

# Moving In

---

A GUIDE TO SETTLING INTO  
YOUR NEW HOME



**Mandale Homes**   
TOGETHER WE BUILD A HOME

# Contents

Introduction	03
Your warranty	04
Our after sales process	06
Running-in your home	08
General maintenance tips	10
Central heating	14
Leaks	16
DIY	18
Emergencies	20
References	21
Notes	22



## Congratulations on moving into your new Mandale home!

This booklet has been carefully designed to provide you with the guidance and support you may need as you settle into your new property. We discuss everything from the details of your warranty and how to run-in your new home to tips on general maintenance and what to do in an emergency.

We appreciate that moving house is often a busy process, but please take the time to read through this information and familiarise yourself with your new home. Our after sales team are always here to help, so if you require further explanation on any matter in this booklet please don't hesitate to get in touch.

# Your warranty

Every Mandale home comes with a 10 year structural warranty, the first two years of which, are covered by us.

This means that any defects are dealt with by Mandale within the first two years before being passed to your warranty provider (NHBC or equivalent). The structural warranty covers you as the homeowner against any critical structural defects that may occur in your property. If you would like any clarification on this, please speak to your Sales Advisor or Customer Care Manager.

If you experience a defect issue during your first two years of warranty, we should be your first point of contact. If you cannot remember when that period expires, we will be happy to advise. Once the defects period is close to finishing our customer care team will get in touch to let you know.

The 10-year warranty period commences from the day that the warranty certificate is issued on your property, not the day of legal completion. This is because this certificate is issued to confirm final build inspections have taken place and your home is classed as fit to dwell in by the insurers. The warranty cover period always lasts for 10 years; for example, if you purchase a home that has been build complete for 3 months, you will receive 9 years 9 months of structural warranty and 1 year 9 months of defects warranty.

Please note that the policy does not cover initial minor defect items noted during the home demonstration, handover or within the first four weeks of living within your home. We will rectify these as part of the completion process, so your home functions as expected. Smaller cosmetic issues are not covered under your warranty, nor are any issues caused by wear, tear and misuse by homeowners.

The 10-year warranty comes at no cost to the homeowner, and you are not required to agree to any terms and conditions upon purchase. Once your purchase is complete, the benefit of the warranty automatically transfers to you and is applicable to your home only.



When you legally complete on your new home, you are provided with the certificates for work carried out by any subcontractors; this is your guarantee for the works completed and confirms that we have provided you with a house that meets building control standards. These certificates are sent to your solicitor electronically before completion – please ensure you obtain a copy of these from your solicitor for your own records.

As the homeowner you will need to register any warranties for the appliances provided within your home as these are covered

directly by the manufacturer and not under your structural warranty. We highly recommend you register the warranties as soon as possible; some appliance providers will not accept support calls if their products aren't registered. Details on how to register the warranties will be provided on the appliance themselves or within the instructions and manuals folder which contains the instruction booklets for your appliances - you will receive this booklet on handover.

# Our after sales process

At this point in your journey, you will have just had your home demonstration and been provided with instructions on how your household appliances and systems work.

You will also have had the opportunity, along with our Customer Care Manager and Sales Advisor, to inspect your new home for any defects and log them as items marked for attention. We endeavour to correct any defects prior to your handover, however if this is unachievable for any reason (i.e., there is a delay waiting for a part) then we will contact you to discuss this and arrange an alternative date.

Once you have moved into your home, our customer care team will be in touch to arrange a 4-week courtesy visit. This appointment is entirely optional – if you feel that you don't require this visit, please just let us know.

As homes are hand-crafted products, you may encounter some minor defects once you move in and start to use your home. If they aren't urgent, we ask that you note things down to discuss with our customer care team when they visit. Of course, if they are urgent, please don't hesitate to contact us.

It is not always possible for roads and footpaths to be fully completed when you move in, particularly if development work is on-going. If site traffic still requires access to roads and footpaths, you may find these areas experience some 'sinking'. Although we are most likely aware of this, please report any damage to us directly and we will ensure this rectified.

Please be aware that sometimes remedial works will not be done until a particular phase of the development has been completed.

As convenient as it may seem, please refrain from reporting any issues to any of the construction team still working on the development. It is imperative that any issue you may have is reported directly to us so we can log it in the proper manner and action it as quickly as possible.



Once you move in, we advise the following steps are taken as soon as possible:



Contact your local council to inform them that you have moved in so they can add you to their registers, i.e., council tax, electoral register and refuse/recycling (where applicable).



If required, arrange for your landline and internet service to be activated. During the construction works on your home, we install cable or duct to the property for the communication providers, but the line is not activated until the homeowner requests this from the supplier.



Register any electrical warranties for household appliances supplied within the property. If you do not register the appliances, manufacturers may not attend to any reported problems.



Warranty information for each appliance will be in your 'Instructions and Manuals' folder. Your Mandale Homes warranty does not cover appliances within the home therefore if you have a problem you will need to contact the manufacturer directly. Our warranty only covers problems with the installation.

Mandale Homes are responsible for informing the utility companies that you have moved in and will supply them with the correct meter readings taken on the day of your legal completion. We recommend waiting until you receive confirmation from suppliers that your new home accounts are fully registered before switching providers.

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



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

**033 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**

We aim to log and respond to all emails within 5 working days.

# Running-in your new home

Every Mandale home undergoes thorough testing, quality control and inspections. However, as each home is built by hand, it is normal to encounter some minor defects once the property has been lived in and household items have been used regularly.

We are happy to correct the majority of reported defects. Though there are limitations as to what is covered under new home warranties and there are certain items that we will **not** be able to attend to, these include:

- Normal wear and tear
- Damage caused through DIY by the homeowner, or any contractors employed by them
- Damage caused by improper use or abuse of items within the house
- Shrinkage
- Silicone sealant
- Condensation
- Minor anomalies allowed within the tolerance levels set by building standards/warranty provider
- Damage caused by adverse weather



## SILICONE:

It is likely that joints on which silicone is used will move slightly as your home shrinks and settles. This could result in silicone becoming unbonded and allow water to pass through, resulting in a leak. Therefore, we recommend that you regularly check all silicone sealants in your home and replace where necessary (particularly around shower trays, sinks and baths). Any damage caused by leaks from silicone becoming detached is not covered by the warranty.



## EFFLORESCENCE:

As a result of building materials drying out, a powdery white deposit may form on brickwork - this is efflorescence which is caused by natural salts exuding from walls and is considered normal. Efflorescence can be removed by simply brushing it away, however if the issue becomes persistent, it may indicate a water leak, so if you are concerned, please get in touch.



## SHRINKAGE/SETTLEMENT:

New build homes absorb a lot of water during construction and as the home settles and the materials dry out, they may slightly shrink and move; this may cause cracks to appear. It may be noticeable after a few days of moving in however it can take a number of years for a house to fully settle. This is entirely normal, however any redecoration needed to repair these cracks is advised to be done at least nine months after moving into the property to allow the home to fully dry out. There are certain things that can be done to reduce the cosmetic effects of shrinkage.

- Try to keep a steady temperature throughout your home.
- Leave window vents in the open position to allow for maximum air circulation.
- Hairline cracks in brickwork mortar and coping stones are caused by materials drying and the 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, this is the responsibility of the homeowner.



## ADVERSE WEATHER:

Unfortunately, we cannot accept responsibility for any damage sustained to your home due to adverse weather. This includes broken fencing, missing tiles, localised flooding 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 may appear in the form of condensation within the house, usually on colder surfaces.

Once materials dry out, you should not notice significant condensation, however everyday activities can cause this and if not properly managed this may manifest as mould. In cold weather you may find that condensation collects on the underside of your roof tiles - this is considered normal due to rising warm air passing into the roof space. Rest assured, roof spaces are ventilated so this condensation will naturally disperse.

To reduce the effects of condensation, try to:

- Limit the spread of any moisture – keep internal doors closed when cooking, bathing or showering.
- Reduce moisture by covering pans and avoiding long showers.
- Dry laundry outdoors if possible. If using a dryer, use a condensing type or ensure it is vented outdoors.
- Ventilate the moisture away – keep the window vents open where possible and activate the extractor fans when adding moisture to the air.
- Ensure even heating – even heating provides fewer cold surfaces for condensation to form on.
- When the house is vacant and you wish to reduce the temperature, refrain from turning the heating off completely. Instead, reduce the heat, particularly when it's cold outside.



## ANOMALIES:

As previously mentioned, new build properties are hand-made and therefore, you may experience minor anomalies within your home. Minor anomalies allowed within tolerance levels of building regulations and warranty providers are as follows:

- 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 (must be viewed and reported on your handover appointment)
- 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 crack of up to 4mm may appear as a result of shrinkage.
- On flooring, there may be up to 4mm of deviation per 1 meter. This is up to a floor of 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 and/or paint may become discoloured.



Please see the 'references' section on the reverse of this booklet for more information.

# General maintenance tips

We all like to keep our homes looking and feeling as new as the day we moved in.

This section provides useful guidance on general maintenance to not only keep your home looking great but to also ensure longevity of the materials used in the build.

## FIRE SAFETY:

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

- Test fire alarms regularly by pressing the button – an alarm should sound
- Keep the fire alarms clear of dust
- Do not seal off vents supplying fresh air to appliances such as boilers
- Do not 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. Please familiarise yourself with which ones these are.

## 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 items down the toilet such as nappies, 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. Unblocking drains within the private boundary of a property is the responsibility of each individual homeowner.

## SILICONE:

As your new home settles, silicone requires regular inspection to avoid unbonded sealant that may result in leaks. Once the house has fully settled it is recommended that you check the silicone every 6 – 9 months and replace where necessary. (see 'Running-in your home' for further details).

## KITCHEN DOORS AND SLIDING WARDROBE DOORS:

Kitchen doors – these may drop after they have been fitted. Many people think this is a problem with the hinges, but more often than not will 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.

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 debris. If the doors do not slide check for an obstruction – do not force them.



## 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 allow 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 first Spring until the following Winter, 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, in some circumstances it may die.

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 rotavated soil, it may 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.

During and after periods of sustained rainfall, your garden may become waterlogged as the land fills with water beneath the surface. Waterlogged gardens are typically very soft and as such should not be walked on until they dry out completely.



## 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. 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. 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 far less attention.



# General maintenance tips



## EXTERNAL TIMBER:

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

All gloss-painted joinery surfaces should be dry, clean and free from dust, grease, mould or algae. If mould or algae occurs, this can be removed 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 due to sun exposure.

External timber fencing and gates are all protected with a minimum 20-year treatment. That means the external fencing does not require treatment during this time, but you may 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.

In extreme weather, fences may move as a result of waterlogged land and/or high winds disturbing the fence line. This is not a warranty issue and is the responsibility of the homeowner to correct when safe to do so.



## WOOD BURNING STOVES, CHIMNEYS & FLUES:

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 may spread poisonous fumes into the home and potentially cause carbon monoxide poisoning.

## DRIVES AND PATHS:

The upkeep of all private drives and paths is the responsibility of the homeowner. We advise you replace any loose gravel when necessary. Please do not block any manhole covers or drainage grids.



Access to drives and paths is required at all times by service providers and local authorities.

## FLAT ROOF:

Flat roofs 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.

## GUTTERING:

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



## 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.



## SEVERE WEATHER CONDITIONS:

During very cold spells you may find that your outside taps freeze. To avoid this it is recommended that you turn off the stopcock to the tap and drain the pipe of water.

If you are planning on leaving your home for an extended period of time, please remember to set your heating to the frost control position.

During prolonged severe weather you may find that driving rain passes through the brickwork of garages. It may also enter 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.

Depending on the location of your property, you may experience localised flooding. This is not something that can be controlled and does not fall under the builder's warranty.

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

# 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 this system.

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 ideal comfort.

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



## UNDERFLOOR HEATING:

If your home is heated by underfloor heating, you will find several thermostats in your home, each controlling individual areas of the property.

Underfloor heating is most efficient when on constantly. This is because turning off the underfloor heating can cause the concrete slab in which the pipes are placed to cool. If the concrete slab becomes too cool it will take longer - and a greater deal of energy - to reheat and subsequently warm 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, 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 does not provide instant heat, therefore if your home is cold and you turn on the underfloor heating, it may 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 to perfect.

### 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 changes in the 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 perfect this, 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 its own thermostat. During installation, the plumber 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 (which can be fatal if it develops into Legionnaires Disease and left untreated). 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.

If you plan to leave your home for an extended period of time and intend to turn off the boiler, 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 system. In the Winter, it is recommended you use the frost control setting on your boiler. Most boilers have this setting, but you can also simply change the minimum temperature to 10°C.



## HEATING SYSTEMS:

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

- Gas boiler – Gas Safe Register
- Solid fuel appliances – HETAS (Heating Equipment Testing and Approval Scheme)
- Air source heat pumps – Relevant qualified engineer



## RADIATORS:

Radiators may need to be bled if they are found to be cooler at the top than the bottom - this may indicate that air from the original installation is in the system. It may be necessary to repressurise the system after bleeding radiators to maintain the system pressure at the optimum level to operate efficiently. It is recommended that a qualified plumber is employed for this.

Please be aware some areas are fitted with pressure-reducing valves on the main water feed into the property. If this valve is removed, you will void the warranty on the plumbing in your property.



## RENEWABLES:

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 it detects 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 often in your hallway, garage, utility room or understairs cupboard. 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 is causing the problem and the issue can't be sourced an electrician will need to be called.

# 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. On page 21 there is some information that needs completing to give yourself a head-start should anything happen. There are two different types of valves you need to be aware of within your plumbing system - the main stopcock and isolation valves.



## MAIN STOPCOCK:

The water stopcock is usually found within the kitchen but can be anywhere within the ground floor of your home – please make yourself aware of where this is. If you experience a major water leak, this valve stops all water entering your 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 stopcock 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 a leak occurs 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, we advise you puncture the ceiling with a manual screwdriver (never an electric one). This will allow any water to drip through and collect into a bowl. Doing this will prevent the water from spreading across the ceiling and potentially causing more damage.

## GAS:

The gas pumped into your home can be extremely dangerous if not properly maintained as it is highly flammable, explosive and noxious. In the event of a gas leak, make sure you turn off the gas supply immediately. Open all windows and doors to ventilate the home as much as possible. During this time do not spark any matches, smoke or use any plugs.



Call the emergency services who are fully equipped to handle the situation. Please refer to page 21 for contact details.

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

# DIY

One of the greatest advantages of buying a new build home is the minimal DIY needed to be done when you move in, but here you will find a useful guide if you want to make any improvements over the coming years.



## WALL FIXINGS:

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



## MASONRY (BLOCKWORK) WALLS:

Heavier items (such as shelves or large artwork) 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 apart 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 ideal 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 prior to you moving in with a neutral emulsion. It is recommended that you wait at least 9 months before redecorating to allow the property to completely dry and settle. If you redecorate before the house is fully settled, you may still experience some shrinkage afterwards.

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 the time comes for redecorating, you will find you get a better finish. Any wood surfaces should be cleaned, properly prepared and completely dry before repainting.



Please note: this is not a DIY manual and we always recommend you contact a professional for any work you may require.



## GARDENING:

Care should always be taken when digging your garden as fragile pipes and ducts may lie underneath the surface 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 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.



## ELECTRICAL WORK:

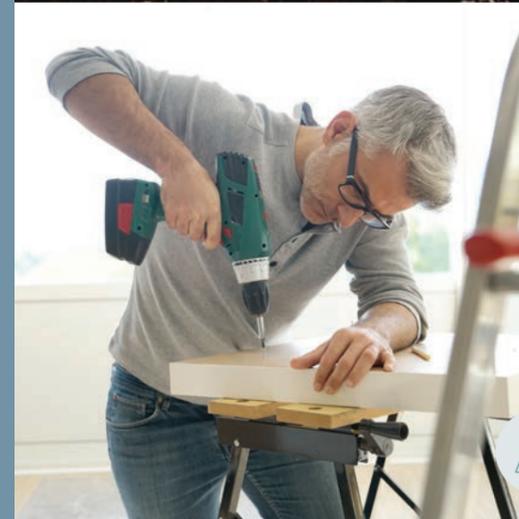
Electrical work should be carried out by a competent electrician. Details of competent electricians can be found on the National Inspection Council for Electrical Installation Contracting (NICEIC) or the Electrical Contractors Association (ECA). Any work involving gas within your home should only be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



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

To protect the interests of all our residents we place restrictions on alteration and extension work within our sales contracts. This doesn't mean that extensions or alterations can't proceed, just that permission from us is required before works are started. The requirement for permission will likely 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.



# Emergencies

Should the unforeseen happen, and you require urgent attention outside 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. We hope that you should never need this, but it's good to know that they are there. What is considered an emergency is subjective, so therefore, we have outlined below some instances which would constitute an emergency. If your problem doesn't fit into any of these categories, then it is unlikely to be considered an emergency and we kindly 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 we can resolve any issue as quickly as possible.

Emergency contact number **033 0005 0005**

Problems will be treated as an emergency if:

## DRAINAGE AND PLUMBING:

- The only toilet in the property cannot be flushed manually or with a bucket of water
- A toilet is leaking and cannot be contained
- The bath, shower, basin or pipework is leaking and 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.)

## ELECTRICAL:

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

## HEATING AND BOILERS:

- 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. Similarly, if we do attend and this information comes to light, you will be charged for the call out.

## SECURITY:

- 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 however we will not necessarily fix the cause – this will be arranged during operating office hours by our customer care team. Furthermore, 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 stopcock 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 working day.



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



## THE WATER SWITCHES ARE LOCATED AS FOLLOWS:

Mains water supply: \_\_\_\_\_

Internal stopcock: \_\_\_\_\_

External stopcock: \_\_\_\_\_

## 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: \_\_\_\_\_

Other: \_\_\_\_\_

## IN CASE OF A UTILITY FAILURE, YOU SHOULD CONTACT THE LOCAL BOARD:

Electricity board: \_\_\_\_\_

Gas board: \_\_\_\_\_

Local water board: \_\_\_\_\_



## 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 however we will not necessarily fix the cause – this will be arranged during operating office hours by our customer care team. Furthermore, 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 stopcock 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 working day.



## IN CASE OF AN EMERGENCY:

As previously mentioned, 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 included in your home insurance; we recommend you check with your provider.



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.

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



Tel: 033 0005 0001

Email: [customercare@mandale.com](mailto:customercare@mandale.com)

[mandalehomes.com](http://mandalehomes.com)

#### References

In order to collate the information in this booklet, 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.

\*Information correct at time of going to print. Photography for illustrative purposes only.

