

A COMPLETE GUIDE TO CARING FOR

Your New Home



BANCON
HOMES

“

BANCON GROUP, HAVE BEEN BUILDING HOMES FOR OVER 40 YEARS AND ARE WIDELY RECOGNISED AS ONE OF THE NORTH EAST OF SCOTLAND'S FOREMOST HOMEBUILDING BRANDS.

OUR UNRIVALLED REPUTATION FOR DESIGN AND QUALITY IS EQUALLY ATTRIBUTABLE TO CITY CENTRE HOMES AND APARTMENTS, TO COUNTRYSIDE HOMES TO SUIT ALL – FROM FIRST TIME BUYERS STEPPING ONTO THE PROPERTY LADDER, TO THOSE MORE DISCERNING CUSTOMERS SEEKING SOMETHING SPECIAL.

”



Welcome to your new Bancon Home

HOMES BUILT WITH HEART.

We want to take a moment to sincerely thank you for choosing to purchase your new home with us, and to warmly welcome you to the Bancon Homes family.

As part of the Bancon Group, we've been building homes since 1975, earning a strong reputation for quality craftsmanship, innovation, and award-winning customer service.

We know moving can be a hectic time, so please feel free to reach out to our dedicated customer service team, who are here to assist you every step of the way. If you have any questions or need support, don't hesitate to contact us.

Wishing you a successful move and many happy years ahead in your new Bancon Home.

Jamie Tosh
Managing Director, Bancon Group



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Welcome Home

CUSTOMER CHARTER

INTRODUCING OUR CUSTOMER CARE TEAM AND AFTERSALES SERVICE

AT A GLANCE YOUR POST MOVE DIARY

WHAT TO DO IN THE EVENT OF A HOME EMERGENCY

INTRODUCING OUR HEALTH AND SAFETY INFORMATION

CUSTOMER CHARTER

Our Promise to You

At Bancon Homes we put the same high standards of care and attention into looking after our customers as we do into building our homes. We are committed to helping you throughout your purchase and long after you have moved in.

On 4 July 2023 we became a registered developer with The New Homes Quality Board. As a result of this we have adopted the principles and good practices of the New Homes Quality Code from that date. Any reservations prior to that date are governed by the Consumer Code for Home Builders.

As your home builder we will:

- 1. Provide you with full details and clear information about your new home, the buying process and our customer care procedures.
- 2. Provide you with knowledgeable staff who are able to guide you through your purchase and provide assistance regarding the choices and options available to you (dependent on the point of reservation).
- 3. Provide you with regular updates about the progress of construction, legal completion and occupation date for your new home.
- 4. Provide you with health and safety advice to minimise the risk of danger during construction.
- 5. Ensure that the features and facilities of your new home are demonstrated to you prior to moving in, including a thorough explanation of your warranties and guarantees.
- 6. Issue you with documentation to help guide you through the different stages of buying a new home, running it in and maintaining it.
- 7. Provide you with advice on the Bancon Homes two year warranty and NHBC 10 year Buildmark warranty.



- 8. Inform you about the after-sales service we provide, including emergency out of hours contact details and cover. Our aim is to deal effectively and efficiently with both routine service matters and with any emergencies. Further details can be found on our website which also includes details of our formal complaints procedure – www.banconhomes.com/buying-advice/customer-care/
- 9. Dependent on your point of reservation, provide you with a copy of The New Homes Quality Code or The Consumer Code for Home Builders which we will adhere to.
- 10. Facilitate an independent satisfaction survey so that you can give feedback and tell us how we are performing.

CONSUMER CODES

The Consumer Code for Home Builders and The New Homes Quality Code give protection and rights to purchasers of new homes. They ensure that all new home buyers are treated fairly and are fully informed throughout every step of their home purchase, from the initial marketing of the development, their first meeting with our sales team through to the end of the two-year coverage period.

To download the New Homes Quality Code
www.nhqb.org.uk/homebuyers/downloads.html

To download the Consumer Code for Home Builders
www.consumercode.co.uk/



INTRODUCING OUR

Customer Care Team

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.

CONTACTING CUSTOMER CARE

Our internal Customer Care team is available Monday to Thursday from 8.30am to 5pm and Friday from 8.30am to 4pm. Contact details are provided below, or you can visit the How We Help You section of our website which will help you find the right details.

CUSTOMER CARE TEAM CONTACT DETAILS

Email: customercare@bancon.co.uk

Tel: 01330 827367

www.banconhomes.com



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 aspect of your new home or any of the events listed.

This is just part of our ongoing commitment to excellent service and is our standard approach. In the event that any issues arise we can of course be flexible to suit you.

WHEN	EVENT
Day 1	Welcome visit from your Sales Consultant.
Day 3	Welcome Email/Call from Customer Care.
Day 7	Site Manager visit to ensure you are happy with your new home and answer any queries you may have.
Day 14	Any warranted maintenance items to be reported to Customer Care via the App.
Week 6	Satisfaction surveys – we are always interested in what our customers have to say and welcome your feedback.
Month 11	Invitation to enter 12 month maintenance list.
Year 1	1 Year Maintenance snag carried out.



WHAT TO DO IN THE EVENT OF A Home Emergency

Our emergency service covers a fault arising in the property which is likely to harm persons or property within your home and is available out-with the Customer Care hours set out on page 5.

WHAT QUALIFIES AS AN EMERGENCY?

The following situations are classed as emergencies:

- Complete failure of the heating or hot water systems: an emergency arising from sudden, unexpected and total breakdown of your home's primary heating system. (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 the main circuit board and attempt to reset first).
- Flooding caused by blocked drain threatening to enter your home.
- Failure of an external door locking mechanism 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. **Number: 0800 111 999**
- Roofs leaks. If this is caused by a serious storm, you should call your buildings insurance company.

CUSTOMER CARE

(Mon – Thurs 8.30am – 5.00pm, Friday 8.30am – 4pm)
01330 827367

CUSTOMER CARE OUT OF OFFICE

1 Call Property Maintenance: 01224 638888
The Reserve at Eden, Lochside of Leys, Kinion Heights and Valley View

Davies (Central Belt only): 0121 817 6171
Queens Gate and Bonnington Place

Please be aware that call outs to issues found not to be emergencies may result in costs being passed to you.



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

BANCON HOMES
2 YEAR WARRANTY

NHBC BUILDMARK
10 YEAR WARRANTY



THE BANCON HOMES

2 Year 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 (manufacturer's warranty).
- 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) e.g. solar panels.
- Drainage systems within and external to the property that 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, for 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 in 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 cannot cover properties which are owned by social or affordable housing landlords who provide their own arrangements 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, glass, sanitary ware, kitchens etc. must be reported at handover.
- 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 the 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 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).

NHBC BUILDMARK

10 Year 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.

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.

Bancon reserve the right to choose another warranty provider, should this be the case information will be provided as part of the sales process.

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 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).

**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.*





Running in Your New Home

GENERAL TIPS

SHRINKAGE AND CRACKING CAUSED
BY THE DRYING OUT PROCESS

CONDENSATION, INSULATION
AND VENTILATION

GENERAL TIPS

For Your New Home

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 will be included in your Handover Pack. 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.

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 that 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 AND 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 it’s 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). Is 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 of 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 manufacturer’s recommendation.



CONDENSATION

Insulation and Ventilation

Condensation is a common problem that can cause damage to your home if left unmanaged. 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 the 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. Do not put wet towels or clothes on radiators or towel rails, this can cause them to rust.

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 and Alarms

USING YOUR CONSUMER UNIT

WHO TO CONTACT IF YOU EXPERIENCE AN ELECTRICAL PROBLEM

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.

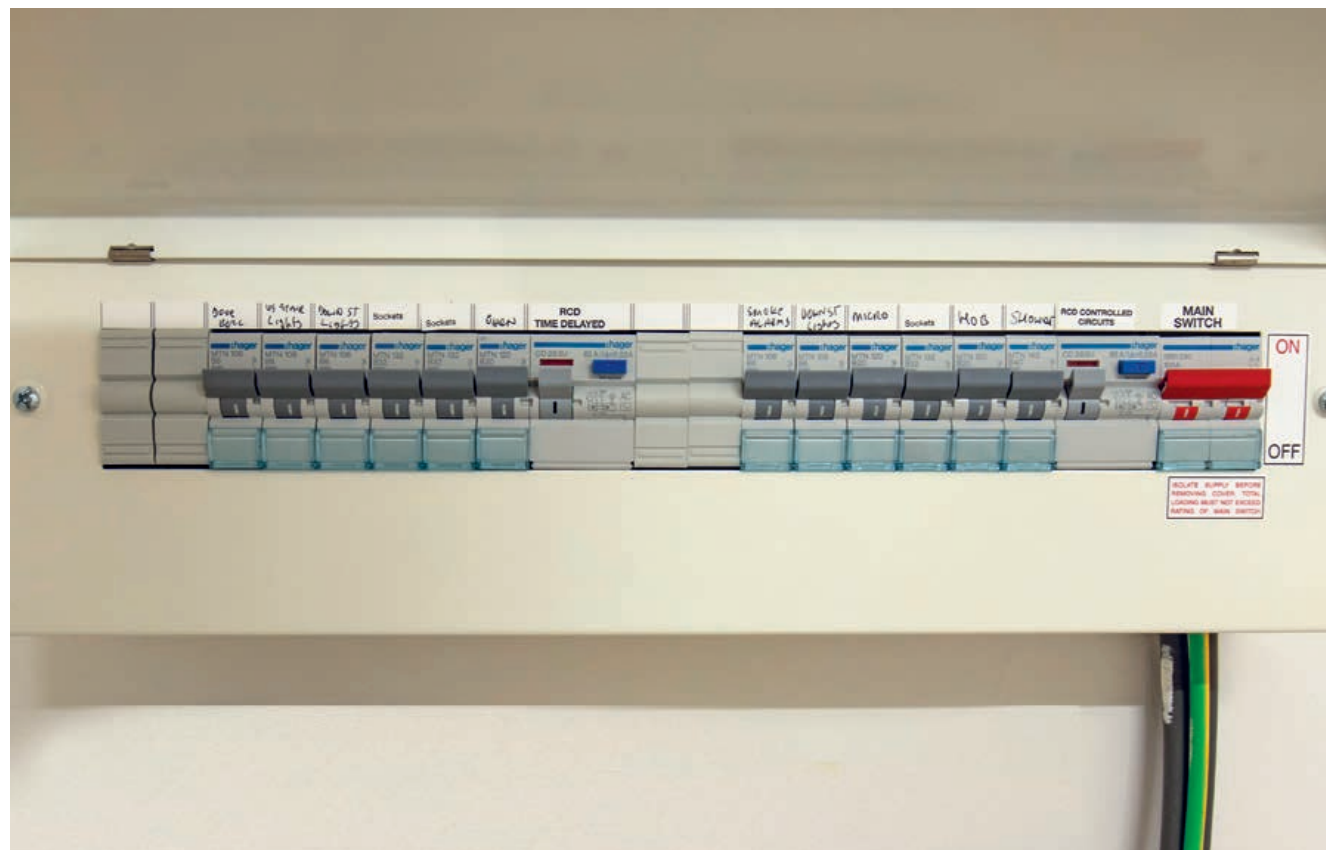
It is designed to be sensitive and will trip if a bulb blows or if you have turned on a faulty appliance such as an iron, lamp or hair dryer.

If, when you reset a tripped RCD you feel some resistance, this is normal and can be overcome by gently pressing it down and then back up again.

ELECTRICITY METER

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 a 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 that 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

& 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 a power failure or if the batteries need replacing it will bleep, however you should test it regularly.

WHAT TO DO IF YOUR 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 back-up batteries and test again.
- Vacuum the smoke alarm 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 alarm fitted in your new home is designed to detect the presence of carbon monoxide. 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.

CARBON DIOXIDE MONITOR

The alarm is fitted in the master bedroom.

Gas, Boiler and Central Heating

YOUR GAS SUPPLY

BOILER AND CENTRAL HEATING MAINTENANCE

SOLAR PANELS

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.

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.

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 AND

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 is important to help ensure efficiency and is also essential for your 2 Year Warranty. 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 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 section) 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 this doesn't resolve the problem your boiler may not be working – See instructions above.

PREPARING YOUR CENTRAL HEATING FOR THE WINTER

Your boiler 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 has 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.

TOP TIP

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

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.

HOW TO BLEED A RADIATOR & RE-PRESSURISE YOUR BOILER

If a radiator is feeling warm at the bottom but cold at the top, it indicates that there is air in the radiator. There are airing points located at the top of the radiator and you will require an air-bleeding key (available at any hardware store).

1. Keep your heating system on low so it remains pressurised but be aware the water in your radiators will be hot, so take extra care and you may wish to use a cloth/rag to catch any drips.
2. Attach the radiator key to the bleed valve, located at the top and to one end of the radiator, and slowly begin to turn anti-clockwise.
3. Keep turning slowly until you hear a slight hiss of air. When water begins to escape instead of air, it is time to close the valve as all the hot air has escape.
4. Tighten up the valve by turning the key clockwise.
5. Check the pressure gauge on the boiler. The pressure should always sit between 1 – 1.5 bars, so if it is lower than 1 it will be necessary to top up the system. Please see below instructions for the Ideal Standard Logic Combi Boiler.

The system pressure gauge indicates the central heating system pressure. If the pressure falls below 1 – 1.5 bar on the gauge, you will require to re-pressurise the system.

BOILER AND

Central Heating Maintenance

The system will not operate if the pressure has reduced to less than 0.3 bar. This will likely show as error code F1 on the display on the boiler. Please see overmarked drawings.

Please note, there may be water spillage at this point so please ensure you have a cloth ready, as it may discolour floor coverings due to the additives within the heating system.

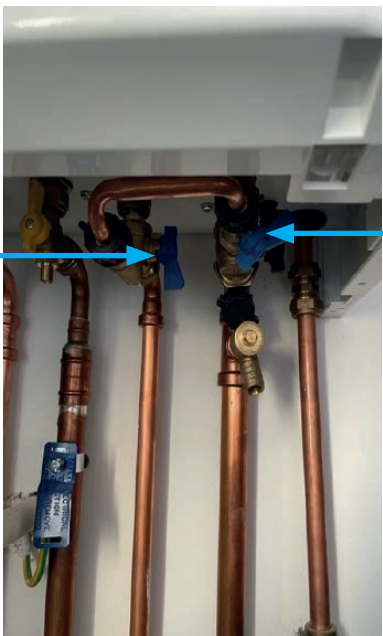
1. Ensure both blue handle valves are in the closed position.
2. Gradually turn the blue handle valve on the right side 90 degrees to open up the water to allow pressure to be adjusted.
3. Ensuring no leaks are seen, turn the blue handle valve on the left side 90 degrees and watch the pressure gauge.
4. Wait for the pressure gauge to reach 1 – 1.5 bar and close the valve when at the correct pressure.
5. Turn the right-hand blue handle valve back 90 degrees to the closed position.

Link to website for the User Guide below:
[logic-combi-esp1-user-guide.pdf \(idealheating.com\)](#)



Pressure gauge

Pressure top up valves situated below boiler



STEP 2

Turn **BLUE** valve 90 degrees, this will put water into the system and pressurise it, watch the pressure gauge until it reaches 1 – 1.5 bar, then turn the valve back 90 degrees when at the correct pressure.

Turn the **BLUE** valve from step 1 back 90 degrees.

STEP 1

Turn **BLUE** valve 90 degrees (on the far RHS), this opens up the water to allow pressure to be adjusted when valve in step 2 is opened.

Solar Panels

Your new home has been fitted with Solar Panels.

It is important you familiarise yourself with the manufactures instructions and warranties, your Sales Consultant or Site Team will provide you with this.

A separate document will be provided to you at handover with further information on how the solar panels operate and how you can make the most out of them.

Kitchen Maintenance

KITCHEN AFTERCARE

Kitchen Aftercare

This guide provides you with the information you need to care for your new kitchen. It is our priority that the enjoyment, function and mechanics of your kitchen last for many years. Please do not hesitate to contact our Customer Services Team if you require any further information.

OUR GUARANTEE TO YOU

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

Furniture

Our furniture and workings are guaranteed for 2 years from installation. This applies to damages resulting from incorrect production or hidden faults in the materials. The guarantee excludes faults arising from incorrect maintenance of the kitchen and damage caused by water or heat.

Appliances

All appliances are subject to manufacturers warranties, which normally include for 2 years parts and labour. (Please refer to appliance booklets for exact details).

Installation: All installations carried out by Kitchens International is guaranteed for 1 year from date of installation.

Sinks and Accessories

Sinks and taps are subject to manufacturers warranties. Please check the relevant booklets for duration and conditions of warranty.

AFTERSALES CONTACT DETAILS

Appliance Service Calls

To ensure a more efficient response to manufacturer’s guarantees – please call direct.

Siemens/Neff:	Service	0344 892 8999
	Spares	0344 892 8921
	Product Advice	0870 240 0070
Bosch:		0344 892 8979
Hotpoint:		0344 822 4224
Haier:		0800 497 0695 https://www.haier-europe.com/en_GB/warranty-registration/
Candy:		0800 479 0770 https://www.candy-home.com/en_GB/register-appliance/
Laings Kitchens Inverurie:		01467 620311
Kitchens International Aberdeen:		01224 824300
Kitchens International Broxburn:		0845 0740022
CD Creative Design:		01292 267586

Kitchen Aftercare

CARE OF UNITS AND WORKTOPS

Units

All wood and laminate parts should be cleaned with a slightly damp cloth with 95% water to 5% liquid soap mix, and wiped dry immediately afterwards. To remove stubborn marks such as grease, use a little white spirit diluted – rinse and dry immediately afterwards. Polishes and waxes are not recommended.

Note: With timber and veneered doors the colour and grain variations are natural characteristics in authentic wood surfaces. Since no two trees are exactly alike, these variations are evident in every piece of real wood.

Laminate

These are easily cleaned with water and liquid soap mix (95% water to 5% soap). We do not recommend putting hot pans straight from the hob onto the worktop. We also suggest you do not cut directly onto the worktop.

DO NOT place kettles or toasters etc directly over worktop joints.

DO NOT use excessive amounts of water at worktop joints.

ALWAYS dry any spillage of water (with a dry cloth) as failing to do so may result in swelling of worktop joints.

Granite / Silestone / Zodiaq

These solid surfaces are natural materials and as such can incorporate natural marks, veining and irregularities. Please also remember that no two pieces of granite are the same and therefore all markings will differ. Granites with a polished surface will retain their polish and colour for a great many years and the only maintenance required is regular washing with clean hot soapy water to remove excess dirt. The surface can then be buffed with a clean dry cloth.

Granite tops are sealed to protect against every day stains, however, with all kitchen surfaces, spillages such as oils, fats and acidic substances (eg. vinegar, red wine) should be wiped clean immediately.

Granite should not be exposed to excessive heat and hot pans should not be placed directly onto the granite surface. The surface should come to no harm if cut on but we recommend the use of a chopping board.



Kitchen Aftercare

CARE OF APPLIANCES AND SINKS

OVENS

Stainless Steel Ovens

To clean the exterior of a stainless steel oven use a recognized stainless steel cleaner or either baby oil or a little WD40 sprayed onto a dry cloth and wiped clean.

The glass on some oven doors may be removable for cleaning, please refer to your manufacturer’s instructions to check your oven specification.

Cleaning Oven Utensils

- Oven shelves:** Clean using soap filled pads.
- Baking Tray:** Use warm, soapy water and a sponge whilst still warm.
- Roasting Tray:** Use warm, soapy water or a cream cleaner with a hard back sponge for stubborn marks.

HOBS

Induction Hobs

Should be cleaned using warm soapy water and cream cleaner after use. For more stubborn marks use a ceramic hob cleaner. Care should be taken not to drag saucepans across the glass. Note that although Induction Hobs do not retain heat on the glass, there may still be residual heat from the saucepan and care should be taken before cleaning.



Kitchen Aftercare

It is strongly recommended that you do not use plastic basins.

Discolouration of stainless steel sinks is generally caused by waterborne deposits clinging onto the surface. They are always the result of an outside force rather than coming from the steel itself and can therefore be cleaned using the methods detailed above.

Please avoid bleaches containing hypochlorite, silver dip cleaners, acids, and certain foodstuffs such as citric fruit juices, salt, vinegar, mustard, pickles and mayonnaise.

After cleaning your stainless steel sink it should be washed with clean water and dried thoroughly. Note that under normal conditions stainless steel is itself metallurgically incapable of rusting.

Coloured Sinks

Although modern coloured sinks are impervious to most of the scuffs and stains which it might encounter in everyday life, cleaning of the surface should be carried out using a cream cleaner and washed with clean water. To clean stubborn stains use a capful of ‘Milton’ in hot water and leave overnight.

Glass

To clean your glass we would recommend glass cleaner.

CARE OF APPLIANCES AND SINKS

Heat

Rather than cause accidental heat damage, prevent such damage in the first place.

Always use a heat protection pad or trivet (with rubber feet) for hot cookware, or leave cookware to cool on the hob first. Never put hot pans directly on a worktop. Such heat can damage the surface.

Always use the correct size of pan for the hob, and place centrally on the ring. An overhanging pan can scorch surrounding surfaces. Don’t use two burners as one (e.g. for a large griddle) – it has the same effect.

To reduce heat, turn the burner down instead of pulling the utensil partially off the heat source.

Do not leave oven doors open while the oven is on as the heat may damage adjoining units.

Do not subject the underside of units to excessive heat from toasters.

Steam

Dishwasher doors should remain closed once the cycle has finished. The appliance should be switched off and the door closed again to allow the appliance to cool.

Do not subject the underside of units to excessive steam from kettles.

Chemicals

Do not use your dishcloth to wipe down your cabinets as it may contain grease detergent or other household chemicals that may damage the cabinet surface.

Worktops

Never cut directly onto worktops – always use a chopping board. Avoid placing hot pans directly onto worktops. Kettles, microwaves, coffee machines should not be placed directly over laminate worktop joints as this may cause the joint to fail and swelling of the worktop can occur.

Extractor Hood

To ensure that all steam from cooking is extracted from the kitchen, the extractor hood should be switched on 20 minutes before cooking commences and should not be switched off until after cooking has finished. This should eliminate any steam damage to the furniture which would cause it to delaminate. If possible a window should also be opened during cooking.

Kitchen Aftercare

TROUBLESHOOTING

Door Alignment

Doors may in the future come slightly out of line due to leaning on them or putting undue pressure on them. All doors can be simply realigned using the screw adjustments on the hinges.

Hinges Squeaking

If a hinge squeaks during operation please ensure the hinge is clean and free from dust or dirt. If squeaking continues spray a little light lubricating oil onto the hinge.

Tap Dripping

Please ensure the tap spout is clear at the nozzle of any obstructions as this may cause dripping.

Oven Not Working

Please check, as with all appliances that it is switched on and is has not blown a fuse. Also check that the timer is not set to automatic.

Extractor Inefficiency

Ensure that the metal filter is clean and free from obstructions. Check (where ducted) that the external vent flap is opening when the extractor is operational.

Lights Not Working

Please check and change the bulb if necessary (please turn off electricity before dealing with this problem). Note when a bulb blows it may trip the switch, if so reset switch at consumer unit.

Water Drip at an Appliance

Dishwashers and washing machines transport water from a tap to the machine via flexible hoses made from rubber or synthetic material. These hoses may eventually leak. A noticeable drip from a pipe that is causing a pool of water on the floor or the interior of the sink base cabinet must be attended to at once. It is likely that the connector has come loose. Turn off the water at the stop tap and try tightening the screw fastening which acts as the pipe connector. Turn water supply back on slowly and check for further leaks.

If a hose or connector is worn it is worth replacing them (they are available at hardware stores).



Windows, Doors and Floors

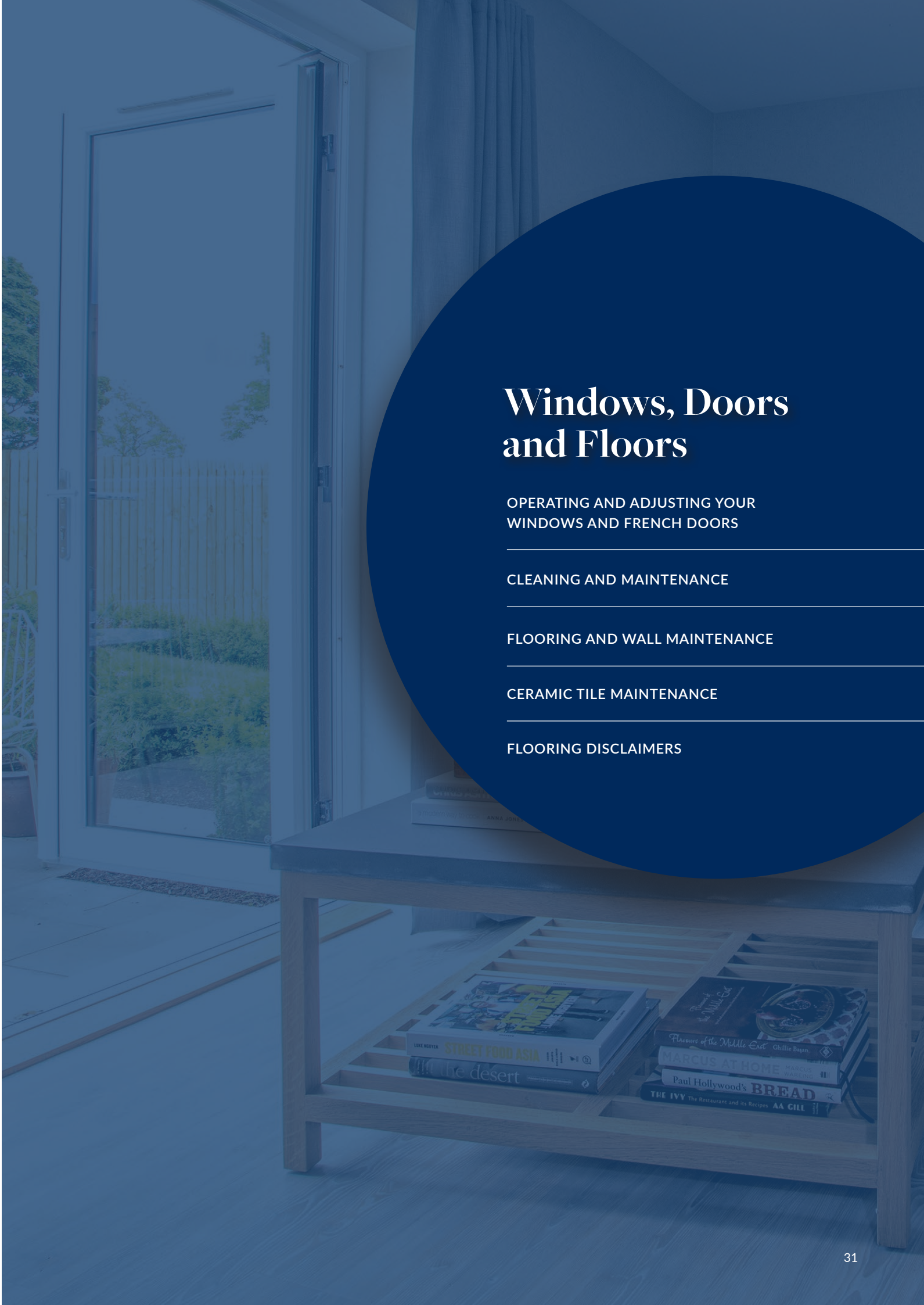
OPERATING AND ADJUSTING YOUR WINDOWS AND FRENCH DOORS

CLEANING AND MAINTENANCE

FLOORING AND WALL MAINTENANCE

CERAMIC TILE MAINTENANCE

FLOORING DISCLAIMERS



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.

These windows open and close in the same way as a 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 AND

Maintenance

To prevent the build-up of everyday grime and to ensure that you 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 (see Running in your New Home section).

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.

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.



CLEANING RECOMMENDATIONS FOR

Ceramic Tiles

PORCELANOSA WALL TILES
CLEANING RECOMMENDATIONS

Glazed tiles

Products should be cleaned routinely with an all-purpose, non oil-based household or commercial cleaner. The product chosen should also be grout joint cleaning compatible. The type of product may vary depending on the tile application and use. A multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for every day use, can be used on wall tile areas in residential baths and showers.

The entire area should be cleaned and scrubbed with cleaning solution through the use of a cotton mop, cloth, sponge or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue. Routine cleaners should never contain acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolour the grout.

Unglazed tiles

Clean routinely with concentrated tile cleaners that have a neutral pH for safe regular use. The product chosen should also be compatible with cleaning the grout joints at the same time.

Glass splashback

For routine cleaning, use any non-abrasive cleaning compound recommended for either glass or tile.

Grout clean-up – Non-acidic grout haze removers

Maintenance: neutral cleaner for regular cleaning (pH of 6.5-7.5). For intensive/periodic cleaning, use an alkaline cleaner (pH of 7.5+).

CRYSTALLINE FINISH TILE CLEANING

RECOMMENDATIONS

In view of its crystalline finish, adopt the same precautions as for glass tiles or mosaics.

Flooring Disclaimers

VINYL DISCLAIMER

Vinyl floor coverings may be subjected to indentations/ tears/scratches due to furniture especially chairs/ heavy items. **Bancon Homes along with their flooring contractor do not accept any responsibility for any damage caused by any of the above.** All vinyl floor coverings are to be maintained with a soft brush/mop and warm water. Vacuum Cleaners and Steam Cleaners are not permitted.

CARPETS DISCLAIMER

All carpets are subject to shading/pile reversal due to wear and tear. **Bancon Homes along with their flooring contractor /flooring manufacturers do not accept any responsibility if this occurs.** All carpets are to be maintained by a professional carpet cleaning expert.

LVT/LAMINATE FLOORING DISCLAIMER

LVT & laminates maybe subject to scuff marks/scratches due to movement of chairs and other items of furniture. To help reduce the chance of scratches/scuffs we would recommend that you use felt pads. **Bancon Homes along with their flooring contractor do not accept any responsibility for any damage caused by furniture.** All LVT & laminate flooring must be cleaned using a soft brush or micro-fibre headed mop. Both LVT & laminates have cleaning maintenance products available to maintain/clean the floors. These can be purchased from the flooring contractor. Steam cleaning mops/vacuum cleaners are not recommended for cleaning these floors.



Plumbing and Drainage

YOUR WATER SUPPLY

PLUMBING AND DRAINAGE

SANITARY WARE MAINTENANCE

YOUR

Water Supply

YOUR WATER SUPPLY

Water is supplied by the local water company from an underground service pipe that 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.

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, and Bancon Homes are not responsible for damages caused as a result of failure to correctly drain and isolate your external tap

These simple steps can be carried out to prevent frozen pipes.

- 1** Locate your isolation point which is usually under your kitchen or utility sink or beside your boiler. There will be a 15mm brass valve, please note you may need a flat head screwdriver to turn anticlockwise to isolate.
- 2** Open outside tap full and drain all water. Leave tap open.
- 3** In Spring, once temperatures are above freezing then you can close the outside tap and turn on the stopcock inside the house.

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

and 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

MANHOLES

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.

SANITARY WARE

Maintenance

SANITARY WARE PRODUCTS

- Avoid using strong substances such as chlorine, because they will attack the ceramic of the sanitary ware and will destroy their pleasant shine.
- Make sure no paint gets into contact with the sanitary ware because paint has a corrosive effect that will damage the shiny surface of the sanitary ware.
- Avoid any metallic item from coming into contact with the sanitary ware if you want to maintain it in a proper condition. A shower head can hit the bath which may cause the enamel to crack.
- Avoid using bleaches and/or acids for cleaning your sanitary ware. Use liquid cleaners with accurate measurements that have disinfectant effect on your sanitary ware.
- Avoid build ups of soluble salts, however, limescale deposits will sometimes require removal by a proprietary limescale remover and/or lemon juice. (citric acid)
- Make sure that you have a regular cleaning process in place. Sanitary ware requires a regular wash (once or twice a week) to maintain the newness of the sanitary ware. Little marks can turn into ugly marks and stains which are difficult to remove if left.
- Shower heads, taps and sliders should be cleaned using a soft damp cloth only and do not use cleaning powders or liquids on these fittings.



Outdoor Maintenance

EXTERNAL MASONRY

GARDEN MAINTENANCE

DRIVEWAY MAINTENANCE

ROOF MAINTENANCE



EXTERNAL

Masonry

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 masonry) 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 quantities, 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

Under the terms of NHBC Buildmark Cover Warranty, Bancon Homes are only responsible for drainage to the garden within 3m of your home. From the date of handover, all landscaping is the responsibility of homeowners to maintain and to help your garden look and stay healthy, we have listed below some helpful tips for you to follow. Please note, we do not return to issues with landscaping which can be prevented with care and ongoing maintenance.

LAWN CARE

- It takes around 2 months during growing season and a maximum of 6 months out with the growing season for a full lawn to develop from turf.
- Please keep off newly laid lawns as much as possible (for around 6-8 weeks), especially if it has been laid during wet conditions or in winter. This includes keeping pets off the lawn.
- If your turf was laid in Spring/Summer during dry conditions, keep it well watered. Watering should take place all day from 8am to 5pm to avoid it from being scorched by the sun.
- Once your turf has rooted into the soil (you can check this by pulling up a corner of the turf), you can now start mowing it. A good rule of thumb is to never remove more than one third of the length of the turf at a time. Don't scalp your lawn, as this may damage your new turf.
- Feed the lawn each spring (after the last frost) and throughout the summer. This needs to be done regularly to keep it looking good. If you have a large garden, you may wish to invest in a wheeled lawn feeder for a faster and more accurate job. You should apply fertiliser to grass when rain is forecast so that it gets washed down to the roots and stop it burning the grass, but if it doesn't rain, you can water it with a hose or watering can.
- Over time the ground can become compacted, which prevents grass growing well and can lead to bare patches and poor drainage. To open up the ground and aerate the soil, push a garden fork about 10cm deep into the soil every 10cm and gently rock back and forth on the fork handle. With clay soil you should brush sharp sand into the holes to improve drainage too. We recommend that this is done in Spring and Autumn.

GARDEN

Maintenance

- Should shrinkage start to appear at turf joins following occupation, this means the grass has not been watered enough. If the turf does not knit back together then fill the gaps with good quality topsoil and spread some grass seed to allow the grass to merge back together.
- Over time patches will inevitably appear due to a number of reasons such as pets, children, garden furniture etc, however this can be fixed with a process called overseeding. After mowing the grass, rake the bare patches of the lawn to open up the soil and overseed with grass seed and fertiliser. Water regularly as you would do with a new lawn.
- The lawn can settle over time (especially in winter due to frosts) causing unevenness, this is not a defect or covered under warranty and can be resolved by you giving the surface a light-to-medium rolling, to consolidate any surface unevenness.

SHRUBS & TREES

- Most shrubs and trees need little attention once they are established, but should be watered regularly during the first year. Please note Bancon Homes are not responsible for replacing dead shrubs/trees due to lack of maintenance.
- Newly planted trees should be drenched at least twice a week and more frequently during dry spells.

- Keep a 1 metre diameter around the tree clear of weeds for the first 2 years to reduce competition for moisture and nutrients.
- If you are looking to plant a new tree, make sure and check it's maximum growth and check a suitable distance for planting from the house.
- Cut back plants during the autumn to improve root growth.

FENCING, GATES, DECKING AND BLOCK PAVING:

- Any block paving is designed for the weight of passenger vehicles and not heavy goods.
- Any weeds that come up between the block paving is your responsibility.
- Knotting and splitting to timber fences is normal, this is not a defect and will not be replaced by Bancon Homes. Colour differences in timber is not considered to be a defect and may be subject to natural weathering.
- Maintenance to fencing, gates and decking is your responsibility as per manufacturer's recommendations.
- Any damage to fencing/gates caused by storm damage is not covered under warranty.
- Which fencing is yours will all be outlined in your conveyance documents.
- Regular painting of the fencing is required.



DRIVEWAY

Maintenance

If you have a driveway which has been laid with interlocking coloured concrete paving the following guidance applies.

HOW TO CLEAN BLOCK PAVING

General dirt build up will occur through the year, particularly in the winter. Sweeping regularly and a wash down with soapy water is best practice. After cleaning the blocks, you may find that some of the jointing sand becomes displaced and requires to be replaced to prevent movement and also reduce plant growth in the joints.

NB: Avoid jet washing block paving as this can damage the surface of the product.

DRINK STAINS

Scrub the affected area of paving with a stiff brush and some warm soapy water. For stubborn stains, use a standard strength household bleach diluted to 1:10 and then rinse well.

CAR OIL STAINS

In order to stand the best chance of removing oil from block paving, soak up any excess with absorbant cloths.

Do not wipe as this will spread the stain. Cover the paved area with a dry absorbant powder such as Portland cement and leave for 24 hours. Then clean away and if necessary repeat the procedure.

FAT OIL STAINS

Scrub with hot soapy water and a mild detergent as soon as possible.

MOSS/ALGAE STAINS

Clean paving slabs using a proprietary weed killer, preferably in warm weather. The dead material should then be able to be brushed away as it dries out.

EFFLORESCENCE (WHITE MARKS ON BRICKWORK)

Efflorescence does not affect the performance of the paving. It is a temporary problem that will naturally weather and disappear through use and weathering. It will usually disappear within 12-18 months.



ROOF

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

Always consult a professional when dealing with any roof/gutter/facias issues.





NHBC Guidance

NATIONAL HOUSE BUILDING COUNCIL
GUIDANCE FOR YOU

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.

Home safety should never be overlooked. It's really important that you think ahead and familiarise yourself with any safety equipment or systems that exist in your home – a thorough understanding could make all the difference in an emergency situation. And don't leave anything to chance – if there's anything you're unsure about, call your builder.

Here are some home safety issues for you to consider.

FIRE SAFETY

Smoke alarms

All new homes are fitted with at least one smoke alarm, and they need regular maintenance. Test each alarm by pressing the button every week and, if it has a backup battery, change this once a year (unless it is a 10-year alarm, in which case it will need replacing at the end of the 10 years). Twice a year (maybe when the clocks change), gently open the cover and clean it carefully, using the brush attachment of your vacuum cleaner to remove dust and other debris. The manufacturer's instructions for your smoke alarm should give you more details.

Escape

It's a good idea to consider how you might escape from your home in the event of a fire. Plan a sensible route, and ensure everyone who lives in your home knows it. Make sure you know the exact location of any keys necessary for escape, and familiarise yourself with the use of your windows – they could be vital in getting out.

Fire doors

Fire doors are significantly heavier than standard internal doors and are sometimes fitted with a self-

closing mechanism. If you have these in your home, you should not remove them, disable them or leave them open.

FIRE PREVENTION

To avoid a fire breaking out:

- keep matches and lighters out of children's reach
- dispose of cigarettes and smokers materials properly
- switch off appliances when not in use
- do not overload electrical sockets
- look out for damaged cables or wiring
- use a deep fat fryer rather than a chip pan
- make sure candles are kept away from curtains, and extinguish them when leaving the room or going to bed.

Further information is available at www.gov.uk/firekills

ELECTRICAL SAFETY

Electrical alterations/maintenance

It's quite simple: NEVER carry out electrical alterations or maintenance yourself. It should ALWAYS be done by a competent electrician who really knows what they are doing. You might think you do, but it's simply not worth the risk.

Never interfere with earth bonding cables that are connected to pipework, sinks and radiators. They are there for your safety. Avoid overloading electrical sockets. Switch off electrical equipment when not in use. Switch off items such as hair straighteners, and put them out of reach of small children.

Do not use electrical appliances with wet hands or in the bathroom.



Guidance for You

Renewable energy systems

Systems that generate electricity – including wind turbines, solar photovoltaics (PV) or CHP units – will remain live even when the main switch on the consumer unit is turned off, so particular care should be taken.

Circuit breakers

Your consumer unit contains the main on/off switch for your electricity and has a number of MCBs that protect individual circuits. Tripping of these MCBs may occur due to a faulty appliance. To rule this out, unplug all of the electrical items, reset the switch to the on position and, one by one, plug in the appliances to see which one causes the MCB to trip. The faulty appliance should be repaired or replaced as a priority.

In addition, your home may have an RCD, which provides additional shock protection.

Circuit breakers are there for your safety. If they repeatedly trip, and you have eliminated a faulty appliance, do not persist in resetting an MCB or RCD, as it may be that there is a problem with the electrical installation. Contact your builder or a competent electrician, who will be able to find and repair the fault.

GAS SAFETY

Gas alterations/maintenance Actual repairs, alterations or servicing of any gas pipes or appliances should always be left to an expert. If you need your boiler serviced, a gas fire installed or any other alterations or repairs that involve gas systems, you should always call a gas engineer who is listed on the Gas Safe Register. You can check the register online and get further information about gas safety at www.gassaferegister.co.uk

Gas leaks

Gas leaks can be life threatening and should be dealt with as soon as you become aware of them. If you suspect a gas leak, you should:

- open all doors and windows to ventilate the room
- switch off the appliance and do not use it again until it has been checked by a Gas Safe registered engineer
- turn off the gas at the meter
- call the National Gas Emergency Service:
England, Scotland and Wales 0800 111 999
- not operate electrical switches – whether on or off – they may create a spark that could ignite the gas.

AIRFLOW SAFETY

It's vital that your home is correctly ventilated and that chimneys, flues and air bricks are not blocked or obstructed in any way. A fresh flow of air is not only healthier, but also much safer.

Flue terminals

These should not be covered, blocked or modified in any way, and they should not be enclosed by extensions, such as porches or conservatories.

Combustion ventilation

Gas, oil and solid fuel appliances, such as fireplaces and wood burners, can give off harmful and potentially deadly fumes, such as carbon monoxide. There will almost always be permanent ventilators fitted in the room where these appliances are installed, either in the wall or the floor. These provide air to ensure that the appliance works correctly, and should NEVER be blocked or redirected, as this could cause a build-up of dangerous gases. To reduce the risk of carbon monoxide poisoning, all fuel-burning appliances should be serviced in line with manufacturer's recommendations – as a general guide, at least annually.

UNVENTED HOT WATER STORAGE SYSTEM SAFETY

Unvented hot water storage systems operate under high pressures and should be serviced annually. You should never attempt to service, adjust or alter them yourself, as this could cause an explosion. Call out a specialist who holds a Registered Operative Identity Card for the installation of unvented hot water storage systems.

LADDER SAFETY

There may be times when you require the use of a ladder to get certain jobs done. It's always a good idea to leave such things to people who really know what they're doing, but if you're confident that you can do it yourself, make sure you remember to:

- only use a ladder when you can be sure it has a safe and secure base to stand on
- ensure the ladder and its rungs are not damaged
- ensure the space around the bottom of your ladder is free from obstacles and sharp objects
- tie the ladder to a rigid fixing to prevent it from slipping

- 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.

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.

Notes



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