

A COMPLETE GUIDE TO

Customer Care & Ongoing Maintenance



CONGRATULATIONS ON BUYING YOUR NEW BANCON HOME, WE HOPE YOU WILL BE VERY HAPPY HERE. OUR DEDICATED CUSTOMER CARE TEAM ARE HERE TO SUPPORT YOU WITH ANY QUESTIONS YOU MAY HAVE.

If you have a query, we would firstly recommend that you check out our very helpful New Home Information Pack, which has information relating to all aspects of your new home. If your query cannot be answered within the New Home Information Pack, there are various methods to contact our Customer Care department.

Email: customercare@bancon.co.uk

Telephone: 01330 827367

Letter: Customer Care Department, Burnett House, Burn O'Bennie Road, Banchory, Aberdeenshire, AB31 5ZU.

If you require to report any maintenance issues, please do so via the *Homecare App*, details of which will be provided after handover.



IF YOU HAVE AN EMERGENCY:

If you have an emergency to report during office hours (8.30am-5pm Monday-Thursday, 8.30am-4pm Friday), please contact our Customer Care team using the information provided on opposite page.

If you have an emergency situation outside normal office hours, please contact:

1 Call Property Maintenance –
033 33 44 8155

Davies (Central Belt developments only) –
0121 817 6171

The following situations are classed as emergencies:

- Complete failure of the heating and/or hot water systems (in the first instance, please attempt to resolve by following the manufacturers instruction manual)

- A water leak that can't be contained
- Complete failure of the electrics (please make sure they're not caused by a general supply failure in your area and also check your main circuit board and attempt to reset first)
- Flooding caused by a blocked drain threatening to enter your home
- Failure of an external door locking or ground floor window causing a loss of security
- Gas leak – where you suspect there is a gas leak you should immediately contact your National Gas Emergency Service
- Roof leaks – if this is caused by a storm, please contact your buildings insurance company

Customer Care

Customer Care

28 DAYS PRIOR TO HANDOVER

In line with NHQB requirements, we are obligated to inform you that you have the opportunity to appoint a suitably qualified inspector to undertake an inspection on your behalf, using the NHQB Standard Pre-Completion Inspection Checklist. Our Sales Team will send you a letter, around 28 days before handover, with a reminder on this.

Please be assured it is not a requirement for you to do so, and Bancon Homes have a thorough and stringent in-house quality inspection process. Each new home is inspected multiple times, including checks by NHBC, Building Control, our Site Managers, Quality Manager, Contracts Managers and final sign off by our team of Directors.

Please note that if you do choose to have an independent inspection, they must be a suitably qualified inspector and we will need to have proof that they comply with the following:

- Be a member of a recognised professional association (e.g., RICS, RPSA, etc.)
- Hold relevant Professional Indemnity Insurance
- Only work within their competency
- Use the Standard Pre-Completion Inspection Checklist for the inspection.

Please note we have the right to reject the report if it is not completed in accordance with this checklist.

If any minor defects are identified by your independent inspector, we will endeavour to resolve these before legal completion.

Where this isn't possible for reasons outwith our control, we will provide you with a list of incomplete items at your handover, which confirms exactly what work is required and when we expect to have it complete.

NEW HOME DEMONSTRATION

Approximately one week before settlement your Sales Consultant will carry out your New Home Demonstration at the property with you to go over all the important details and functions of your new home.



Customer Care

HANOVER

At handover, you will have the opportunity to walk round and inspect the property for any damages. This is to sign off and confirm that you are satisfied with the appearance of key areas of your home, as any damage/scuffs/marks/dents reported after handover will not be accepted, as we will be unable to confirm how damage has occurred.

Your Sales Consultant take you round the home and specifically ask you to look at the following, in accordance with the relevant standards noted against each area.

- **Glazing units (free from scratches over 25mm, inspected in daylight from a minimum distance of 2m (3m for laminated or toughened glass) looking through the glass in natural light)**
- **Kitchen furniture, worktops, hob, extractor hood, appliances (no conspicuous abrasions or scratches on factory-finished components when viewed in daylight from a distance of 0.5m)**
- **Sanitaryware including shower trays and enclosures (no conspicuous abrasions, scratches or chips when viewed in daylight from a distance of 0.5m)**
- **Ceramic wall and floor tiles (check for damages from an appropriate distance)**
- **Floor coverings, if installed before handover (check for obvious damage)**
- **Radiators (check no damages to underside of radiators – once you've moved in, ensure hoovers etc. do not bash the bottom as it may cause rusting to the underside)**

- **Paintwork (i.e. dents/major scuffs/damage) – surfaces should be viewed in daylight from a distance of 2m and not by not shining artificial light on the surface. Including woodwork i.e. skirtings/door frames etc.**

14 DAY LIST

Your 14 Day list will open on the *Homecare app* to allow you to report 'living items' that you may have noticed since taking ownership of the property. Examples of what you may expect to report on your 14-day list are:

- **Internal doors not latching**
- **Taps dripping or toilet flush running**

Examples of items we do not accept at this stage are:

- **Paintwork (shrinkage 2mm and above will be dealt with at the 12-month maintenance period)**
- **Dents/marks/scratches to any surfaces, glass, sanitary ware, walls, worktops etc.**
- **External damages such as chipped slabs, steps or lockblock**
- **Landscaping (topsoil, turf or shrubbery) – after handover, maintenance of landscaping is the responsibility of the homeowner (please refer to your New Home Guide for more info and tips)**



Ongoing Maintenance

Ongoing Maintenance

RUNNING-IN YOUR NEW HOME

During the first few months, your home will need to 'settle', which includes allowing it to dry out gently. Generally speaking, it will take around 9 months to a year for your home to dry out. During this period, you may notice minor cracks in interior walls, gaps in joinery or white deposits on external walls.

This is all completely normal in new homes, and may occur regardless of what you do, but there are steps you can take to try and minimise them:

- **Leave windows or trickle vents open** and use the extractor fans in your bathrooms and kitchen to help ventilate your home and allow moisture to evaporate more naturally. This will also avoid condensation forming.
- **Shrinkage is accelerated by heat, so try to keep an even temperature throughout your home.**
- **If you move in during winter, it may be tempting to turn on the heating to its highest setting, but this is not** recommended as the high heat may accelerate the shrinkage.

SNAGGING ITEMS

Your home has been constructed by a number of different trades in accordance with relevant Building Regulations and NHBC Standards, and whilst every care has been taken to ensure it is handed over with no problems, occasionally there can be minor issues that only become apparent once the home is occupied.

If you identify snags, please report these to our Customer Care team via the [Homecare App](#). They will arrange repair by our trades or subcontractors and will be in touch to arrange access to do so. Under normal circumstances, we aim to resolve most snags within 30 days of being reported. If this is not possible, if, for example we need to order materials which have a longer lead time, we will keep you updated and let you know an anticipated date for the repair as soon as we can.



Ongoing Maintenance

12 MONTH MAINTENANCE

As part of our after care service, we offer a 12 month maintenance to fix shrinkage that has occurred. Around 11 months after handover, you will receive an invitation to submit your 12 month maintenance list. The email will come from Customer Care and will provide information on the process and guidance of items you may want to look out for.

Examples of what you may expect to report on your 12 month maintenance list are:

- Popped nails rows of 6 or more
- Excessive shrinkage (2mm or more), 4mm or more on the staircase
- Minor adjustments to doors/windows
- Resealing of baths and showers



Examples of what we won't do at this stage are:

- Painting of whole walls or ceilings. Where required, we will touch up areas, which may show up as flashing in certain light conditions.
- Hairline shrinkage cracks (less than 2mm)
- Any damage to the property caused after handover, this is considered as wear and tear and is not covered under warranty
- Discolouration of walls or ceilings due to candle smoke
- Mould/condensation caused by lack of ventilation

Once we have attended to your 12 month maintenance list, no further works will be carried out in respect of popped nails or shrinkage and we refer to the **NHBC Guide to Your New Home** document. It is entirely normal that shrinkage will occur in your new home, and this can be filled and painted in the course of your own home decoration.





Ongoing Maintenance

2 YEAR BANCON HOMES WARRANTY

Details of what is covered under the 2 Year Bancon Homes Warranty can be found in the Home Information Pack.

During the first 2 years you will be covered by our out of hours emergency service, which covers a fault arising in the property which is likely to harm persons or property within your home and is available 24 hours a day, 365 days a year. Further details of this can be found on page 1 of this document or in the *New Home Guide*.

10 YEAR NHBC BUILDMARK WARRANTY

In addition to the Bancon Homes 2 year warranty, all Bancon Homes are protected by an NHBC Buildmark Warranty which gives you a 10 year structural warranty and a 2 year fixtures and fittings warranty as standard.

Further details of this can be found in the Home Information Pack or on the NHBC website [Homeowners | NHBC](https://www.homeowners.nhbc.co.uk).



Bancon Homes Customer Complaint Procedure

At Bancon Homes, we take pride in putting the same high standards of care and attention into looking after our customers as we do into building our homes. However, occasionally things can go wrong and so we take complaints from our customers very seriously. We strive to resolve any complaint effectively and learn from our mistakes. If you do have a complaint you would like to discuss, please follow this guide which explains the process of each stage.

DEALING WITH YOUR COMPLAINT

If you have a complaint that we have failed to do something we should have done (including a repair), done something badly or have treated you unfairly or discourteously, then please raise this with us and allow us to have the opportunity to put it right.

INFORMAL COMPLAINTS

If you are able to resolve the issue by telephone or email with our Customer Care team and you are happy with the outcome, then you do not need to use our Formal Complaints Procedure. However, if you are not satisfied that the problem has been resolved or handled to your satisfaction and wish to escalate the matter, please do so using the Formal Complaints Procedure.

FORMAL COMPLAINT PROCEDURE

Bancon Homes has stringent processes in place to ensure that your complaint will be thoroughly investigated by the team best suited to deal with your particular complaint. Please ensure all formal complaints are sent only to our Customer Care team as this allows it to be

passed to the relevant person to investigate your complaint.

Please put your complaint, in writing, to the Customer Care Manager, making clear that you wish to raise a formal complaint. To do this, please email customercare@bancon.co.uk with full details of your complaint including your address and photographs if applicable. The complaint will either be dealt with by the Customer Care Manager or submitted to the appropriate person/team and the following steps will then be undertaken:

- **Your complaint will be acknowledged within 4 calendar days of receipt.**
- **We aim to respond fully within 10 calendar days of receipt of complaint, however, depending on the complexity of the investigation, this may take longer. If it does, we will contact you to let you know.**
- **Our full complaint investigation response will be no later than 30 calendar days following receipt of complaint. In the event that the resolution is still underway, we will advise what has caused the delay and an anticipated date for resolution.**
- **Once the complaint has been resolved, we will send a closure letter which confirms what action has been taken.**
- **In the very unlikely event that the complaint is not resolved within 56 calendar days of receipt of complaint, we will send a further response to provide information on what has caused the delay, what the next steps are and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.**

We hope that all formal complaints can be addressed in the first stage, however if you feel your concerns have not been resolved to your satisfaction, you can escalate your complaint by emailing again to customercare@bancon.co.uk and your complaint will be allocated to the appropriate member of the Senior Leadership Team.

They will acknowledge your complaint within 4 calendar of receipt and aim to respond fully within a further 14 calendar days. This response will explain the company's final position in relation to the matters raised.

We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to the NHBC. Alternatively, if the reservation for your new home was taken after 4th July 2023, you may also be able to refer to the New Homes Ombudsman Service.





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