

# CARING FOR **YOUR NEW HOME**



A COMPLETE GUIDE



**BARRATT**  
HOMES



## WELCOME TO YOUR NEW BARRATT HOME

### ALL THE HELP YOU NEED FOR A SUCCESSFUL MOVE

I would like to take this opportunity to thank you for choosing to buy from us, and to welcome you to your new Barratt home.

We understand that moving in can be a very busy time, so our customer service teams are on hand to help you every step of the way. Please don't hesitate to contact them if you have any queries.

Barratt Homes is part of Barratt Developments PLC. We've been building homes since 1958, and we're proud of our reputation for quality, innovation and great customer service.

We've been awarded the maximum 5 Star rating for customer satisfaction by the Home Builders

Federation every year since 2010 and we've won more NHBC Pride in the Job quality awards than any other housebuilder since 2005.

I trust that you will have a good move, and that you will be very happy in your Barratt Home for many years to come.

David Thomas  
Group Chief Executive

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# WELCOME HOME

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INTRODUCING OUR  
CUSTOMER CARE TEAM  
AND AFTERSALES SERVICE



WHAT TO DO IN THE EVENT  
OF A HOME EMERGENCY



INTRODUCING OUR HEALTH AND  
SAFETY INFORMATION

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## INTRODUCING OUR CUSTOMER CARE TEAM

We are committed to providing you with a quality service that meets your needs. Our dedicated Customer Care team is always available to assist you wherever possible. They work together focusing on delivering what is important to our customers, in accordance with our Customer Charter.

**This guide has been produced to help you settle into your new home. If you cannot find the answer to your query here, then please check the Help & Support section of our website which has lots of helpful information and frequently asked questions.**

### CONTACTING CUSTOMER CARE

Your local New Home Customer Care team is available Monday to Friday from 9am to 5pm. Details of who to contact are provided below, or you can visit the Help & Support section of our website which will help you find the right contact details.



### LOCAL CUSTOMER CARE TEAM CONTACT DETAILS

Email \_\_\_\_\_

Phone \_\_\_\_\_

[barratthomes.co.uk](mailto:barratthomes.co.uk)



## WHAT TO DO IN THE EVENT OF A HOME EMERGENCY

In the event of an emergency during normal office hours, please ring your local Customer Care team.

During evenings, weekends and public holidays, please ring the special emergency number at the bottom of this page, which provides cover throughout the first two years after purchase. Please note that non-emergency calls cannot be dealt with outside office hours.

### EMERGENCIES ARE CLASSED AS:

- Complete failure of the heating system and/or hot water system. (If your home is over one year old, you will be asked to provide evidence that you have had the boiler and cylinder serviced according to the manufacturer guidelines).
- Water leak that cannot be contained.
- Complete failure of the electrics (firstly, check 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.
- Security – a fault to a window or external door causing a loss of security.

### WHAT IS NOT AN EMERGENCY?

For all non-emergency items, please report these during normal working hours to our Customer Care team. Examples of non-emergencies are:

- Dripping taps or faulty shower valves
- Doors requiring adjustment
- Faulty kitchen appliances

If you suspect a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Service line immediately on **0800 111 999** (this is a 24-hour emergency line) or for further details go to [britishgas.co.uk](http://britishgas.co.uk)

**OUT OF HOURS EMERGENCY NUMBER:**  
**0345 601 6084**



# INTRODUCING OUR HEALTH & SAFETY INFORMATION

You may encounter machinery and traffic as we continue construction of the development. For your safety, we ask that you adhere to the following advice when moving around the development.

- Use footpaths at all times. Please note that temporary footpaths may be in use where permanent footpaths are not yet completed
- Use pedestrian crossings where designated
- Beware of site speed bumps
- Be mindful of children playing on residential roads around the development
- Where construction vehicles are operating on site, never walk behind them as they may have obscured rear visibility
- Be vigilant as roads may be shared by pedestrians and equipment
- If you have children, please ensure that they stay away from construction areas



# YOUR NEW HOME DETAILS



NHBC BUILDMARK  
10 YEAR WARRANTY



FIXTURES AND FITTINGS  
2 YEAR WARRANTY



AT A GLANCE  
YOUR POST MOVE DIARY





## NHBC BUILDMARK 10 YEAR WARRANTY

Buying a home is one of the biggest purchase decisions you'll ever make. Move with Barratt Homes and your new home is protected by an NHBC Buildmark Warranty which gives you a 10 year structural warranty and a 2 year fixtures and fittings warranty as standard.

### WHO ARE THE NHBC

The National House Building Council, commonly referred to as the NHBC, is the UK's leading standard-setting body and provider of warranty and insurance for new homes. Their role is to work with the house-building industry to raise the standards of new homes and to provide consumer protection for homebuyers.

### ADDED REASSURANCE WHEN YOU BUY NEW

All our homes come with an NHBC 10 year Buildmark Warranty – this means we have complied with the NHBC Standards which set out the technical requirements for design, materials and workmanship in new home construction. This is just one of the added benefits of buying a new home.

The 10 year warranty cover comes in two parts, here's how it works:

**Part 1:** 10 year structural warranty. Your new home comes with a 10 year structural warranty, meaning that the cost of fixing any damage caused by faults in specified parts of the home, usually the structural and weatherproofing elements is covered.

**Part 2:** 2 year fixtures and fittings warranty. During the first two years, you have the added reassurance that if something goes wrong within your home, and is covered by the 2 year fixtures and fittings warranty, we will make sure it is put right.

For more information, please visit the NHBC website ([www.nhbc.co.uk/warrantiesandcover](http://www.nhbc.co.uk/warrantiesandcover))



\*First 2 years covered by Builder Warranty & NHBC Guarantee or similar. Years 3-10 covered by NHBC insurance or similar. Full exclusions and limitations can be found on the NHBC website. Available on virtually all of our developments.

## THE 2 YEAR FIXTURES AND FITTINGS WARRANTY

### THIS COVERS:

- Central heating and hot water system
- Hot and cold plumbing system against leakage from pipework or similar parts of the system
- Appliances purchased from us or which were installed by us at purchase
- Kitchen units and worktops
- Electrical systems including wiring but not including consumable items such as bulbs and fuses
- Sanitary ware, taps and shower doors excluding consumables such as clips, heads and rubber seals within showers
- Wardrobes
- Windows
- External and internal doors
- Ironmongery
- Renewable energy installation (if fitted) eg solar panels
- Drainage systems within and external to the property which are the responsibility of the homeowner
- Boundary brick walls
- Driveway

When you buy your new home, it and items which are included or supplied by us, are required to meet certain standards by our contract with you.

### WHAT THE WARRANTY DOES NOT COVER

Damage to items such as kitchen units, wardrobes and sanitary ware is not covered unless:

- Reported at completion; or;
- Caused by a defect, itself covered by the warranty.

The warranty does not cover any consequential costs or losses you may incur, nor any work required to improve any item to a better standard than expected, given its age and use.

The warranty does not cover certain aspects of or items in your new home which include:

- Fences
- Consumable items such as grout or mastic sealants, tap washers, fuses etc
- Any item which has been altered, adapted or adjusted or had any work carried out to it by you or third parties other than contractors approved by us
- Any defect arising from or which is due to fair wear and tear. This is anything you would reasonably expect to have happened over time in normal use since completion
- Any defect caused by abnormal use such as blockages within drainage systems caused by disposal of nappies, wipes, food oils etc.

- Any defect or damage which has been caused by wilful damage either by you or any third party.

Unfortunately we can also not cover properties which are owned by social or affordable housing landlords who provide their own arrangement for their tenants and if you let or rent out your home then you are responsible for ensuring any tenant or other occupier is made aware of the limitations and requirements of the warranty.

### REPORTING DEFECTS

- Any damage to tiles and sanitaryware which is present at legal completion must be reported immediately.
- Any other damage must be reported within 72 hours.
- We provide a 24 hour a day 365 day a year service to you as our customer throughout the warranty period, which will mean we can arrange emergency visits where necessary to respond to emergencies. Our normal response time for these is four hours. We reserve our rights to charge for any such call outs which are made unreasonably.
- You must report any defect to us as soon as possible and provide reasonable access during normal working hours to enable works to be carried out, failure to do so may result in damage caused by delay not being covered by the warranty.

### WHAT YOU MUST DO

What we ask in return for this warranty is that you carry out all homeowners' maintenance including that recommended by the manufacturer for any item covered by the warranty. This requires that:

- You put in place a service arrangement for the cylinder and boiler of your heating and hot water system with an approved Gas Safe Registered supplier who should be contacted in the first instance. Your 2 year warranty covers any defective parts for which you are liable under the terms of your service agreement.
- You also follow any manufacturer's recommendations for service of other items such as solar panels
- You maintain and replace grout, mastic and similar seals designed to prevent escape of water in bathrooms and kitchens
- You seal normal shrinkage cracks, caused by the drying out process in a new property, for example, to plasterboard where the cracks do not exceed 2mm width (4mm on stairways).

Further details on the NHBC 10 year Buildmark Warranty can be found on their website ([www.nhbc.co.uk/warrantiesandcover](http://www.nhbc.co.uk/warrantiesandcover)).



# AT A GLANCE

## YOUR POST-MOVE DIARY

Now you’ve moved in, this diary will help you to keep track of when we’ll be contacting you in the future. It will help you to understand the events that will take place following legal completion and thereafter. Please do not hesitate to contact us if you wish to discuss any aspects of your new home or any of the events listed.

This is just part of our ongoing commitment to excellent service.

WHEN	EVENT
Day 1	Welcome visit from your Sales Adviser or Site Manager. Welcome email from the Managing Director
Day 5	Welcome email from your local Customer Care team
Day 7	Site Manager visit to ensure you are happy with your new home and answer any queries you may have. Important – Don’t forget to send appliances and warranty certificates to manufacturers.
Week 3	Telephone courtesy call to ensure all is well with your new home.
Week 8	Satisfaction surveys – we are always interested in what our customers have to say and welcome your feedback.
Month 9	National House Building Council Survey to all homes that are covered under the 10 Year Buildmark Warranty.
Month 11	Reminder to service your boiler, cylinder and solar panels (if applicable). These appliances must be serviced annually (refer to manufacturer’s instructions) to ensure the manufacturer’s warranty remains valid.
Year 1	Happy Anniversary.
Year 2	Reminder to service your boiler, cylinder and solar panels (if applicable). These appliances must be serviced annually (refer to manufacturer’s instructions) to ensure the manufacturer’s warranty remains valid.

# RUNNING IN YOUR NEW HOME



GENERAL HINTS



SHRINKAGE CAUSED  
BY DRYING OUT PROCESS



CONDENSATION,  
INSULATION AND VENTILATION



# GENERAL HINTS

## BLOCKAGES

Refer to the NHBC 'Guide To Your New Home' on how to deal with blocked pipes.

## DRAINS

Don't put oil, fat, wipes or other unsuitable objects down the sink or toilet which could block the drainage system.

## FAULT WITH AN APPLIANCE

Manuals and warranties for appliances in your new home should have been provided during your New Home Tour and Demonstration. Should any problems arise, please refer to these before contacting the manufacturer.

## FOOTPATHS

Final surfacing to footpaths and roads will take place when appropriate to do so. Thereafter they will be adopted by either the Local Authority or a private management company.

## HEALTH AND SAFETY

Please carefully read and follow the health and safety advice in this guide.

## ROOF SPACE

This is not a designated storage area and should not be loaded with belongings etc. This could cause damage and also affect ventilation which can cause condensation.

## SECURITY

Our developments are designed to be safe as well as attractive places to live and your new home will have security locks fitted. You can further reduce risks by following the useful advice in the NHBC 'Guide To Your New Home'.

## SEVERE WEATHER

**Frost:** You should keep the temperature in your home above freezing point by leaving background heating on.

If you leave your home unattended for any length of time during the winter it may be advisable to drain down the water system, heating system and boiler (call a plumber if you don't know how to do this).

Alternatively, set the heating to come on for an hour or so each day and ask a friend or neighbour to check regularly. Remember that the hot water and central heating systems should never be lit when the water is turned off. If you think pipes may be frozen do not turn on hot water taps as this will empty the hot water tank.

**Heavy rain:** Garage walls are normally built without a cavity and in prolonged wet weather conditions rain could penetrate the masonry. Also, driving rain could penetrate under the garage door. We suggest that anything likely to be damaged by water should not be stored in the garage. We will not be liable for items which are damaged by rain or damp.

**High winds:** Roof tiles, fencing etc. could be damaged by gales or high winds. We cannot be held responsible for repairing or replacing items covered under your household insurance.

**Roof leaks:** If you experience a problem caused by a major storm please call your buildings insurance company. Also please be aware that health and safety regulations prevent anyone from working on a roof in bad weather.

## SHELVES

Before fixing shelves or pictures to the wall, you should read the NHBC 'Guide To Your New Home' for advice. 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) to cross the small cavity behind the plasterboard and penetrate well into the solid wall behind.

On partitions with no solid walls behind the plasterboard, again there are special fixings available. For medium weights use a toggle bolt fixing.

For ceilings, locate the joists and fix to these, or use toggle bolts.

## VENTILATION

Ventilation is very important in your new home. Operate 'trickle-vents' and also open windows after baths, cooking, washing, etc. to avoid condensation.

## INTERNAL DOOR ADJUSTMENTS

Internal doors may move and settle as the home dries out. Minor adjustments may be required and this is part of normal homeowner maintenance.



# SHRINKAGE & CRACKING CAUSED BY THE DRYING OUT PROCESS

Your new home is a man-made product, constructed by a variety of skilled trades, using a wide range of different materials.

During its first year, it will go through a number of natural changes as it adjusts to the different seasons and some of the materials used, such as mortar, plaster and wood, will dry out, often creating slight cracks known as shrinkage.

Slight cracking and small imperfections should be expected and should not be any cause for concern. The table below provides information about different forms of shrinkage and where action needs to be taken.

PROBLEM AREAS	DETAILS OF THE PROBLEM	IS THIS COVERED BY THE WARRANTY?
Minor dry lined and plaster wall cracking	Nail pops, blown or lifted plasterboard tape, and coving cracks are common due to shrinkage. 'Although unsightly, these are normal maintenance issues caused by the drying out process.	No, unless the crack is 2mm or more in width (4mm on stairways). If this is the case, contact Customer Care who will assess this for you at the earliest convenience
Decorator's filler and mastic	Maintenance and touch-ups are your responsibility. These can usually be easily filled using filler to plug any cracks.	No, if the crack is less than 2mm wide
Concrete cracks	Garages, patios, paths and concrete around manholes can develop minor shrinkage cracks. This is normal and should be expected.	No
Exterior wood	This can develop minor separations, shrinkage and warping. This is all completely normal.	No
Exterior brickwork, mortar and render	Most homes will develop minor cracking during your 2 Year Warranty period due to your foundations settling and thermal expansion and contraction. Efflorescence (white marks on brick work) may also appear. This is caused by natural salts coming out from the wall materials. This is not harmful and will usually disappear over time.	No, unless the crack is 2mm or more. Contact Customer Care to arrange an inspection and if required, the crack will be filled and decorated to manufacturers recommendations





## CONDENSATION INSULATION & VENTILATION

**Condensation is a common problem which can cause damage to your home. Hundreds of litres of water are absorbed during construction and as you begin to live in your new home and heat it, this moisture has to dry out.**

### WHAT IS CONDENSATION?

Condensation is caused by steam and vapour turning into water when it touches cold surfaces such as windows, floors and walls.

### HOW DO I KNOW IF I HAVE CONDENSATION?

Condensation is generally noticeable where it forms on non-absorbant surfaces such as tiles or windows. It can, however, form on any surface and may not be noticeable until mould growth occurs. It is also common in roof spaces during cold weather.

How can I reduce the condensation in my home?

- Keep your new home warm and ventilated e.g. open windows, and keep trickle vents open and unobstructed by curtains/blinds
- Close bathroom and kitchen doors when you are using these rooms. Where applicable, open trickle vents and operate ventilation fans

- Open windows after baths or showers and while cooking or washing so that moisture vents outdoors rather than to other areas of the house
- Wherever possible, try to dry washing outdoors. If you do dry washing indoors, keep a window open and ensure that non-condensing tumble dryers are vented outdoors

### WHAT SHOULD I DO IF I EXPERIENCE CONDENSATION?

If condensation has occurred, mop as much of it up as possible. Heat the room, open the window a little and keep the door shut to contain it. Open the door once the condensation has evaporated.

### INSULATION

Insulation has been installed into your roof space to prevent heat loss from your home. You should check this regularly and ensure that it remains dry.

### VENTILATION

Loft ventilation has been provided in your new home and it is important that this is used correctly to ensure that your loft remains cool in the summer and reduces condensation in the winter. Vents should be cleaned occasionally and should never be covered.

## ELECTRICS & ALARMS



WHO TO CONTACT IF  
YOU EXPERIENCE AN  
ELECTRICAL PROBLEM



USING YOUR  
CONSUMER UNIT



ALARMS: SMOKE, HEAT DETECTORS  
AND CARBON MONOXIDE

# USING YOUR CONSUMER UNIT

## THE CONSUMER UNIT (FUSE BOX)

This unit contains the mains on/off switch to the home and a number of miniature circuit breakers which protect individual circuits. These will be labelled so it is easy to tell which serves which appliances or circuits. It is handy to keep a small torch near the consumer unit.

## WHERE IS MY CONSUMER UNIT (FUSE BOX)?

This will usually be located in one of the following locations:

- Utility room
- Cloakroom
- Entrance hall
- Garage

## HOW DO I SWITCH OFF MY CONSUMER UNIT?

You can switch off your consumer unit using the main red switch on the unit.

## HOW DOES IT WORK?

All power circuits within your home, including the garage, are wired through an RCD (Residual Current Device), which will trip should a defect be identified in the earthing system.

If the trip operates, it may not necessarily be caused by a fault in your home and therefore you should check that all appliances are safe.

It is designed to be sensitive and will trip if a bulb blows or if you have turned on a faulty appliance such as an iron, lamp or hairdryer.

## ELECTRICITY METER

Your electricity meter is located in a box on the outside of your home. Reading your meters will ensure that you receive more accurate energy bills.

When reading your digital meter, simply read the numbers from left to right, ignoring the last figure (often in a red box).

# WHAT TO DO IF YOU EXPERIENCE AN ELECTRICAL PROBLEM

## THE MAINS SUPPLY

Electricity is brought into your home through an electricity meter. The meter and the cable leading into it from outside belong to the electricity company. The cable then passes into the consumer unit where it divides into a number of circuits, each having its own miniature circuit breaker.

## POWER CUTS

During a power cut, switch off all electrical appliances otherwise when power is restored a problem may occur. Keep the refrigerator door closed as much as possible to protect contents and do not open the freezer – frozen food will stay in perfect condition for at least 10 hours.

## LOSS OF POWER

If you experience a loss of power, you should take the following steps:

1. Check your consumer unit (fuse box) to see if any of your trip switches have moved. If you notice any of these are off, switch them back on. Check to see if any bulbs have blown around the house or if you have a faulty appliance as these may have been the cause. There is a further isolator switch in the electricity meter box which should be checked too.

2. If the issue does not appear to be isolated to your property, you need to check the current status of your area with your electricity supplier.
3. If there is no known power cut in your area, contact our Customer Care team. We will then arrange for an electrician to visit you as soon as possible.

## SAFETY

Be careful when nailing or screwing items to the wall directly above sockets or switches, as the wiring to these usually runs vertically down the wall. Use a cable detector before drilling walls to find the correct location of unprotected cables.

### MY LIGHTS WON'T TURN ON

It might seem obvious, but make sure that a bulb hasn't blown and tripped your consumer unit into the "off" position. If it has, simply move the switch into the "on" position.

### ONE OF MY SOCKETS ISN'T WORKING

Check that all of the switches in your consumer unit are in the "on" position. Test the appliance in an alternative socket to ensure that the fuse within the plug hasn't blown. If this appears to be the case, please refer to the appliance manufacturer's guide for further information.



## ALARMS, SMOKE, HEAT DETECTORS AND CARBON MONOXIDE

The smoke alarms and heat detectors in your property are wired into the main electrical supply and have a battery back-up to ensure that they continue to operate in the event of an electrical failure. In the case of power failure or if the batteries need replacing it will bleep, however you should test it regularly.

### WHAT DO I DO IF MY SMOKE ALARM/HEAT DETECTOR DOESN'T SOUND WHEN TESTED?

For your safety, it is imperative that your smoke alarm is working effectively. Follow these steps to ensure that it is functioning:

- Check your fuse box and make sure that the switch is in the "on" position
- If it is on, replace the backup batteries and test again
- Vacuum it to see if any dust may have affected the unit's sensor
- If the problem isn't resolved contact Customer Care immediately

### CARBON MONOXIDE ALARM

The carbon monoxide alarm fitted in your new home is designed to detect the presence of carbon monoxide. It will be activated on your New Home Tour and Demonstration in preparation for the day of legal completion, however, you should also, as the new homeowner, take time to check that the activation strip has been pulled. The green power light flashes at approximately one minute intervals to indicate that the detector is operating correctly. The red alarm light will flash continuously and the buzzer will sound if carbon monoxide is present. Your alarm(s) have been positioned to ensure the most effective use, you are advised not to reposition them.

**N.B. WE STRONGLY RECOMMEND THAT YOU CAREFULLY READ AND UNDERSTAND THE CONTENTS OF THE INSTRUCTION MANUAL ENCLOSED WITHIN YOUR DOCUMENT FOLDER AND RETAIN IT IN A SAFE PLACE.**

### TOP TIP

Make sure that you test your smoke alarms regularly to ensure that they are in working order.

Your carbon monoxide alarm should have been activated on the day of your New Home Tour and Demonstration, however, please take the time to check that the activation strip has been pulled. Your alarm has been positioned to ensure that it is at its most effective.

You are advised not to reposition this, as it may impinge on your safety.

# GAS, BOILER & CENTRAL HEATING



YOUR GAS SUPPLY



BOILER, CYLINDER AND CENTRAL HEATING MAINTENANCE



SOLAR WATER HEATING PACK (IF APPLICABLE)



## YOUR GAS SUPPLY

### GAS METER

Your gas supply is brought into your home through a service pipe which ends at the meter. Reading your meters will ensure that you receive more accurate energy bills. Read only the numbers displayed before the decimal point.

### WHERE IS MY GAS METER LOCATED?

The meter is generally located in a box on the outside wall of your home. You will have been given a key to access this on legal completion.

### THE MAINS GAS TAP

The valve has a groove cut into it. When the groove is in line with the pipe, the gas is ON. When the groove is across the line of the pipe, the valve is closed and the gas is OFF.

### VENTILATION

Gas appliances require adequate ventilation. Without fresh air, poisonous fumes may enter a room, so never block or cover ventilators for gas appliances.

### MAINTENANCE

Do not attempt to service your own system – always employ a professional.

#### IF YOU SUSPECT A GAS LEAK OR SMELL GAS IN YOUR HOME, TAKE THE FOLLOWING STEPS IMMEDIATELY:

- Extinguish all naked flames
- Turn off the gas supply at the meter
- Open all doors and windows
- Call the free Gas Emergency Service line on 0800 111 999
- DO NOT operate any electrical switches until you are told that it is safe to do so

#### TOP TIP

Familiarise yourself with the location of the mains gas tap and how to isolate the gas supply. Gas appliances require adequate ventilation. For your safety, **NEVER** block or cover gas appliance ventilators.

## BOILER, CYLINDER & CENTRAL HEATING MAINTENANCE

### CENTRAL HEATING

To get the best out of your central heating system, make sure you carefully read the manufacturer's operating instructions where you'll find useful guidance. Regular servicing of the boiler and hot water cylinder is important to help ensure efficiency and is also essential for your 2 year warranty. Be aware that some service agreements only include an inspection of the water cylinder rather than a full service. During the summer, when the central heating is normally turned off, you should test it for a short time to ensure everything is working properly before colder weather arrives. Please keep all paperwork from the engineer at the property.

For details of when your boiler and hot water cylinder service is due please refer to your boiler pack.

### WHAT SHOULD I DO IF MY BOILER DOESN'T COME ON?

If your boiler is on, the indicator light will be lit. If this isn't the case, check your consumer unit (see Electrics & Alarms) to see if the RCD has tripped.

If your boiler still fails to operate, refer to the manufacturer's operating manual. If there are still no obvious malfunctions, contact Customer Care.

### WHY CAN'T I GET ANY HOT WATER?

The hot water controls may be switched off on your boiler – make sure that it is turned on. Also check your timer and if necessary, alter this to more appropriate times. If you have a hot water cylinder you can use the immersion heater (located in the airing cupboard) to heat water independently of the boiler.

If this doesn't resolve the problem your boiler may not be working – see instructions above.

### PREPARING YOUR CENTRAL HEATING FOR THE WINTER

Your boiler, cylinder and central heating system are likely to be working harder over the winter months to keep your home warm and cosy.

Ensure that your boiler and hot water cylinder have been serviced. Make sure that flues are not obstructed. Flues are a duct for smoke and waste gases produced by a fire or a gas heater.

### RADIATORS

Your home has been fitted with radiators which will run off your central heating system to keep your home at a comfortable temperature (note that some homes may have electric heaters).

There are some common issues which you may experience with your radiators which are easy to solve:

### LEAKING RADIATORS

There may be a loose radiator fitting, or the valve may have developed a small leak.

### COLD RADIATORS

There may be air trapped in the radiator which is preventing it from heating up. Bleed the radiator using a radiator key or slot head screwdriver to release any excess air. Tighten it slightly when the radiator is cold. Once you have finished bleeding your radiators, always check your boiler's pressure, topping this up if necessary.

#### TOP TIP

**DO NOT** attempt to service your own boiler, hot water cylinder or central heating system. This must be completed by a Gas Safe registered engineer. It is your responsibility to arrange any servicing.



## SOLAR WATER HEATING PACK

Your home may have been fitted with a solar hot water system. This is an efficient and environmentally friendly addition to your home and is relatively maintenance free

### WHAT DO I DO IF THE PRESSURE FALLS TO 0?

If you lose all pressure in the system, you should contact an engineer and arrange a visit to assess the problem. More often than not, it will just require re-pressurising.

### CAN I FIX THE SYSTEM IF IT BREAKS?

If the system breaks, do not attempt to repair it. Contact Customer Care who will arrange for a plumber to visit you and repair the system as necessary.

### RETROFIT INSTALLATION OF SOLAR THERMAL OR PHOTOVOLTAICS ON THE ROOF OF YOUR NEW HOME

When considering the installation of Solar Thermal or Photovoltaics the structural integrity and suitability of your roof to withstand the loadings must be considered. Therefore, if you would like to retrofit Solar Thermal or Photovoltaics on the roof of your property we would strongly recommend that your chosen installer is Microgeneration Certification Scheme (MCS) accredited [www.microgenerationcertification.org/consumers/installer-search](http://www.microgenerationcertification.org/consumers/installer-search)

MCS aims to provide consumer confidence that products and installers meet and continue to meet robust standards. As part of MCS, the installer is obliged to check the structural integrity of your roof to ensure that an on roof system can be installed.

Furthermore, you will only be able to register for Renewable Heat Incentive or Feed in Tariff payments if you have an MCS certificate.

### TOP TIP

Ensure that the level of antifreeze within the system is checked annually as part of a regular service. This will ensure that peak performance is maintained. This should be done by the installer or a certified solar engineer and is your responsibility to arrange.

The solar system power should be “on” at all times, with the exception of when it is being serviced.

# KITCHEN MAINTENANCE



KITCHEN CUPBOARDS



WORKTOP MAINTENANCE



## KITCHEN CUPBOARDS

### WEAR & TEAR

Cupboard doors have been made to withstand the normal wear and tear associated with everyday kitchen life and are treated to resist normal household cleaning chemicals. However, any spills should be rinsed immediately and dried thoroughly.

Avoid placing electric kettles and steamers directly below wall units and on worktop joints to minimise condensation.

### MELAMINE & LAMINATE MAINTENANCE

Doors and drawers should be wiped clean with warm water and a damp cloth containing a mild detergent, such as washing up liquid. You should avoid the use of scouring pads or wire wool and not use abrasive cleaning agents.

### WHAT SHOULD I DO IF I SPILL SOMETHING ON MY CUPBOARD DOORS?

If you spill any oil based substances such as butter or cooking oil, it should be wiped away immediately to prevent staining.

There may be a noticeable sheen after the surface has been wiped, but this can be easily removed by the use of a mild detergent if used immediately.

### WOODEN KITCHENS

Kitchen cupboards made from wood reflect the grains and textures found in nature – such variances must be expected.

All timbers mellow when they are exposed to sunlight and colour change will possibly occur over time.

### WOOD AND VENEER MAINTENANCE

The lacquered finish of wooden and veneer cupboard doors gives them a tough, hard-wearing surface. Spills should be wiped away immediately. Once dry, polish these with a soft cloth to preserve the wood's natural finish.

### MINOR ADJUSTMENTS

Kitchen doors and drawers will settle once they are loaded for the first time and also after regular use. To keep them in good working order, they may need to be adjusted. This is part of normal homeowner maintenance and you should refer to the documents supplied with the kitchen for further guidance.

#### TOP TIP

Inspect the door hinges and drawer runners from time to time to remove any dirt, fluff or general grime. This can be done with a dry brush, duster or the vacuum cleaner.



## WORKTOP MAINTENANCE

You will receive detailed information regarding the maintenance of your worktop from the manufacturer. Some simple guidance has been included below.

### LAMINATE WORKTOPS

Laminate worktop surfaces are designed for easy maintenance and to be long lasting.

Everyday stains, such as coffee spills and finger marks clean up easily with a quick wipe with a damp cloth, whilst tougher stains may require the use of a non-abrasive, non-acidic cleaner, applied with a soft bristled brush. Although they are generally resistant to scratches and normal wear and tear, it is advisable to use a cutting board when using sharp knives.

Never place hot pans or dishes directly onto worktops – always use a heat shield or hot pad to avoid blistering or cracking laminate.

### GRANITE WORKTOPS

To maintain the appearance of granite worktops, we recommend that you use a specialist granite cleaning product. This will remove grease, oil and general dirt from your worktop and help to restore its glossy look.

This should also offer additional protection against scratches and water marks, especially on marble or limestone surfaces.

### EARTHSTONE/SILESTONE WORKTOPS

It is recommended that you clean Earthstone work surfaces daily with a mild detergent and water, followed by rinsing it with warm water and drying the surface. Weekly polishing should return the surface to its original condition. You should not place hot plans directly onto Earthstone work surfaces as these will cause damage. Spills should also be removed immediately using a mild detergent to prevent staining.

#### TOP TIP

Hide any fine scratches in your laminate worktop by applying a light coat of non-oily furniture polish.



# WINDOWS & FLOORS

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OPERATING AND ADJUSTING YOUR  
WINDOWS AND FRENCH DOORS



CLEANING AND MAINTAINING  
YOUR WINDOWS AND  
FRENCH DOORS



FLOORING AND WALL  
MAINTENANCE

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## OPERATING AND ADJUSTING YOUR WINDOWS AND FRENCH DOORS

### WINDOW SAFETY

Most windows within your home are likely to incorporate lockable window handles to enhance security and prevent them being easily opened. In some properties, certain windows may have been fitted with handles that cannot be locked and therefore always remain unlocked. This arrangement is to comply with the Fire Safety requirements of the Building Regulations and NHBC Technical requirements. We would strongly recommend that you familiarise yourselves with the operation of each window throughout your home and consider this for all occupants.

### OPERATING OUTWARD OPENING WINDOWS

To open your windows, insert the key and turn it to unlock. Push the button to release the handle, turning it towards the main window pane and pushing to release the window.

To close it, simply pull the window back into the frame and turn the handle when the window is flush with the frame until you hear the button click. For additional security, lock the window with the key.

### OPERATING TILT & TURN WINDOWS

Your windows can tilt or fully open inwards. When the window is closed, the handle will be vertical, with the lock at the top. To open your window, insert the key and unlock it.

### TILTING

Tilting the window allows the window to open slightly for ventilation. To do this, turn the handle 90 degrees and

pull the window towards you. To close it, simply push the window back into the frame and push the handle down into the lock position.

### FULLY OPEN

To fully open the window, the window must first be fully closed. Turn the handle 180 degrees and pull the window inwards. To close the window, push the window back into the frame and move the handle back into the lock position. For additional security, lock the window with the key.

### FIRE ESCAPE WINDOWS

Fire escape windows are designed to allow an easy exit in the unlikely event of an emergency.

They are clearly marked with a green fire escape label and non-locking handles. These windows open and close in the same way to standard outward opening windows, but open wider to allow you to leave the property in the case of an emergency.

### FRENCH DOORS

You may have French doors in your property, providing access to the rear garden or a Juliet balcony. These all include locking mechanisms.

### OPERATING YOUR FRENCH DOORS

Both doors have handles, however in order to open the doors, you will need to unlock both, opening the "main" door before the second door will follow.

To close the doors, close the secondary door, followed by the main door, lifting both handles before locking them.



## CLEANING & MAINTENANCE

To prevent the build-up of everyday grime and to ensure that your windows and doors remain in good working order, they will require occasional cleaning and maintenance.

Drainage holes, roller tracking and lock pin locations should be inspected regularly and kept free from debris or blockages.

Dirt and grit should also be removed from door thresholds, opening window sills and any other moving parts.

### CONDENSATION

If the temperature within your home is significantly higher than the outside temperature, it is likely that condensation may occur on the inside of your windows. Open your window slightly to release any excess moisture in the air. Velux and keylights can be left on a vented opening to reduce the likelihood of condensation.

### CONSERVATORIES (IF APPLICABLE)

Conservatory roofs should be cleaned regularly with warm water and a mild detergent to remove any grime and algae.

Velux and keylights can be left on a vented opening to reduce the likelihood of condensation.

### PREPARING FOR THE WINTER

- Check all seals and vents are in working order
- If required, replace weather stripping and exterior mastic

### TOP TIP

Clean UPVC surfaces with warm water and a mild detergent (for example, washing-up liquid) using a soft cloth. Never use abrasive or solvent cleaners as these will damage UPVC surfaces, letterboxes and handles.

To avoid condensation on your windows, open them slightly when you are cooking or showering and keep trickle vents open.





## FLOORING & WALL MAINTENANCE

### VINYL AND LAMINATE FLOORING

Most vinyl and laminate finish flooring is resilient, but will scratch, tear and dent under certain conditions.

It is recommended that you don't use too much water when cleaning these surfaces. Regular vacuuming and dry mopping is preferable to avoid long-term damage.

### FLOOR TILES

Floor tiles require regular cleaning to reduce the build-up of surface dust and other deposits which can scratch the surface. It is recommended that they are steam cleaned rather than vacuumed to avoid the risk of scratching.

### WALLS

When repainting walls and ceilings, make sure that the surfaces are clean and free of grit and grease. Also ensure that you sand down and smooth the area where you have used filler prior to painting.

If you are drilling into a wall, make sure that you check what is behind it using a pipe detector to avoid causing damage to your property, as this is not covered by your Warranty.

### TOP TIP

Use capped table and chair legs which will rest directly onto your flooring surface to avoid scratches. Do not drag appliances across your floor as this may damage the surface. Shoes with metal heels or stiletto heels can also ruin the appearance of vinyl and laminate flooring. Avoid walking on these surfaces when in this type of footwear.

# PLUMBING & DRAINAGE



YOUR WATER SUPPLY



PLUMBING AND DRAINAGE



## YOUR WATER SUPPLY

Water is supplied by the local water company from an underground service pipe which is fitted with a stop valve at the boundary to your property for use by the water company in an emergency.

### YOUR MAINS STOP VALVE

As the water enters your home its flow is controlled by the mains stop valve which allows the supply to be isolated for maintenance or in an emergency. You will have been shown exactly where your mains stop valve is during your New Home Tour, often it can be found within the kitchen sink unit.

### STOP COCKS

The hot and cold water systems each have separate stop cocks. The hot water stop cock should be found in the cylinder cupboard and the cold water stop cock between the cistern and first tap.

### WATER METER

Your water meter is usually located in the ground, outside your property. Reading your meters will ensure that you receive more accurate energy bills.

You only need to record the black numbers. These measure the cubic meters of water used and this is how you will be charged. Red numbers record smaller units which are not chargeable.

### FROST PRECAUTIONS

Keep the temperature in the house above freezing point. Remember that the hot water and central heating systems should never be lit when the water is turned off.

### OUTSIDE TAPS

Outside taps are not frost proof unless you disconnect hoses and other appliances during freezing weather.

The most common cause of burst water pipes is a frozen outside tap which has not been drained or isolated properly. You can isolate the tap under your kitchen/utility sink and drain.

#### TOP TIP

Cooking fat/grease may be easily poured down the sink when it's hot, however when it cools it solidifies, often causing blockages. To dispose of it, pour it into a container.

Make sure that you continually clean and maintain the grout and mastic around the edges of baths, sinks and showers. It is possible that this may crack over time - this is perfectly normal and is your responsibility to maintain.

## PLUMBING & DRAINAGE

### PLUMBING MAINTENANCE

Over time, tap washers may fail. This is perfectly normal and due to wear and tear. The replacement of washers is common and necessary to stop dripping taps. It is your responsibility to replace these.

### DRAINAGE

Large solid items going through your drains and sewers cause major problems. Call outs to remove blockages caused by anything other than toilet paper, including the below, may incur charges:

- Contraceptives
- Female hygiene products including wipes
- Cotton buds
- Packaging and cleaning wipes
- Dental floss
- Nappies and baby wipes

### MAN HOLES

Intermittent access may be required to man holes which may be located in your front or rear gardens. Please ensure that these are not covered and are readily accessible.

#### TOP TIP

During the winter, remove hoses and adapters from external taps and store these in a safe place. This will prevent them from becoming damaged in freezing weather. Keep gutters free of debris to ensure that they function correctly.



# OUTDOOR MAINTENANCE

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GARDEN MAINTENANCE



DRIVEWAY MAINTENANCE



ROOF AND CHIMNEY  
MAINTENANCE

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## EXTERNAL BRICKWORK

Most homes will develop minor cracking during the 2 Year Warranty period due to foundations settling and thermal expansion and contraction. This is perfectly normal and will not require filling unless the cracks are wider than 2mm.

Efflorescence (white marks on brick work) may also appear. This is caused by natural salts coming out from the wall materials. This is not harmful and will usually disappear over time.

### RENDER:

External renders have low maintenance qualities, but periodic homeowner maintenance will be required, depending on the environment and surroundings. Over the past few years the warmer temperatures and prolonged damp weather across much of Europe has

meant there has been an increase in the formation of algae growth on buildings. In most winters, below zero temperatures cause the algae to freeze which prevents spread. The mild conditions in recent winters mean the algae continued to grow all year round. Although algae formation on renders is unsightly, testing has proven it does not affect the performance of the product. Render may be cleaned periodically by the use of a pressure washer incorporating a mild detergent. Any organic growth should be treated with anti-fungal wash.



## GARDEN MAINTENANCE

To help your garden look and stay wonderful, follow these handy tips:

### LAWNS

- It takes around two years for a full lawn to develop from turf
- Keep off newly laid lawns as much as possible, especially if it has been laid during wet conditions or in the winter
- If your lawn was laid in dry conditions, keep it well watered. Watering should take place in the morning or evening to avoid it from being scorched by the sun
- Wait until roots stabilise the soil before mowing. New turf takes at least one season to settle properly. When you do mow it, do not cut it too short
- Feed the lawn each spring (after the last frost) and throughout the summer
- During the autumn, aerate the lawn with a garden fork to allow healthy root growth and drainage

- Shrinkage may appear where turf joins. This is perfectly normal and to be expected

- Keep lawns aerated to improve drainage and prevent attacks by leatherjackets (crane fly larvae) which feed on grass roots and stem bases

### SHRUBS & TREES

- Most shrubs and trees need little attention once they are established, but should be regularly watered during the first year
- Newly planted trees should be drenched at least twice a week and more frequently during dry spells
- Never plant trees too close to your house as roots may interfere with your foundations
- Cut back plants during the autumn to improve root growth



## DRIVEWAY MAINTENANCE

If you have a driveway which has been laid with asphalt/bitumen the following guidance applies.

Your driveway surface has been laid in accordance with the relevant British standards. The materials used in the surfacing are manufactured by an accredited aggregate supplier, with the asphalt specifically designed to offer increased durability.

### CARING FOR YOUR DRIVEWAY

The hardening of the bitumen in your driveway surface is achieved through a natural process of oxidation. This can take longer through the warmer summer months.

Occasionally, exceptionally hot periods of weather can agitate the driveway surface during its early life. This will not compromise its durability, however, care should be taken at all times to avoid moving vehicles in tight turning circles on your drive.

Fuel or oil spillages should be avoided on your driveway surface as these have a corrosive effect on the bitumen.

The use of pressure washers on your driveway is not recommended during its early life-span as this will force out the fine aggregates used in the production process.



## ROOF & CHIMNEY MAINTENANCE

Extreme weather including high winds, driving rain and snow may cause damage to your roof.

Any damage caused by the weather is not covered by your Warranty and should be referred to your property insurer.

Please note that your loft should not be used for storage.

### CARING FOR YOUR CHIMNEY

You may have a pre-fabricated chimney on your property.

There is no regular maintenance associated with your chimney, however to ensure that it remains in safe working order, you should NEVER attach a TV aerial, satellite dish or any other pole to the chimney.

Fixings will penetrate the waterproof membrane and may lead to water entering your roof space. Furthermore, this will invalidate your Warranty.



# OUR COMMITMENT TO YOU

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CUSTOMER CHARTER



NATIONAL HOUSE BUILDING  
COUNCIL GUIDANCE FOR YOU

T&C's TERMS AND CONDITIONS

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# CUSTOMER CHARTER

## OUR PROMISE TO YOU

At Barratt Homes we put the same high standards of care and attention into looking after our customers as we do into building our homes.

Through our 10 point Customer Charter, we are committed to helping you throughout your purchase and long after you have moved in.

1. We will provide you with detailed information about your new home and our Customer Care procedures.
2. We will provide you with assistance regarding the choices and options available to you.
3. We will provide you with regular updates about the progress of construction, legal completion and occupation dates.
4. We will provide you with health and safety advice to minimise the risk of danger during construction.
5. We will undertake a demonstration of your new home's many features before you move in.
6. We will issue you with documentation to help guide you through the different stages of buying a new home, running it in and maintaining it.
7. We will provide you with advice on the NHBC 10 Year Buildmark warranty and also warranties from other manufacturers from which you will benefit.

8. We will provide you with a helpful and efficient after-sales service, including emergency out of hours cover and a transparent complaints handling procedure ([www.barratthomes.co.uk/Help--support/Forms/Contact-form-test/](http://www.barratthomes.co.uk/Help--support/Forms/Contact-form-test/))
9. We will provide you with a copy of the Consumer Code for Home Builders at the time of reservation and will adhere to the requirements it places upon us.
10. We will facilitate an independent satisfaction survey so that you can feedback and tell us how we are performing.

### CONSUMER CODE FOR HOME BUILDERS

The Consumer Code for Home Builders gives protection and rights to purchasers of new homes, ensuring that all new home buyers are treated fairly and are fully informed about their purchase before and after they sign the contract.

Visit [www.consumercodeforhomebuilders.com](http://www.consumercodeforhomebuilders.com) to view this online today.



# NATIONAL HOUSE BUILDING COUNCIL

## GUIDANCE FOR YOU

**This section gives general advice from the National House Building Council on safety in your home and garden. This is for your guidance only and should not be considered as either mandatory or comprehensive.**

### FIRE SAFETY

#### General

- Check your home for possible sources of fire, for example, rooms with sources of heat such as kitchens, boiler/utility rooms, living and other rooms with open or gas fires and rooms with portable heaters. Plan how you would escape should fire break out in any of those rooms.
- Guard the heat source where you can. For example, guard open and gas or electric fires and don't put flammable materials such as newspapers or clothes on the guard. Place portable heaters away from furniture and furnishings, and ensure they can't be accidentally knocked over, particularly by children, the infirm or elderly.
- Obtain suitable fire fighting equipment, such as a fire blanket for your kitchen and a general purpose fire extinguisher. Make sure you read the instructions and know how to use them. You may not have time in an emergency.
- Don't place loaded clothes horses around open, gas or electric fires. Where practicable, switch off or extinguish heat sources before you leave home, particularly for a prolonged period and close all doors and windows.

#### Smoking

- Don't leave a lighted cigar, cigarette or pipe unattended, even in an ashtray.
- Do not smoke in bed, or where you are likely to doze off.
- Always ensure matches, cigarette ends etc. are fully extinguished before discarding.

- Don't place cigarette ends or matches in waste paper bins or other receptacles containing combustible material.

#### Smoke alarms

Remember, you are far more likely to die of asphyxiation or poisoning from smoke and toxic fumes generated by a fire than as a result of burns, particularly when you are asleep. Your builder will have installed smoke alarm(s) as required by regulations. Please read and follow the guidance provided by the manufacturer concerning the maintenance and testing of these appliances.

#### Kitchen fire safety

One of the most common causes of fire in the home is the chip pan.

#### Remember:

- Never fill a pan more than one third full with fat or oil.
- Never leave the pan unattended with the heat source switched on.
- If a pan does catch fire, don't attempt to move it and don't throw water over it. Use a fire blanket if you have one or quickly dampen a towel and place it over the pan to smother the flames. Leave to cool for at least 30 minutes.

Other types of cooking which involve the heating of oil or fat in an open pan such as stir frying in a wok, can similarly cause fires. These should be dealt with in the same way as a chip pan fire.

### ELECTRICAL SAFETY

Mains voltage electricity can kill and an overloaded supply can cause a fire, so follow these simple safety rules.

- Only use appliances which are BEAB approved or CE marked.
- Do not leave electrical appliances switched on unnecessarily.



## NATIONAL HOUSE BUILDING COUNCIL GUIDANCE FOR YOU

- Unplug appliances when you can.
- Check that the plug has the correct fuse for the appliance.
- Check leads regularly and replace if damaged.
- Do not attempt to repair damaged leads or make connections using adhesive tape.
- Do not overload an outlet socket. The general rule is one socket, one plug, so a fused 'gang' socket would normally be acceptable, but a two or three way adaptor wouldn't.
- Ensure all appliances are correctly insulated and, where necessary, earthed.
- Use hand held electrically powered appliances or tools in conjunction with residual current devices (RCDs) if possible.
- When using extension leads, place them where they will not be liable to damage or cause you to trip. This is particularly important with leads to electric lawn mowers, or other garden equipment.
- Do not put power cables or extension leads under tension.

### WORKING ON YOUR HOME SAFELY

Whatever you are going to do, whether it is to the inside or outside of your home, there are some basic rules which you should follow.

1. Plan the job thoroughly. Consider what you are going to do and how you are going to do it.
2. Consider the risks you may face. Remember a job which may be perfectly safe in the open air could be hazardous in an inadequately ventilated room.
3. If the consequence of a risk could be severe, for example falling from a height, think about how the risk could be avoided, or reduced, for instance by doing the job another way.

4. Check the materials you are going to use to see whether there are any precautions you will have to take when using them. Health and safety information about a product will be found on the container or accompanying leaflet.
5. Have the right tools, and check that they are in good condition. If you are unfamiliar with a particular tool, read and follow the manufacturer's guidance.
6. If the job has to be carried out above the ground or floor level, obtain suitable access equipment, for example a ladder or stepladder.
7. If there are possible risks associated with the tools you are going to use, for example eye injury when grinding, or from the materials you are going to use, for example harmful fumes from an adhesive, be sure you have and wear suitable personal protective equipment.
8. If the work is inherently risky, for example working from an extended ladder, avoid working alone if possible, and try to use secondary protection such as a safety harness.
9. If the duration of a job at height is likely to be lengthy, consider hiring access equipment such as a scaffold tower. This will make the job quicker, easier and safer to do.
10. Dispose of surplus and waste materials carefully. Follow the manufacturer's directions for disposal and clean-up, where available.
11. Have a well equipped first aid kit available.



## NATIONAL HOUSE BUILDING COUNCIL GUIDANCE FOR YOU

### WORKING AT HEIGHTS

If you are going to work from a ladder take the following precautions. Remember you should only work from a ladder if you can do so using one hand with the other free to firmly grasp the ladder AND are not afraid of heights.

- Inspect the ladder before use. If it is a wooden ladder check for broken rungs and split styles. If the ladder is damaged do not use or attempt DIY repairs.
- Try to use a ladder with non-slip foot attachments.
- Erect at a stable angle (one out to four up) and secure at the top if possible.
- Where it is impracticable to secure at the top, for example when against the face of a wall, secure the feet by locating them in a shallow trench or chocking with a heavy object to prevent slippage.
- Move the ladder regularly, do not overreach to try to save yourself from descending and moving the ladder.
- Use attachment trays or hooks for containers and tools, such as paint tins and brushes.
- Never extend extension ladders beyond that permitted by the manufacturer. If in doubt check before use.
- When handling and moving ladders, beware of overhead obstructions, particularly power lines.
- Never attempt to work on a sloping roof unless you have a proper roof ladder AND are confident of working at heights.
- Do not climb if you are taking medication.

### MATERIALS AND SUBSTANCES TO BE USED

Many materials and substances used for construction and maintenance purposes can be harmful if handled or applied incorrectly, or without taking the appropriate precautions.

Examples include:

- Cement, which can cause alkali burns and dermatitis on bare skin.
- Some hard woods, which can cause respiratory problems if their dust is inhaled.
- Some glues and adhesives which give off harmful fumes when setting.

- Solvents which can be highly flammable and harmful.
- Cleaning materials which may be corrosive and give off harmful fumes.
- Concrete products, which when abraded, create dusts which can cause chronic disease such as silicosis if inhaled over a significant period of time.

Where the material or substance has been purchased recently it should be accompanied by relevant health and safety information. This should include how it can be safely stored, handled, applied and disposed of. Spillage and clean up information should also be included.

Read this information and follow it carefully, particularly with regard to the specified conditions of use and any precautions to be taken, for example, no smoking during use or the wearing of personal protective equipment such as gloves or goggles.

Do not mix different products, unless recommended by the manufacturer.

### DRILLING OR CHIPPING A WALL OR FLOOR SURFACE

Check for the location of services buried beneath a wall or floor surface before drilling or chipping away the surface. Power cables are most likely to be horizontally or vertically positioned from power sockets and light switches. Remember, mains voltage electricity kills! Gas and water services could be embedded in a floor slab.

### GAS FIRES

Carbon monoxide poisoning is one of the most frequent causes of accidental death in domestic premises. It is colourless and odourless and is a by-product of combustion in all types of gas fires. To ensure their continued safe operation, gas fires and gas fired boilers should be serviced annually by an Approved Gas Engineer (GAS SAFE registered or similar scheme).

Coal, coke or log effect fires also depend on the provision of permanent vents to prevent the by-products of combustion, including carbon monoxide, from entering the room. These vents, which ensure the discharge of the combustion gases into the chimney flue, must not be covered or obstructed. They will be located in the floor or the external walls.



# TERMS & CONDITIONS

These terms and conditions do not affect your statutory rights. 1. "Barratt", "us" "our" and "we", when used in these terms & conditions, refer to Barratt Homes. "You", "your" and "yours", when used in these terms and conditions refer to the Owner or Purchaser from Barratt Homes. All other capitalised words and expressions, when used in these terms & conditions, shall have the same meaning as in your NHBC Build mark policy. All gas and electrical appliances bought from us at the time of Completion, together with the gas boiler and cylinder, come with the benefit of a manufacturer's Warranty (subject to evidence of compliance with the manufacturer's individual terms, to include, but not limited to regular and not less than annual servicing of the gas boiler and cylinder). 3. In addition to any other conditions set out in these terms and conditions you must comply with all conditions which are relevant to Section 2 of your NHBC Buildmark Policy throughout the full period of the warranty, including, but not limited to matters referred to in the General Exclusions & Limitations and Conditions of Cover sections, and Section 2 of the NHBC Buildmark policy. 4. Our liability for any claims under this Warranty shall be limited to the greater of: 4.1 the amount (if any) that Barratt would be liable to pay under the standard terms and conditions of your NHBC Buildmark policy; and 4.2 the Original Purchase Price of your property. 5. The matters covered in any Warranty are subject to you complying with any duties outlined in your NHBC Buildmark policy together the Guidelines included in this "Guide to your new home" provided to you on Completion, which include, but are not limited to: 5.1 you must take care not to dispose of items such as nappies and sanitary towels via the toilets as this could affect the drainage of your own property and indeed neighbouring properties for which we will not be responsible. 5.2 you must check all gutters remain free from all obstructions. Leaves obstructing guttering fall into the remit of household maintenance. 5.3 In respect of your central heating and hot water systems full and complete compliance must be made with the manufacturers operating instructions and regular and not less than annual servicing of the boiler and cylinder and evidence of the same is required. This will also enable you to get the best

out of the central heating and hot water system. In addition you must comply with any manufacturers individual terms to retain the benefit of any separate warranty from them. 6. As a precondition to any claim being made under this warranty you must: 6.1 contact your local Barratt Customer Care Department. 6.2 give us the opportunity to inspect your home as soon as possible. 6.3 give us all the information that you have to enable us to properly assess your claim. 6.4 where it is agreed that the claim is for a Defect covered under this Warranty allow us to remedy the Defect within a reasonable time. 7. For the purposes of resolving any dispute under or in relation to the terms of this warranty and/or whether it applied to any item you should comply with our Complaints Procedure, details of which are available on our website. Written notice of any dispute to be dealt with under the Complaints Procedure should be given to the Customer Care Department at your local Barratt office who will assist.

Barratt Homes is a trading name of BDW Trading Limited (Registered Number 03018173) which is a subsidiary of Barratt Developments PLC (Registered Number: 00604574) both with registered offices at Barratt House, Cartwright Way, Forest Business Park, Bardon Hill, Coalville, Leicester, LE67 1UF.

YOUR HOME MAY BE REPOSSESSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR MORTGAGE

Caring for Your New Home is provided as guidance only. Individual manufacturers' instructions should be adhered to where possible and guidance should be sought for any queries relating to the content of this guide.

Images typical of Barratt Homes. Images are for general guidance only and are not intended to form part of any contract or warranty. Images may include optional upgrades at additional cost.



**BARRATT**  
— HOMES —

**[barratthomes.co.uk](http://barratthomes.co.uk)**

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