding caused by blocked drains that threatens to enter the home
- **If you suspect a gas leak**, call National Gas Emergency Services on their **24 hour free phone telephone number 0800 111999**
- In the event of **loss of gas, electricity or water** supply, first check it has not been caused by a general failure, or 'switch off' in your area before either contacting our customer services team or using your emergency out of hours number

Should your home have a gas, or water leak, you should immediately turn off the supply at the mains

### Appliance after sales service

All your kitchen appliances are covered by a manufacturer's two-year warranty. Therefore should you experience any problems, please call the Bovis Homes customer priority lines:

**Indesit/Hotpoint appliances**

**T: 03448 937 382\***

For further information please visit  
[indesitservice.co.uk](http://indesitservice.co.uk)  
[hotpointservice.co.uk](http://hotpointservice.co.uk)

**Bosch appliances**

**T: 03448 928 979\***

For further information please visit  
[bosch-home.co.uk/customer-service/repair-service](http://bosch-home.co.uk/customer-service/repair-service)

\*Number charged at local rate



## Caring for your new home

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

Everything in your new home has been rigorously checked and tested and by following the guidelines in this manual you can prolong the life of your fixtures and fittings.

The two most common items that require attention as materials in your new home 'settle' and the internal fabric dries out are condensation and shrinkage.

### Condensation

This is a common problem that needs to be properly addressed to avoid it causing damage to your home. During the construction process the materials and fabric of your home absorb thousands of litres of water. Once the house is lived in and heated the materials dry out causing condensation on surfaces like windows, floors and walls. To reduce this you should aim to keep moisture to a minimum by providing plenty of fresh air to ventilate it away. If you keep your new home warm and ventilated by opening windows and keeping trickle vents open this will help.

To further reduce condensation it's advisable to keep bathroom and kitchen doors closed while in use and ensure trickle vents and ventilation fans are always used. Opening windows after showers, baths, cooking and washing again helps dry out moisture in the home. Similarly it is advisable for the first few months after moving in, to keep any wardrobe doors open or ajar whenever possible, to allow air to circulate, again to reduce any moisture or damp build-up.

Keeping furniture slightly away from walls and not over-packing cupboards and wardrobes, keeping doors slightly ajar will also help to dry out your new home.

Ideally, hang washing outside if you can, if you must dry it indoors keep a window open. If you are using a non-integrated tumble dryer, you will need to ensure it is vented to the outside.

If condensation does occur, soak up any excess water, heat the room, open a window and keep the door shut.

### Shrinkage cracks

Building materials are exposed to moisture throughout the building process and different materials dry out at different rates. This can cause minor cracking known as 'shrinkage.' These shrinkage cracks are not a structural problem, nor are they evidence of poor construction. They are a usual occurrence within all newly-built homes and are expected as part of the drying out process. You can minimise these by keeping an even temperature throughout your home and avoiding extremes of hot and cold. We advise you to use your central heating sparingly at first and keep your home well-ventilated.

Plasterwork needs to dry out properly and while it does small cracks may appear. These should not give cause for concern and if they are unsightly, can easily be filled with a flexible filler and then painted over when you first decorate. (The specification sheet in this pack will give you paint details to help you match colours.)

We will inspect any shrinkage cracks measuring over 3mm wide (width of a pound coin) as part of our two year warranty, at your request.

### Ceilings and walls

The ceilings and wall linings in your home perform essential fire, noise and vapour insulation functions so please bear this in mind if considering any alterations or work to these.

As part of your Home Demonstration you would have learnt which internal walls were solid and therefore suitable for fixing to.

Before fixing anything to your walls please read your NHBC 'Guide to your new home' booklet. Fixing to a dry-lined wall is similar to a solid wall, but you need to use a special fixing device, (available from DIY stores.) This ensures any fixing crosses the small cavity behind the plasterboard and penetrates well into the solid wall behind.

On partition walls with no solid wall behind the plasterboard, there are special fixings available. Do read your NHBC guide to avoid unnecessary costly damage and mistakes.

Before fixing anything to walls, be sure to check where electrical cables and plumbing pipework runs. We recommend purchasing a detector which can be obtained from your local DIY store.

## Caring for your new home

### Decorating your new home

During the first year walls are subject to stress as various construction materials expand, contract and stabilize within their new environment. As a result you may see screws 'popping' through a dry wall and minor cracking may occur. The walls of your new home have been covered with an initial coat of 'breathable' emulsion to allow the drying out process to happen effectively. We advise you delay decorating until the drying out and settling in process is complete in approximately nine to twelve months. Oil-based paints, or wallpaper can be used after this period.

### Ironmongery and brassware

These should be cleaned in line with manufacturer's recommendations. Check before you paint hinges on doors and windows as this can prevent them working efficiently. This is particularly important when rising butt hinges are fitted.

### Floor care

Laminate, vinyl and wood finish floors can be prone to scratching and impact damage, so should be treated with care. Placing protective materials under metal legs on furniture may prevent damage. Be aware also that shoes with metal heels, steel toecaps, stones trapped in shoe treads and stiletto heels may also damage these floors.

Regular cleaning will help maintain the appearance and will not remove the factory finish. Any spillages should be cleared up quickly as standing water will have an adverse affect.

Any tiled floors should be treated the same as wall tiles, cleaned regularly with a damp cloth and a degreasing agent to remove staining\*.

New carpet has a higher level of fibre which will be noticeable during the first few vacuums. Carpets are fitted and stretched in such a way that they need no further maintenance beyond vacuuming. Any spills should be cleared up quickly and refer to manufacturers and carpet cleaning agent guidelines before attempting to clean.

Heavy objects resting on the carpet should be moved periodically to avoid matting and permanent marking.

In the unlikely event that we do need to replace any flooring due to it being faulty, we are unable to guarantee a perfect match.

*\*Please refer to the Porcelanosa wall and floor tiles care and maintenance guidelines in your Bovis Homes handover pack.*

### Bathroom care

Abrasive cleaners, cream cleaners, solvent-based sprays, power abrasives, metal polishes or bleach, should not be used on your taps and accessories as they will discolour and scratch the surfaces and invalidate your warranties. You should use a 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. When using the bathroom always have extractor fan on and keep the trickle vent open. A bleach freshener hung in the lip of the toilet bowl has no known adverse effects.

Any cracks that appear in the grout due to shrinkage and/or use should be rectified quickly to prevent water seeping into the wall.



# Caring for your new home

## Kitchen care

Our kitchen manufacturers supply specific information on the care of their products, so please refer to these for full maintenance details.

This information below is a quick reference guide only

- Stainless steel sinks, splash backs and worktops should always be wiped after use with a damp cloth. Never use abrasive or corrosive cleaners
- Always use cutting or chopping boards to protect work surfaces
- Avoid placing hot pans direct from the oven, or hob, onto work surfaces
- Use the extractor during cooking periods to reduce excess moisture and help prevent condensation
- Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge
- We would advise you to fill any shrinkage cracks in tile grouting as soon as possible to stop liquids/water penetrating through to the wall
- When deciding on the position of your kettle ensure that the steam does not directly hit unit doors/pelmets as they could warp/discolour
- Please remember that accidental damage or neglect is not covered under your warranty



## Caring for your new home

### Heating and hot water



To get the best out of your central heating system read the manufacturer's operating instructions carefully.

Annual servicing of the boiler, cylinder and mechanical ventilator/heat recovery system (if appropriate) by a registered engineer, is extremely important to ensure it works efficiently and safely. We would also recommend you take up an appropriate service and maintenance agreement.

To avoid frozen pipes in the winter try to leave on some background heating at all times. If you have an outside tap make sure the stopcock is shut off and drain off all water to avoid pipes freezing and bursting.

### Gutters and rainwater pipes

These should be cleaned out regularly especially if there are trees nearby. Gutters are designed for average rainfall so don't be alarmed if they overflow in periods of heavy rainfall. Take care not to lean anything against gutters and rain pipes as this could cause damage. Gutters do expand and contract with the changes in the weather and 'clicks' can be heard sometimes when this is happening, this is perfectly normal. However, if your guttering starts to leak at any joints, try pushing them together before calling in a professional.

*Note: If inspecting gutters yourself always ensure your ladder is secure and placed on level ground with another adult holding firmly to the base.*

### Drains

Blocked drains are becoming an increasing problem but can easily be avoided by taking a few preventative measures.

Avoid putting anything into the drainage system via the sink or toilet, that could cause a blockage, for example oil, fat, nappies/baby wipes. Bovis Homes is not responsible for unblocking drains unless there has been a construction fault.

### Damp proof courses and air bricks

To maintain ventilation and discourage damp getting into your home, ensure that no garden material or soil is placed against external walls above the damp proof course, or is allowed to cover air bricks.



### Roofs

Roof tiling can vary in colour across the roof. Any works carried out on the roof of your home should be done with the use of a roof ladder to protect tiles and slates. This should be carried out by a skilled person using full safety equipment.

### Brickwork and render

Variations in the colour of bricks can sometimes occur on the outside of your home. Some bricks also contain salts which in time may produce white crystal deposits. This is due to alternating wet and dry weather conditions and is not a defect in the brick. It requires no action and will eventually disappear if left alone. Should you wish to remove the deposits, do so when it's dry, using a stiff non-metallic brush.

As with indoor shrinkage, outdoor shrinkage may also occur, which you need to report to the Customer Care team. We will repair any cracks over 5mm wide that might affect the performance of the structure (by 'patching' and redecoration). After minor repairs, colour variations may be visible which should diminish over time through weathering.

## Caring for your new home

### Roof space

This is not a storage area and should not be boarded or loaded with belongings. To do so could cause damage to the structure and affect ventilation which can cause condensation. Also lofts can sometimes get damp during the drying out process, which can cause damage to items that are stored there.

Don't leave the loft access open in cold spells. Heat will escape from your home forming condensation.

### Doors

Timber doors have a tendency to move according to changes in their moisture content. Minor warping that does not affect the operation of the door is not considered a defect. Any major defects should be reported in the usual way within your two year warranty period.

All internal doors have a specified clearance between the bottom of the door and the bare floor. The clearance is enough for the vast majority of carpets and under lays. However, if you choose a thicker combination do check the clearances, or you may have to arrange to have the doors removed, planed and re-hung yourself. If we are fitting carpets for you we will ensure the door clearances are correct.

### Garages

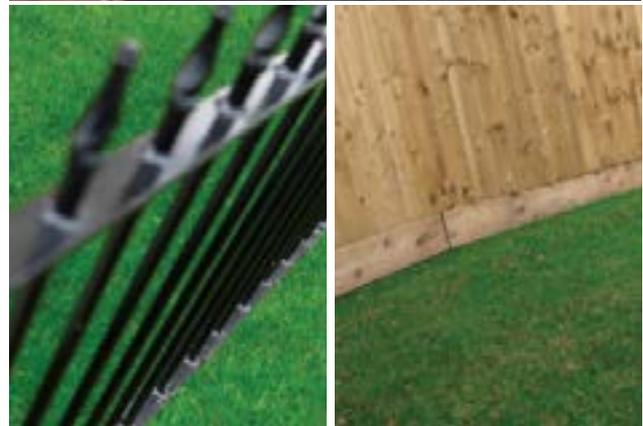
Garages are generally constructed using a single skin of brickwork, compared with a full cavity wall as on the home itself. For this reason garages should not be used to store anything that could be affected by damp. Garage doors are not sealed to be watertight and depending on wind conditions driving rain may penetrate.

### Driveways

These are designed to take domestic and light commercial vehicles, but may be damaged if heavy vehicles are driven over them. Power steering and 'wheel turning' can also wear the surface of some drives especially in hot weather and this sort of damage is not covered under your warranty.

Should we need to repair a driveway, or path, the surface will be made good, but it may be visible afterwards.

You need to be aware that the whole area may not be resurfaced.



### Fencing

Fences will benefit from preservative treatment every other year. In the event of storm damage to fencing you should refer to your home insurer.

### Garden

If your new home comes with a turfed garden you need to ensure the turf does not dry out, or it will die. The whole area needs watering every day for about eight weeks after it has been laid, until it is fully settled and rooted. In the summer it should be watered early in the morning, or late in the evening, when the sun is not too hot. Avoid walking on the turf for at least three weeks.

New trees and shrubs also require daily watering, especially during the summer. Sapling trees should not be planted close to your home, or your neighbour's home, as in time their roots can damage the foundations.

We hope that you have found this guide useful and wish you many happy years in your new Bovis Homes home.

# Living in your new home

In this section we provide you with some useful tips on saving energy, home safety and the best way to reduce and recycle your household waste.



## Energy-saving advice

Your new Bovis Home has been designed to be energy-efficient, making it more economic to run, with less impact on the environment. Below are some suggestions to help you maximise the efficiency of appliances in your home, save you money and help reduce your carbon footprint.

For further information on energy-saving tips visit [energysavingadvice.co.uk](http://energysavingadvice.co.uk)

### Heating tips

- Set a timer to control your heating system
- Turning a heating thermostat down by 1 degree can save you around £30 a year
- Use thermostatic radiator valves to control individual radiators
- Check radiators are not obstructed by curtains or furniture
- Draw your curtains at dusk to retain heat
- Ensure your heating and hot water systems are maintained regularly

### Electrical appliances

- Use energy efficient light bulbs
- Turn off household appliances when not in use – they still use energy in standby mode
- When replacing/buying new electrical goods choose 'A' rated models with the 'energy saving recommended' logo

### Refrigeration

- Avoid putting hot or warm food straight into the fridge, it takes more energy to cool the contents
- Defrost your fridge frequently and check the door seals

### Washing machines, tumble dryers and dishwashers

- Use a low temperature setting, wash only full loads or use a half-load or economy programme
- In summer, line-dry your clothes outside
- A fully-loaded dishwasher uses less energy and water than washing up by hand

### Cooking

- Use a pan which is the same size as the cooker ring to prevent heat loss
- Use lidded saucepans to heat up contents faster, with less energy
- Using pressure cookers, steamers and microwaves takes less energy

### Hot water

- Only boil as much water as you need in the kettle
- Descale your kettle regularly, limescale affects its efficiency
- Your shower and bath thermostatic mixing valves have been set to a maximum temperature for both energy efficiency and to comply with the latest building regulations

### Water-saving advice

Saving water inside your home:

- A standard shower uses only around 40% of the water required for a bath
- Turn off the tap while brushing your teeth, shaving or washing, a running tap uses over 6 litres of water per minute
- Ensure taps are properly turned off and if a tap starts dripping change washers promptly, a leaking tap can waste over 5,000 litres of water a year



Page 1 of 2

## Reduce, re-use & recycle your waste

As part of our commitment to promote sustainable living and working, we are always looking for ways to reduce the amount of waste we send to landfill. Similarly we would encourage you to reduce, re-use and recycle your own household waste as much as you can.

All local authorities now have recycling facilities and there is also plenty that householders can do within their own homes and gardens in support of a more sustainable lifestyle.

The information opposite lists some ideas to help you reduce your waste.



Page 2 of 2

## Reduce

- Do not buy items with excess packaging
- Do not buy disposable items if re-usable options exist
- Take your own bags when you go shopping
- Donate old magazines to dentists / doctors waiting rooms
- Buy concentrated products that use less packaging
- Remove your name from junk mail lists
- Use a compost bin

## Re-use

- Use items again and again ie. plastic cups and bottles, bags and jars
- Repair broken items
- Re-use envelopes
- Use refillable pens, not disposables
- Donate old computers to community groups or schools
- Donate unwanted items to charity

## Recycle

(use your local authorities guidelines) and/or:-

Glass	Use bottle banks
Clothes and linen	Take to charity shops or clothes banks
Metal cans	Take to can banks
Tools/furniture/toys	Visit the furniture re-use network <a href="http://frn.org.uk">frn.org.uk</a>
Electronic equipment	Donate to charities, schools <a href="http://computersforcharities.org">computersforcharities.org</a>

For more information on the reduce, recycle, re-use and respect management visit [wrap.org.uk](http://wrap.org.uk)

*Note: Your local authority contact details are part of your Home Owner's pack. Please contact them for further information on refuse and recycling and collection for your home.*



## At home with safety

We take your health and safety very seriously and when you move into your new home there may still be construction work taking place nearby. Please read the following information carefully to help us to keep you and your family safe during this time.

### Living with construction

If you are one of the first to move into a home on a new development it is likely that construction work will be ongoing in the vicinity until the whole development is complete.

As you know construction sites can be dangerous areas and although all our sites are securely fenced and supervised, there may still be contractors working in the area and heavy plant, lorries and machinery moving around and making deliveries. We would ask that you be extra vigilant of these vehicles and of pedestrians and obey any speed restrictions in the area, which are often as low as 5mph.

Construction areas also make attractive play areas for some children. If you have children, please ensure they do not attempt to enter the construction area and that they are aware of the dangers on a building site.

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

We will always provide you with unrestricted and safe access to your new home. If we are planning to carry out significant construction works which may disrupt access to your home we will give you prior notice to avoid last minute disruption.

We would also advise that you take special care when walking or driving through a development under construction during winter months. In adverse weather conditions the combination of rain, surface water or even snow, along with building material residues and mud, may lead to superficial marking of clothes and vehicles. By wearing appropriate clothing and footwear when outside you can avoid mud and dirt being taken into your home, or causing permanent damage.

### Safety at home

We design our homes to provide a quality and comfortable living environment where any necessary maintenance can be carried out safely.

Ensuring you and your new home are safe and properly maintained is our priority. To help us achieve this, the next section gives general advice from the National House Building Council on safety in your home. This is for guidance only and should not be considered mandatory, or comprehensive.



### Fire safety

- Check your home for possible sources of fire and heat, such as living rooms with gas fires and kitchens and plan an escape route in the event of fire
- Protect any heat source where possible and don't place any flammable materials such as papers or clothes close by
- Have a fire blanket or general purpose fire extinguisher available and make sure you read how to use them. You may not have time in an emergency
- Your new home is fitted with mains-wired smoke detectors, with battery back-up. The detectors emit a high-pitched sound if there's a power failure, or if the back-up batteries need replacing. Replace batteries annually and ensure you turn off the power supply before doing so. Smoke detectors need cleaning and testing regularly to help prevent a dust build-up

### Electrical safety

- Mains voltage electricity can kill and an overloaded supply can cause a fire
- Only use appliances which are BEAB approved or CE marked
- Never work on live electrical appliances – always turn off and disconnect from the mains
- Use the services and appliances in your new home for their intended purposes only. (Do not, for example, plug any appliances other than shavers and electric toothbrushes into the bathroom sockets)
- Do not overload an electricity outlet socket. The general rule is one socket, one plug
- If using extension leads, place them where they will not be damaged or a trip hazard. Use hand-held powered appliances and lawn-mowers in conjunction with Residual Current Devices (RCDs)

### Working on your home safely

High numbers of accidents occur in the home each year, so if you are carrying out repairs yourself, or doing any maintenance work we recommend that you:

- Plan the job thoroughly. Consider what you are going to do and how you are going to do it. Have the right tools and check they are in good condition
- Never drill holes in walls in direct line with sockets, switches or radiators. Power cables are most likely to be horizontally, or vertically positioned from the power sockets and light switches. (Invest in a specialist cable detection tool from a DIY store that will detect for you the location of any wires and cables.)
- Gas and water services may be embedded in the floor so beware of disrupting these
- If the job is to be carried out above ground or floor level, use a safe means to gain access. Typically, this may include a proprietary hop up, step ladder or extending ladder. It is important to remember, that as with using any access or work equipment, you must ensure you follow the manufacturer's instructions

Many accidents at home occur from falling from height. We would recommend hiring a professional contractor before carrying out such works

- Have a well-equipped first aid kit at home
- Be sure to wear personal protective equipment if the materials you are working with have risks associated with them. Beware of eye and limb injuries and fume or fibre inhalation
- Check all tools and materials you are going to use and read the appropriate health and safety instructions

This is a guide to safety in the home. Full details and further practical help can be found in your NHBC 'Guide to Your New Home' booklet

**Make sure you know where the mains on/off switch is for electricity and gas and where the mains stop cock is for water**

Registered office:  
Bovis Homes Group PLC, 11 Tower View,  
Kings Hill, West Malling ME19 4UY

00580/12.21



[bovishomes.co.uk](http://bovishomes.co.uk)