

Moving in



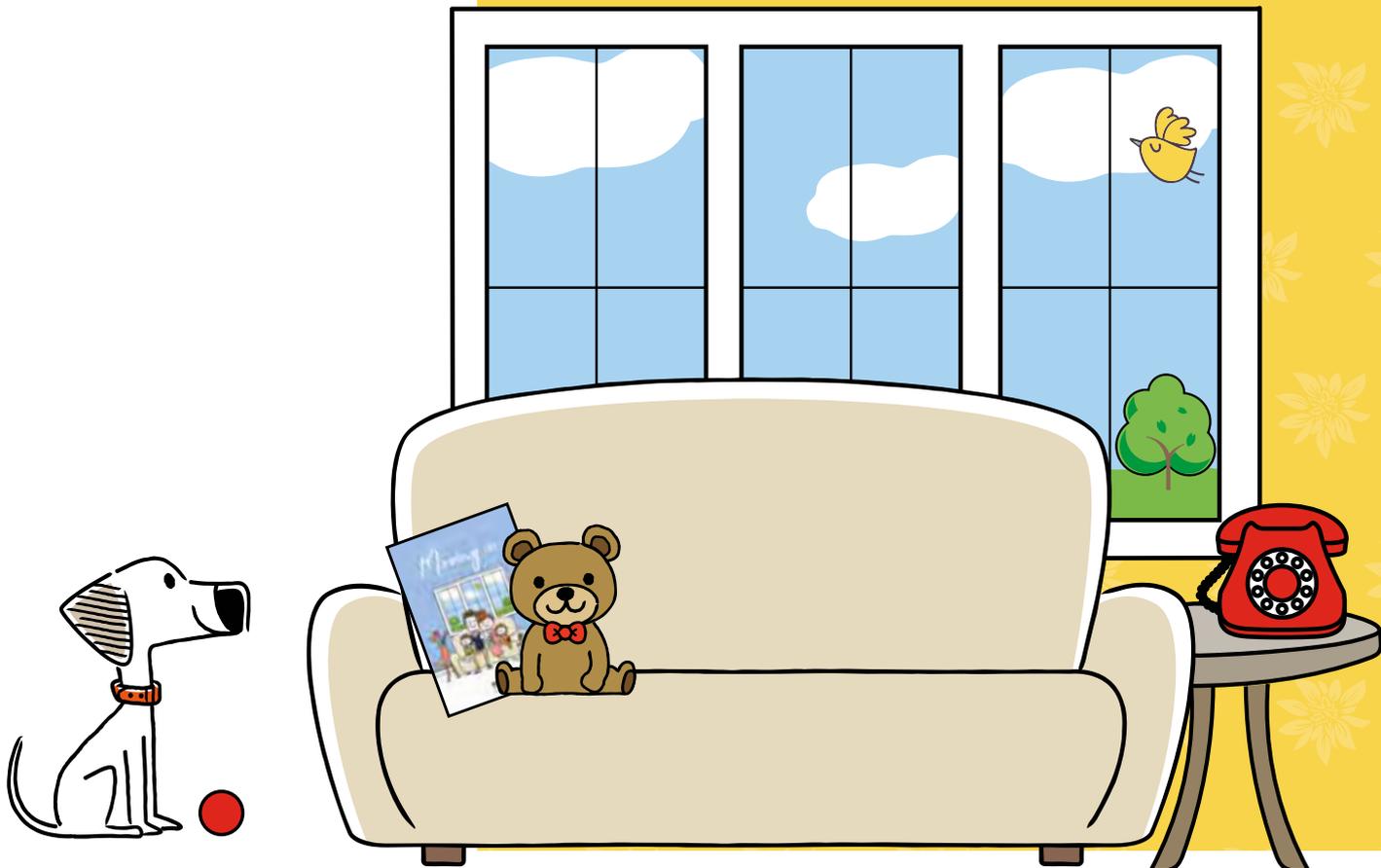
Contents

Introduction.....	3
Running-in your home.....	5
General maintenance tips.....	8
Central heating.....	14
Leaks.....	16
DIY.....	18
Our customer care procedures.....	22
Emergencies.....	23
Important switches.....	26

This booklet is a brief guide to our after sales process, and also includes tips and advice to help you make the most out of your new home and to keep it feeling and looking new for as long as possible.

We appreciate that moving house is always a busy period, but please take time to read this information booklet. Our customer care system may work differently to any you may have experienced in the past, or it may be something completely new.

If there is anything in this booklet that you do not understand, please do not hesitate to contact our customer care team and they will be happy to help.





Our customer care process

If you are holding this booklet you will have just had your home demonstration. During the home demo you would have been given a brief explanation on how certain items work in the house, and how our customer care system works.

On handover you will have the opportunity to check that any minor defects picked up at the home demonstration have been completed. An additional quality control checklist will be completed at handover for any outstanding items. We endeavour to complete all items picked up on the day of handover within two weeks. If this is unachievable for any reason (i.e. if we had to wait for a part) then we will discuss this with you.

We will always try to rectify any minor defects as quickly as possible so you can enjoy your home the way it should be.

Contact details for our customer care team will be given to you on the day of completion. Alongside this we will inform you of a 4-week courtesy visit you are entitled to. If you do not want to have this visit then please make us aware when we get in touch to arrange it.

It is not always possible for footpaths and roads to be completed when you move in, particularly if development work is on-going. If there is still site traffic using the road and footpaths for access you may find that the roads and footpaths 'sink'. Although we will probably be aware of this, please report any damage to us and we can look to get this rectified. Please be aware that sometimes the remedial works will not be done until that phase of the development has been completed.

If there is anything in this booklet that you do not understand, please do not hesitate to contact our customer care team and they will be happy to help.

Once you have moved in you will need to do the following as soon as possible:

1 - Call the local council to inform them that you have moved in so they can add you to their register. On some developments the refuse and recycling bins are already provided, but on others the council will need to supply you with these. This varies based on the local council's policy.

2 - Arrange for your landline telephone and internet service to be activated. During the construction works on your home we will have installed the cable or duct to the property for the communication providers, but the line is not activated until a home owner requests this from the supplier. You will need to call them to have this line activated; there is often a cost charged by your provider to do this.

3 - You will also need to register any electrical warranties for any appliances supplied within the home. If you do not register the appliances it's unlikely that the manufacturer will attend to any reported problems.

The warranty information for each appliance will be in the 'instructions and manuals' folder with the instruction manual. Mandale Homes are not liable for any electrical appliances within the homes and we are not responsible for fixing them. If you have an issue with any electrical appliance you will need to contact the manufacturer, our warranty only covers problems with the installation.

Please **do not** contact the utility companies. We will inform them that you have moved in and supply them with the meter readings taken on the day of completion. If they haven't contacted you within 8 weeks please let us know. If you contact the utility companies it can create a mix up in their administration. You can of course change providers, but please wait until you have received confirmation that the account is in your name before doing so. We recommend receiving at least one bill.



'Running-in' your home:

It is normal for a new build home to have some small issues once you have moved in. Although the homes have gone through testing, quality control and inspections there will be things that are not discovered until the house has been lived in and items have been used regularly.

Each home is individually built and hand crafted by tradesmen. For this reason, there will be small variations in the appearance of some elements of your new home. You may notice a lack of uniformity due to the nature of the materials used and the ways in which they are applied. This is normal and to be expected.

Any issues are more often than not small defects, usually of a cosmetic nature, that are expected to be 'as new' when you move into your home. There are limitations as to what is covered, which we will not attend to.



These are:

- Normal wear and tear
- Damage caused through DIY by the homeowner, or any contractors directly employed by them
- Damage caused by improper use or abuse of items within the house
- Damage caused by 'tinkering' with items within the house, when we should have been called out to attend the original issue
- Shrinkage (see opposite)
- Silicone sealant (following pages)
- Condensation (following pages)
- Minor anomalies allowed within the tolerance levels set by building standards/warranty provider (following pages)
- Damage caused by adverse weather (see following pages)

Shrinkage/Settlement:

New homes absorb water during construction and as the home settles and the materials dry out they shrink slightly, and move; this causes the cracks to appear. It may be noticeable after a few days of moving in however it can take up to two years for a house to fully settle. This is entirely normal and any redecoration needed is your responsibility.

There are certain things that can be done to reduce the cosmetic effects of shrinkage.

- Even during winter try not to have the heating control above 18C°
- Try and keep the air temperature within your home at a steady temperature rather than giving it bursts of high heat
- Leave any window vents in the open position to allow maximum ventilation even when the windows are closed
- Hairline cracks in mortar in brickwork and in between coping stones are caused by drying out of the materials and settlement of the land your home was built on. These do not pose any structural issue and are not classed as a defect. If you wish to have these filled you may do so at your own cost.



Silicone sealant:

It is likely that joints on which silicone is used will move slightly as things shrink and settle. This could result in the silicone becoming loose which could allow water to pass through where the surfaces connect.

Because of the nature of settlement it is possible that the silicone within your home will need replacing more often than usually recommended within the first two years. (See 'General maintenance tips' for further details).

Due to the nature of shrinkage and settlement in new build homes, we are unable to provide a warranty for silicone sealant. Any damage caused by leaks from silicone becoming detached will not be rectified by Mandale Homes. Please be vigilant about this - check silicone regularly (particularly around shower cubicles and baths) and renew when necessary.



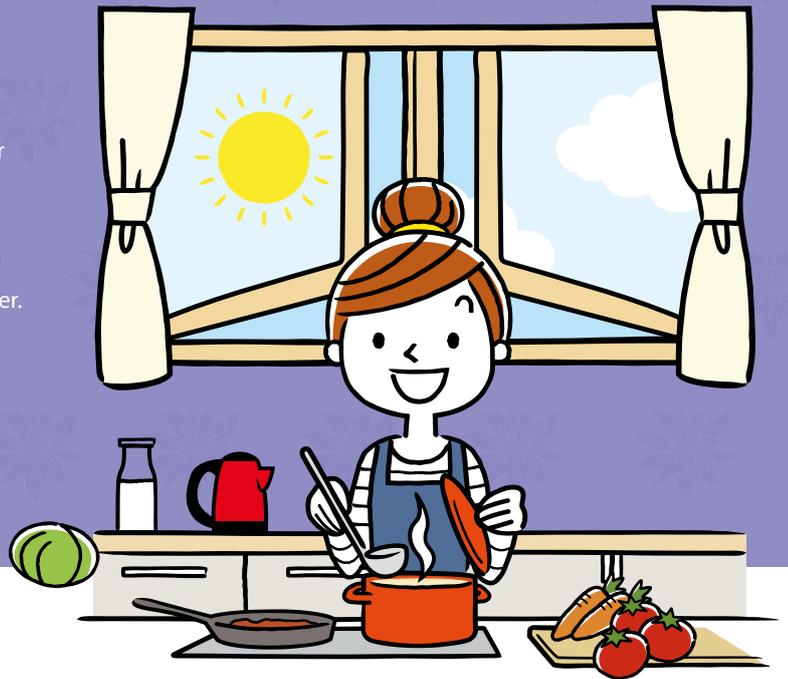
Efflorescence:

As a result of drying out, a white deposit that looks like powder may form on walls. This is efflorescence. This is caused by natural salts exuding out of walls and considered quite normal – you can just brush this away.

If you notice persistent efflorescence it may indicate a water leak, so if you are concerned please get in touch.

Damage caused by adverse weather:

Unfortunately, we cannot accept responsibility for any damage incurred to your home due to adverse weather. This includes broken fencing, missing tiles, and broken gates. If severe weather is forecast please ensure you secure your property correctly (i.e. fix loose tiles, secure gates, fencing and wheelie bins). We recommend that you check with your home insurance provider that you are covered for any damages caused by extreme weather.



Condensation:

A new home contains a lot of moisture that subsequently evaporates (see shrinkage). This water can escape and appear in the form of condensation within the house, usually on colder surfaces. Even before condensation is visible, it can sometimes cause mould on walls and ceilings. If not monitored, the mould can damage clothes, carpets, bedding, décor and even the home itself.

Once the materials have dried out, you should not notice significant condensation, however, everyday activities can cause condensation and if not properly managed this can also manifest as mould. In cold weather you may find that condensation collects on the underside of your roof tiles. This is considered normal and due to the warm air from your home rising, passing into the roof space and hitting the cold surfaces found within your roof such as the felt and timbers. Roof spaces are ventilated so this condensation will naturally disperse.

To reduce the effects of condensation, try to:

- Produce less moisture – don't leave kettles boiling, cover pans, and avoid long showers
- Dry washing outdoors if possible. If using a dryer, use a condensing type, or ensure it is vented outdoors
- Limit the spread of any moisture – keep doors closed when cooking, bathing or showering
- Ventilate the moisture away – keep the window vents open where possible and activate the extractor fans when adding moisture to the air
- Provide even heating – even heating provides fewer cold surfaces for condensation to form on
- When the house is empty, and you wish reduce the temperature while you're away, don't turn the heating off completely. Instead, reduce the heat, particularly when it's cold outside

Minor anomalies allowed within tolerance levels of building regulations and warranty providers:

As touched upon earlier, houses are hand crafted by individuals, so naturally subject to human error. Therefore, you will experience minor anomalies within the home. There are several main tolerances which are worth pointing out to you:

- Glass needs to be viewed in daylight from within the room and at least 2 meters from the pane. This is 3 meters for toughened or laminated glass. Visible scratches or bubbling more than 6mm from the edge of the pane when viewed under these conditions indicates a faulty pane of glass
- Cracks in brickwork and blockwork in garages may be evident up to 2mm wide due to shrinkage and thermal movement
- Cracks up to 2mm may be evident in wall surfaces and wall, floor and ceiling junctions due to shrinkage and differential movement of materials
- Where stair strings abut a wall, a shrinkage crack of up to 4mm may appear as a result of shrinkage
- On a floor there may be up to 4mm of deviation per 1 meter. This is up to a floor 6 meters long. In any case, the deviation should not exceed 25mm
- Tiled floors and walls may deviate up to 3mm from a 2m straight edge with equal offsets (i.e. 6mm total deviation over 2m)
- As timber is a natural material some resin is likely to exude from knots regardless of the modern primers used to limit the effect. This may cause knots to fall out of the wood or the paint may become discoloured

There is a booklet of tolerances available online. Please see the 'references' section for more information.

General Maintenance Tips:

Everyone likes to keep their new home looking like they've just moved in. That's what this section is for. Not only can general maintenance keep your home looking great, it can be vital to ensure longevity of some of the materials used in the build.

Please note that if a defect occurs as a result of your failure to carry out reasonable and recommended maintenance, any claim to your warranty provider may be prejudiced.





Silicone sealant

Silicone requires regular checking. This is required more in the first two years as the house settles and shrinks (see 'Running-in your home' for further details). Once the house has fully settled it is recommended that you check the silicone every 6 – 9 months and replace where necessary.

Toilets

The drainage system within a house is designed for the disposal of toilet tissue and human waste only. Please do not dispose of any other objects down the toilet such as nappies, baby wipes, cotton wool buds or sanitary items. Unblocking your drains can be costly and any effluent that overflows as a result of a blocked drain can be destructive.

Guttering

Guttering should be checked and cleared annually to remove debris, leaves and other litter. Failure to do so can cause blockages and even water ingress into the house.

Flat Roofs

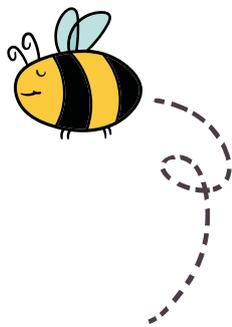
These should be checked annually to ensure they are in a sound state; the water outlets are clear and there is no standing water. Standing water on a flat roof can weaken the roof and cause water ingress into the house.

Your garden

Seeded lawns:

If your home comes with a seeded garden then we recommend the following:

- Water when dry
- On the first, second and third growths leave the grass to grow 75mm
- On the first and second cuts, cut the grass back to 50mm
- On the third and all subsequent cuts you can cut the grass back to 30mm
- After 8 weeks feed the lawn with general purpose lawn feed



Turfed lawns:

From the spring until the following winter the turf will need to be watered regularly. During particularly hot and dry spells you may notice the turf shrinks and cracks appear. If this happens then brush some damp soil into the cracks and water the lawn to prevent further drying out.

Do not over water the turf, as this could cause it to rot and eventually die – if it becomes waterlogged then you've become a bit 'hosepipe happy'.

Regularly spray the turf with feed and weed killer. This is recommended once in spring and again in autumn. Dependent on the product, and if required it may need doing in the summer too – your local garden centre will be able to advise further.

As turf is laid on rotovated soil it can look bumpy when first laid. This usually evens out with normal gardening upkeep. Please avoid walking on newly laid turf for 6-8 weeks to allow it to settle. In periods of wet weather or in winter, this may be longer – if the turf feels spongy underfoot then it isn't quite ready to be walked on.

Just a note on your garden:

If you moved into your home during a period of extreme weather, planting and turfing may be postponed until the conditions are suitable. Planting in your garden may not be completed when you move in as planting is seasonal. If this is the case, we thank you for your patience and co-operation when you allow our landscapers to finish the job. Rest assured we'll do this as soon as conditions allow.

Often planting to front gardens is a planning requirement and not negotiable. Thank you in advance for caring for it until it becomes established. Planting usually happens between September and March.

Shrubs and trees require particular attention in their first year. A good watering once or twice a week will suffice. After about a year, once they become established, you will find they require little attention.



External timber:

It is vital that external timber is properly maintained. Lack of proper upkeep can affect the longevity of the materials.

Gloss-painted joinery – All surfaces should be dry, clean and free from dust, grease, mould or algae. Remove mould or algae with a fungicidal solution. Loose paint should be rubbed down and redecorated with an undercoat and gloss. Complete redecoration at least every 3 years is recommended.

It is recommended that any timber framed windows are rubbed down and redecorated every 1 – 2 years as necessary. South facing windows may require more attention.

External timber fencing and gates are all treated with at least a 20 year treatment. That means that the external fencing does not require treatment during this time, but you will notice the colour fade. It may be that you choose to stain the fence, at which point annual upkeep of an application of two coats of your choice of stain is recommended.



Wood burning stove, chimneys & flues:

Do not burn any non-wood items in your wood burner. Please take the time to familiarise yourself with the manufacturer's instructions. Failure to use the wood burner as per the manufacturer's instructions could result in injury or damage to the property and could invalidate all warranties.

Please do not burn anything other than appropriate seasoned wood in your wood burner. Burning any other types of wood such as MDF, chipboard or driftwood could cause smoking, a blockage in the flue and possibly the release of toxic fumes.

Regularly remove ash from the wood burner and clean the internal surfaces – this helps maintain its efficiency.

Chimneys and flues should be swept and cleaned once a year to prevent blockages and reduce the risk of chimney fires. Unattended blockages can spread poisonous fumes into the home and potentially cause carbon monoxide poisoning.



Severe weather conditions:

During very cold spells you may find that your outside taps freeze. It is recommended that you turn off the stop-cock to the tap and drain the pipe of water.

If you are planning on going away for any length of time please set your heating to the frost control position.

During prolonged severe weather you may find that driving rain can pass through brickwork of garages. It can also enter the garage through the bottom of the garage door. Please remember this, and be wary of storing any items that can be water damaged in the garage.

The weight of large amounts of snow on your roof can loosen guttering and high wind can slacken tiles on your roof. If you experience anything like this, your home insurance may cover remedial works and replace any damaged items.

Kitchen doors, sliding wardrobes and fitted furniture:

Over time doors and drawers of fitted furniture may require adjustment. This is considered normal and can be easily rectified. If you need any advice on how to do this please get in touch with our customer care team as they will be more than happy to assist.

Wardrobe doors – your new sliding wardrobe doors will need general maintenance and cleaning to keep them sliding smoothly. Please make sure any tracks that the doors slide on are kept clean and clear of any dirt. If the doors do not slide check for an obstruction – do not force them.

Kitchen doors – these may drop after they have been fitted. Many people think this is a problem with the hinges, but they probably just need realigning.

Realigning hinges and tracks is something we can assist with during the initial 4-week period. Please make a note of these and point them out to our customer care team during your courtesy visit.



Damp-proof courses, air bricks and ventilators:

The ground level around your home should not be less than two bricks or 150mm lower than your damp proof course. The only exception to this is when paths have been designed to provide level access into your home.

Airbricks, ventilators or perpend vents should not be blocked or covered.

Drives and paths:

The upkeep of all private drives and paths is your responsibility. You should replace any loose gravel when necessary. Please do not block any manhole covers or drainage grids – access to these is required at all times by service providers and local authorities.



Central heating

Within a home you will generally find two main methods of central heating: heating by radiators and underfloor heating. Underfloor heating is slightly different, so please read this section carefully, especially if you are new to underfloor heating.

For optimum efficiency continuous running of your heating system is recommended. If for any reason this is not possible, set the system to run intermittently at the settings which provide optimum comfort.

To achieve optimum results, your boiler thermostat should be set at high or to the manufacturer's instructions.

If your home is controlled by one room thermostat...

This will usually be located in the hallway. If that is the case, your heating system will be activated by the change in air temperature around that thermostat. As it is normally fitted in the coldest room in the house, you may find that the living areas feel much hotter. It may take a couple of adjustments to get it right, but you will probably find that the thermostat needs setting a couple of degrees lower than your desired room temperature.

If your home is controlled by multiple thermostats...

These control individual rooms or areas and can be adjusted independently to give you maximum comfort in each corresponding area.

Thermostatic radiator valves (TRVs)...

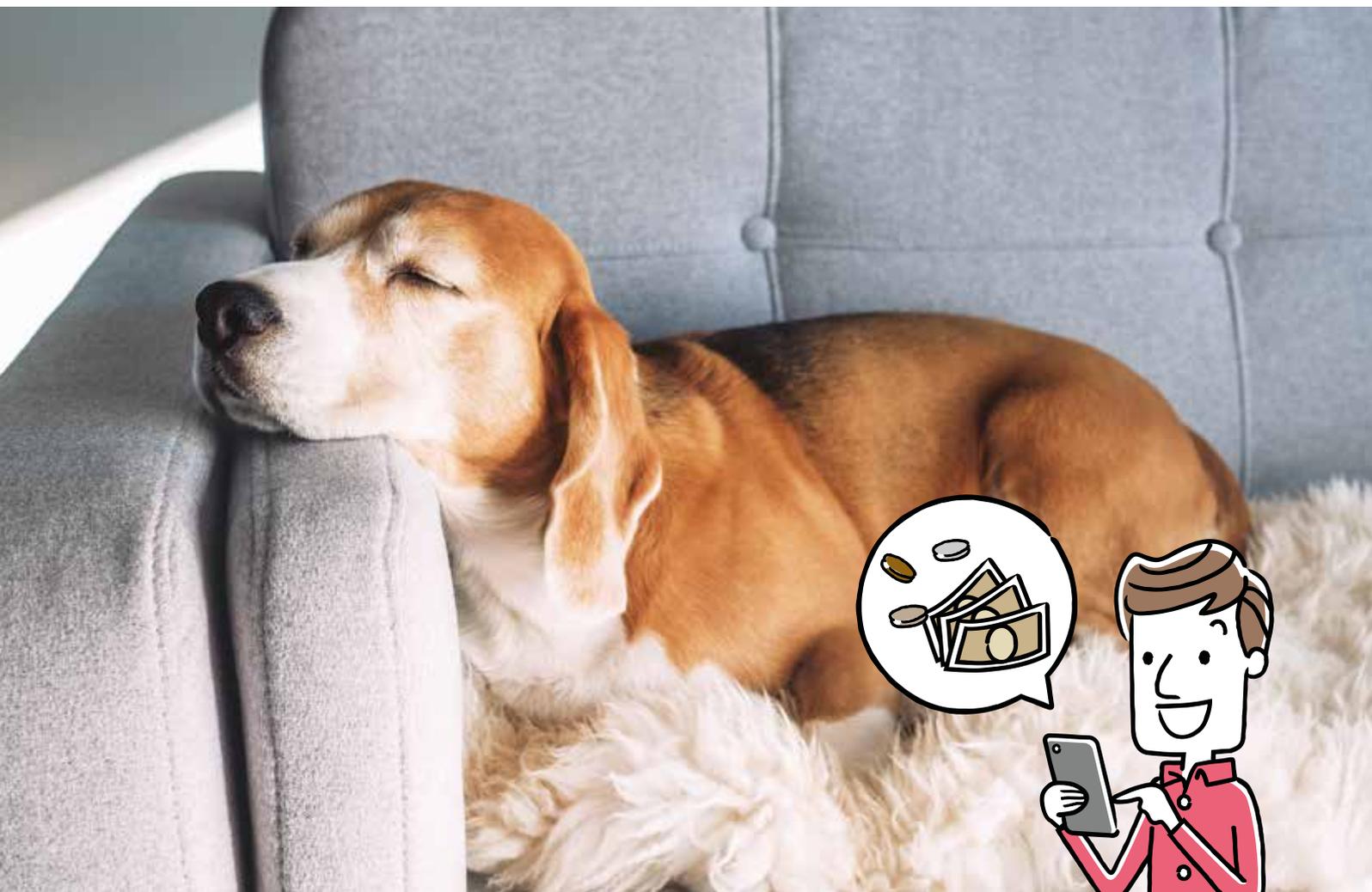
These are found on most radiators and can be used to fine tune the heat provided to each room. Most towel radiators have TRV's fitted. TRVs can be used to reduce the risk of burn from the radiators, particularly useful if there are children in the house.

If your home has a water cylinder...

You will find that the cylinder has a thermostat. The plumbers installing the cylinder will have adjusted your cylinder to the correct temperature. It is recommended that all water is stored above 62°C to avoid the risk of waterborne bacteria, particularly Legionella. Legionella is responsible for a potentially fatal disease (if left untreated) called Legionnaires Disease. It is not considered necessary to store water above that temperature. Not all water cylinders are classed as stored water cylinders, only stored water cylinders can be affected by Legionella.

Hot water emitted from the taps in your house can cause scalding on fragile skin – please be vigilant.





If you intend to turn off the boiler, for example if you go away, simply switch the boiler programme to the 'off' position. This is not recommended during winter months as water in the pipes can freeze. Water expands when frozen and this can cause burst pipes and leaks within the plumbing. In the winter, it is recommended you use the frost control setting on your boiler. Most boilers have this setting, but if it's easier, you can just change the minimum temperature to 10°C.

Underfloor heating...

If your home is heated by underfloor heating you will find numerous thermostats in your home. These thermostats control individual areas.

Underfloor heating is most efficient when it is on constantly. This is because turning off the underfloor heating can cause the concrete slab in which the pipes are placed to get cold. It is the latent heat within the slab that helps heat the home. If the slab cools too far it will take longer - and use more energy - to heat the slab back up and subsequently the home again.

Underfloor heating does not need to be set at the same temperature constantly, but if you vary the temperature throughout the day (i.e. to cool down at night and during the daytime) it is our recommendation to not set the temperature lower than 12°C. You may find that the house rarely reaches that temperature - this is due to the latent manner in which underfloor heating works.

Please note that underfloor heating is not an instant heat. If your home is cold and you turn on the underfloor heating, it can take a couple of hours to feel the full benefit. Similarly, please be wary of turning the heating up too high to compensate - cooling the house down will not be as quick as traditional central heating. Please also consider this when programming the thermostats within the house; it may take a couple of tweaks.



Leaks

Your plumbing system is tested and ensured to be in excellent working order before you move in. Below is a quick guide to help you reduce any damage that could be caused by a leak.

However rare a leak may be, please familiarise yourself with your plumbing system. At the back of this book there are some blanks that need completing to give yourself a head-start should anything happen.

There are two different types of valve you need to be aware of within your plumbing system: the main stop-cock and isolation valves.

Main stop-cock:

The water stop-cock is usually found within the kitchen but can be anywhere within the ground floor of your home. Make yourself aware of where this is. If you experience a major water leak this valve stops all water entering you home.

The main gas valve shuts off the entire gas supply to the house and is usually next to your gas meter.

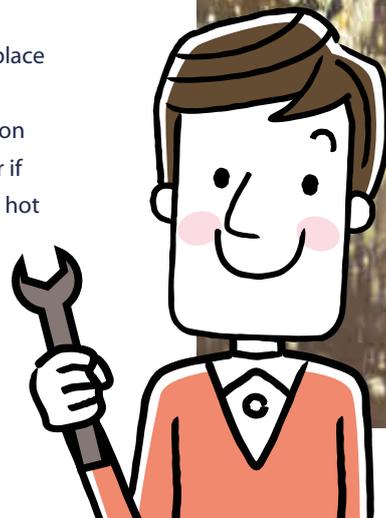
Isolation valves:

These are in place to prevent smaller leaks causing a problem within your home. These can be found next to the corresponding appliance such as toilet, dishwasher and washing machine. If you have a combi boiler then the valve will be lever operated and found under the boiler in the cupboard. If you have a water cylinder in your home it will be next to the cylinder. The isolation valves turn off the water to that particular appliance leaving the rest of the house with a water supply.

What to do in a water leak emergency:

- 1 - Find the main stop-cock into your home and turn off the water supply to the house
- 2 - Turn on the cold-water taps – this will drain the pipes of any excess water
- 3 - Once you have located the leak, turn off the isolation valve for that particular place

If the leak is within the hot water system, switch off the hot water feed. The isolation valve will be near the water cylinder if using a cylinder system, or under the boiler if using a combi-boiler. Then drain the hot water from the system by turning on the hot taps; you should be able to continue using the cold water.





If you notice water is collecting and dripping through your ceiling then puncture the ceiling with a manual screwdriver (never an electric one). This will allow the water to drip through and you can collect this in a bowl. This will stop the water spreading across the entire ceiling and potentially causing more damage.

Gas:

Gas is the most dangerous thing being pumped into your new home as it is highly flammable, explosive and noxious. Gas is piped the same way as water, just different materials are used in the plumbing.

In the event of a gas leak, make sure you turn off the gas supply immediately. Open all possible windows and doors to ventilate the area as much as possible. During this time do not spark any matches, smoke or use any plugs.

Call the emergency services and allow them to deal with the problem.

If you are unsure whether you are having a gas leak, treat the situation as though you are - natural gas is scentless, so it's better to be safe than sorry!

Fuel oil:

Although not as explosive as natural gas, fuel oil is still highly flammable. There are two ways to stop an oil leak in your home.

1 – Turn off the tank isolation valve. This is found on the outlet valve from your oil tank and stops the flow of oil from the tank into the home

2 – Turn off the appliance isolation valve. This will be either just before the fire valve where the oil line enters the property or where the pipe line emerges from the floor

The best preparation for any leak is to be aware of the location of all main stop-cocks and isolation valves. In case of an emergency involving the plumbing within the home, please ensure that the supply is switched off immediately.



DIY

Within this section we outline a few simple guidelines for any improvements you may want to make to your new home. As you have just moved into a new home there won't be a lot of DIY that needs doing, but this is a useful guide if you want to make any improvements over the coming years.

This is not an extensive guide and is certainly not a DIY manual. If you are unsure of anything then please ask an expert or call a contractor to do it for you.

Wall fixings:

The type of fixing you should use to attach items to walls depends on the weight of an item and the construction of the wall. Light items can be easily attached using a simple picture hook or masonry nail on all types of wall.

Masonry (blockwork) walls:

Heavier items can be fixed using plugs and screws. These vary depending on the size and weight of the object. Consider how thick the plasterboard is on top of the masonry wall when deciding on a screw size – the plug and screw needs to adequately penetrate the blockwork.

Plasterboard (stud) walls:

You can purchase specific plasterboard fixings which vary in size depending on the size and weight of the item to be hung.

Please be aware that plasterboard is not a suitable material for hanging heavier items. Some stud walls are made of timber stud which can be suitable for hanging heavier items – they are usually spaced 600mm but can be found using a detector.

Floor fixings:

Boarded floors:

Ordinary woodscrews can be used to fix into a boarded floor. Ensure the screw isn't so long that it will penetrate the floorboard – there may be concealed wires and pipes underneath.

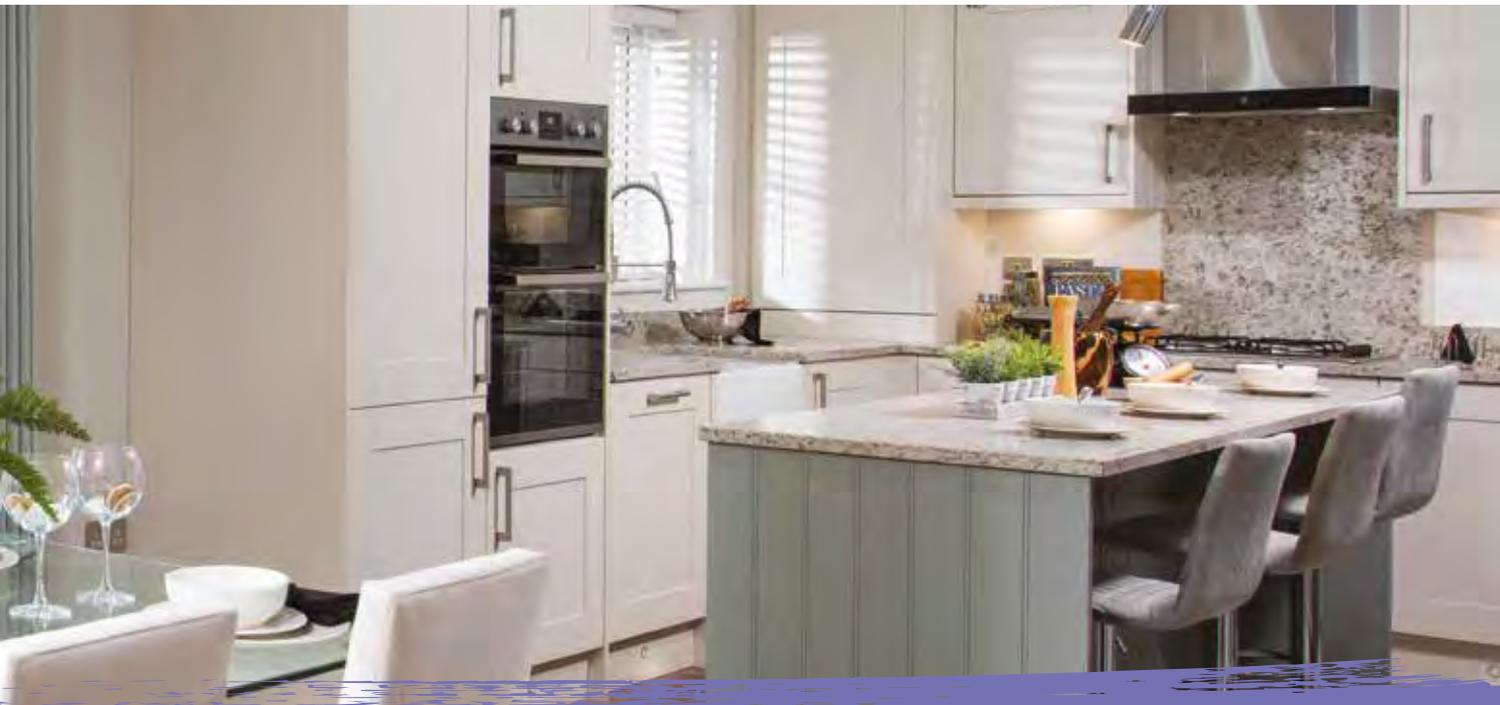
Screeded or concrete floors:

Masonry wall plugs and screws are perfect for this.

If you have underfloor heating in your home, please be aware that the underfloor heating pipes are found just below the surface and are usually at a shallower depth than normal pipes. **It is not recommended using any floor fixings when underfloor heating is present unless the work is carried out by a professional.**

Before penetrating any floor or wall always check for concealed pipes by using a detector.





Decoration:

Walls & ceilings:

Walls and ceilings within your home are decorated just before you move in with an emulsion. It is recommended that you wait at least 9 months before redecorating the house to allow it to dry out. If you redecorate before the house is fully settled you may still experience some shrinkage cracking even after you have redecorated.

Shrinkage cracks can be filled with decorators' filler and painted over.

When removing wallpaper, please do not scrape too vigorously as you may damage the surface of the wall.

Woodwork:

New woodwork absorbs a lot of paint so when you redecorate you will get a better finish. Any wood surfaces should be cleaned and properly prepared and completely dry before repainting.

Gardening:

Care should always be taken when digging as fragile pipes and ducts may be underneath at a shallow depth.

Extra planting may dry out the soil and cause your lawn to crack and yellow. If the soil is clay then the planting may cause it to shrink (and the opposite if they were to be removed).

Excessive shrinking or swelling can damage foundations; a lot of it is dependent upon the soil, location, and type of plant.

If planting or removing trees please consult a professional first as certain trees have different effects on the ground. The location of the tree can have a lot of bearing on the situation – please consider that tree roots could not just affect your foundations but also your neighbours too.

If wanting to remove a mature tree then check with the council first that it is not protected through a Tree Preservation Order, Conservation Area Restrictions, or through a granted planning permission.



Alterations and extensions:

Seek advice from a structural engineer, architect or building surveyor if planning any alterations to your home. Any damage caused to the original home by any extensions will not be covered by the warranty provider. Similarly, the warranty provider will not provide any cover for the extension.

Electrical work should be carried out by a competent electrician. Details of competent electricians can be found on the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association (ECA). Any work involving gas within your home should only be undertaken by an engineer listed on The Gas Safe Register.

Please ensure that you have applied for the required planning permissions and/or building regulations.

To protect the interests of all our residents we sometimes place restrictions on alteration and extension work within our sales contracts. This doesn't mean that extensions or alterations can't go ahead, just that permission from us is required before works are started. The requirement for permission will probably lapse after a certain length of time has passed; we recommend you consult your solicitor or refer to the terms of your sale contract for clarification.



Look after yourself!

Within the 'Your Journey Explained' booklet there are a few pointers regarding safety whilst construction is still on-going. Please read these carefully and take time to educate children on the dangers involved with living close to a working site.

This section really outlines the safety measures built into your home and what precautionary action needs to be taken.

Fire safety:

To ensure you're as safe as possible, please follow the following guidelines:

- Test fire alarms regularly by pressing the button - a noise should sound
- Keep fire alarms clear of dust - use a vacuum if necessary
- Do not seal off vents supplying fresh air to appliances such as boilers
- Do not intentionally block chimneys or prevent fumes from escaping the house
- Do not overload sockets
- Do not use portable electrical appliances in the bathroom
- Certain windows within your home will have been designed as fire escape windows. Familiarise yourself with which ones these are

Heating systems:

Central heating boilers should be serviced annually. It's best to use a competent engineer or your boiler manufacturer to do this as they may provide extended service agreements. Engineers will be registered with the appropriate organisations depending on what kind of boiler they can service.

Gas boiler – Gas safe register

Oil fired boilers – OFTEC (Oil Firing Technical Association for the Petroleum Industry)

Solid fuel appliances – HETAS (Heating Equipment Testing and Approval Scheme)

Renewable energy technologies should be serviced and maintained by a person competent in this field. All servicing should be carried out in accordance with the manufacturers' recommendations.

Electricity consumer box:

Your electricity consumer box is designed to trip and cut off power automatically if they sense a fault within the system. They can be extremely sensitive and can react to things as simple as a blown lightbulb or a faulty appliance. They are designed to protect you from three dangerous situations:

- 1 - Overloaded circuit
- 2 - Short circuit
- 3 - Ground fault

Your electricity consumer box can usually be found close to your meter, but can also be in your hallway, garage, utility room or cupboard under the stairs. If your distribution board trips unplug all appliances, switch the trip back on and plug in each appliance individually so you can find which one is causing the problem. If an appliance or a blown bulb isn't the problem and the issue can't be sourced an electrician will need to be called.

Never attempt to service or alter an unvented system yourself, this could result in an explosion!



Our Customer Care Procedure:

At Mandale Homes we operate a 24-hour emergency telephone service to enable our customers to get the help they need any time of day should there be an urgent issue that requires attention.



A 24-hour
emergency
telephone
service

They can be contacted by calling our normal customer care number.

0330 0005 0005

Our main office hours are 9am – 4.30pm Monday – Friday.
During these hours our customer care team will be on hand to answer your calls.

Defects can also be reported via email to:
customercare@mandale.com

All emails will be logged and responded to within 5 working days.

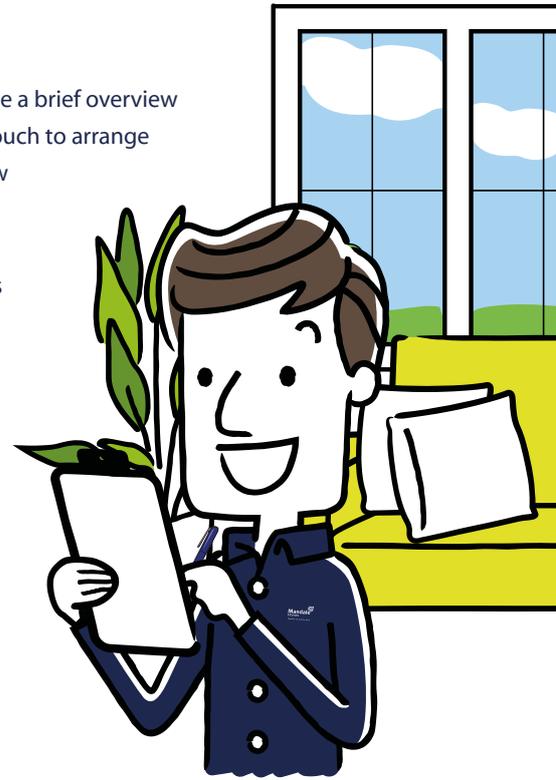


Upon completion our customer care team will get in touch to introduce themselves and provide a brief overview of our customer care contact procedure. A few weeks after you have moved in, they will be in touch to arrange a courtesy visit. If you feel like you don't require a visit please don't feel obliged, just let us know when we contact you to arrange it.

Within the first few weeks of moving in, please note any minor defects down so you can discuss these with our customer care advisor when they visit. Likewise, if it's just a query – we are visiting to help you with anything you may need.

If you encounter any major defects within the first few weeks then please don't hesitate to get in touch - there is no need to wait until our visit. Similarly, after that appointment, if you notice any defects within your home please get in touch with us right away.

As tempting as it may be, please refrain from reporting any issues to any of the construction team still on the development. It is highly likely that any reports made to site staff will not be logged in the proper manner and as a result may not be actioned as quickly as you would like.



Emergency calls

Should the unforeseen happen, and you require urgent attention out of office hours we have an emergency response team on hand.

Please note that this team will deal with **emergencies only**; they are unable to log non-urgent items.

You can contact them by using our normal customer care number. You should never need this, but it's good to know. What may be considered an emergency is subjective, so therefore, we have outlined on the following pages some instances which would constitute an emergency.

If your problem doesn't fit into any of the categories, then it is unlikely to be considered an emergency. If your defect is not an emergency we ask you to wait until office hours to get in touch, that way you can speak directly to a member of our customer care team and they can sort it as quickly as possible.



Drainage and plumbing

Problems will be treated as an emergency if...

- The toilet is the only toilet in the property and it cannot be flushed manually or with a bucket of water
- The toilet is leaking and cannot be contained
- The bath, shower, basin or pipework is leaking and it cannot be contained
- External drains are blocked and start to back up. Please note – if blockage is caused by misuse of the drainage system by any occupants within your home you will be liable for all associated charges

Heating and boilers

Problems will be treated as an emergency if...

- The boiler fails to operate between 1st October and 31st March. Please note - if your boiler is over 1 year old and has not been adequately serviced then we will not attend. If we do attend and this information comes to light, you will be charged for the call out

Electrical

Problems will be treated as an emergency if...

- There is no electricity supply even when the trip switch is restored

Please note –

If there is a local or regional power cut we will not attend, you will need to contact your energy supplier/electricity board.

Security

Problems will be treated as an emergency if...

- An exterior door is damaged compromising the security of your property
- A double-glazed unit is damaged compromising the security of your property
- The integral door between your garage and property is damaged compromising the security of your property

Please note –

Damage to a window or door to a detached outbuilding, or damage to an interior door that is not compromising the security of your property is not deemed an emergency. If your property has unfortunately been subject to vandalism, you will need to contact your home insurance company to have this rectified.

Anything that is not classed as an emergency may incur a charge.

Please remember that on initial attendance to an emergency we will address the immediate problem, we will not necessarily fix the cause – this will be arranged once our customer care team are back in the office and able to organise this. Also, if the defect causes additional damage to the home we will arrange remedial works where required. For example, if you have suffered a leak, resulting in the main stop cock into the house being turned off, a plumber will attend to contain the leak, but remedial works, such as plumbers or decorators, will be arranged the following day.



References

In order to collate the information in this book certain warranty provider literature has been consulted and used as reference points.

Their extended literature covers a lot more aspects than this booklet and should be consulted for further information.

We use a selection of warranty providers for our developments; please refer to your warranty certificate for clarification of your provider.

Please note -

We do not recommend using any information as hard fact.

For further information or clarification, we recommend that you visit your warranty providers' website. If you are struggling to find the information please get in touch, or seek professional advice.



In case of an emergency



As explained, we provide emergency 24-hour cover within the first two years. An emergency is deemed to be anything that may severely damage or endanger you, fellow occupants or any of your possessions within your home.

We recommend that once our two-year cover ends you arrange your own call-out cover. This is sometimes covered on your home insurance, we recommend you check with your provider.

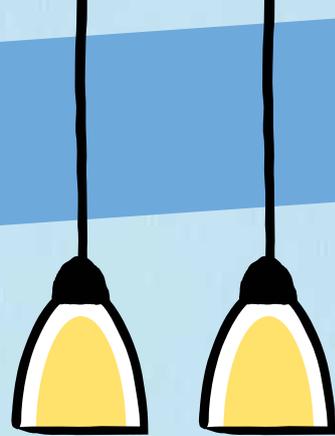
If there is a gas or water leak immediately turn off the supply to your property.

If you experience a gas leak you must contact National Grid Gas Emergencies on 0800 111 999

(please call from a landline in a different property or from a mobile away from the leak)



Important switches



The water switches are located as follows:

Mains water supply:

.....

Internal stop-cock:

.....

External stop-cock:

.....



Other:

The oil switch is found:

.....



In case of a utility failure you should contact the local board:

Electricity board:

.....

Gas board:

.....

Local water board:

.....

For other issues outside of Mandale Homes or your control, you should contact your local council.



The gas switches are located as follows:

Mains meter on/off switch:

.....

Other:

.....



The electricity switches are located as follows:

Mains meter:

.....

Subsidiary meters:

.....

Fuse boxes:

.....



Notes

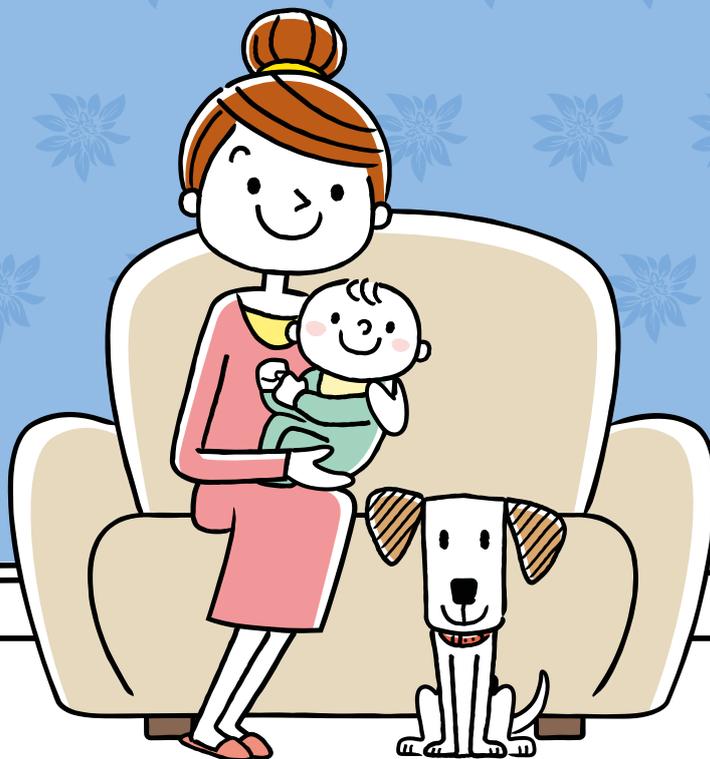


Mandale Homes
PO Box 29
Stockton-on-Tees
TS18 2XW

Telephone: **033 0005 0001**

Email: **info@mandale.com**

Website: **mandalehomes.com**



Mandale
Homes
Together we build a home