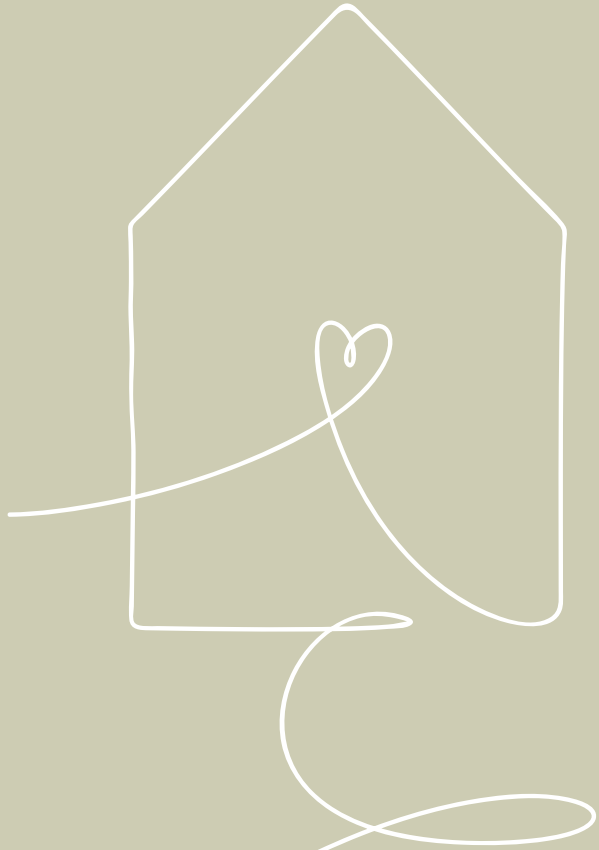


# Helping You Out, *To Move You In*



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# Hello. Welcome to *your new Northstone home.*



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This booklet will serve as a guide and a helpful reminder of the important features of your home and provide you with all you need to know in terms of reporting repairs and what you can expect from our Customer Care team.

We will share as many hints and tips as we can to make sure you're getting the best out of your new home.

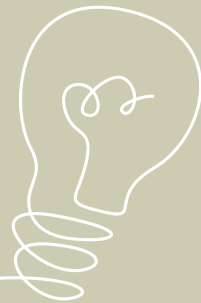
If there is anything else we can do to help when you move in, please do not hesitate to contact your Sales Executive on site or if repair related, our Customer Care team.

Best wishes,

*The Northstone Team*

# Want to know the ins and outs of *your new Northstone home?*

Scan the QR code below on your phone and watch our 'how-to' videos online. Everything from "how to test your smoke alarm" to "how to use your ventilation system".



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# Your assurances *(just in case!)*



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When you purchase your new home, you receive a two-year Northstone builder warranty and a ten-year NHBC Buildmark warranty, to give you peace of mind. The first two years of your NHBC Buildmark warranty run alongside the two-year Northstone builder warranty.

It is important to be aware of what Northstone will take care of in the event of an unforeseen defect in your new home. But it is as equally important that we provide clarity on the things we do not cover, and naturally would expect you as the homeowner to take personal ownership of.

You can be assured that all defects caused by faulty products or workmanship are covered in our two-year warranty. However, Northstone cannot be responsible for defects which are ultimately caused by natural wear and tear, homeowner neglect, intentional or accidental damage.

Please always remember, that ***no home anywhere within our neighbourly world is exactly the same as another.*** Every single part of your new home has been put together by hand, and there may be slight variances in the hand applied finishes in your home compared to your neighbour, for example.

We have registered with the New Homes Quality Board (NHQB) to work towards their New Homes Quality Code and will be introducing and adhering to it from April 2023. All homes built and completed after that date will be covered by the Code, to ensure that every aspect of a new home purchased with Northstone is covered, from when you initially walk into our Huddles, through to two years after the occupation of the home.

If you are ever in doubt or have a question, please contact a member of the team to discuss further.

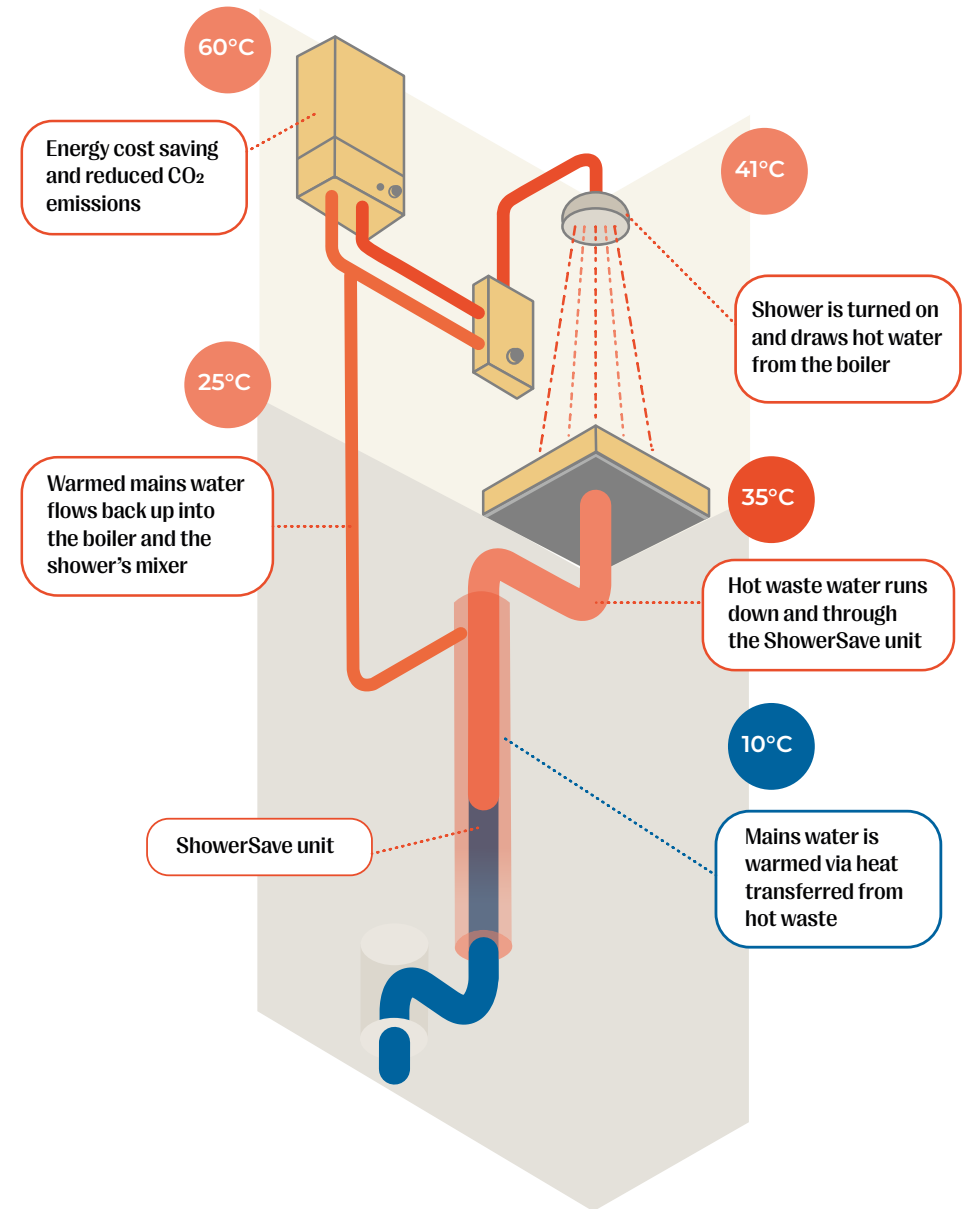


# Did you *know...*

...that all our homes are installed with a waste water heat recovery system?

This clever bit of kit works by removing the heat from your waste water on its way to the drains, but the residual heat in the pipes is saved and used to heat your incoming mains water.

This means your boiler doesn't have to work as hard to heat up, and saves you some money all at the same time.



# Things we do cover *(the detail!)*



- Your plumbing, boiler and heating installation will be covered by your warranty for two years, providing that you ensure the boiler is serviced within the first year of legal completion. If you do not arrange for your boiler to be serviced, then this may void your warranty and all further management of boiler and heating installation.



- Provided that you or your own electrician does not alter or change our installed electric circuits, we will cover the electrical installation for two years.



- Our top priority is ensuring everything, and everyone is safe within your new home, and this also means protecting our sub-contractors who have carefully installed their specific trade in your home.



- Our own electrician for example, cannot attend your home if we know or believe that the original installation has been altered or changed.



- Our rooms come with a view, and some of them with bigger views than others! Any window defects that occur as a result of the initial installation must be recorded on your 10-Day Homeowner Feedback Form. We are also obliged to ensure that the doors that provide access to and from your home are easy to open, close and lock.

- All guttering from your home should remain intact and run freely unless the cause is due to inclement weather or through lack of maintenance. It is the homeowners responsibility to ensure gutters are kept clear from leaves.



- Your kitchen appliance warranties need to be registered and activated upon contacting the manufacturer by you as the homeowner. If the manufacturer asks you for your 'purchase date' of an appliance, this will be your legal completion date.



- If you raise a concern in relation to the structure of the build, we will arrange an inspection with an appropriate member of the team if deemed necessary. Structural issues can be, but are not limited to, those relating to brickwork, the roof structure, boundary walls or driveways.



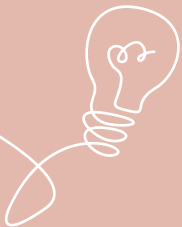
# Things we *cannot cover...*



- Northstone are not liable to repair or replace any damaged items within the home following completion of your 10-Day Homeowner Feedback Form which we will carry out with you on legal completion.



- Northstone are not responsible for repairing any naturally occurring shrinkage and settlement cracks within your new home unless they exceed 4mm in width. 4mm is just over the width of a £1 coin! Repairing any shrinkage cracks less than 4mm in width are the responsibility of the homeowner, and we recommend only attending to these repairs after living in the property for 12 months to ensure your home has fully dried out. To minimize any cracking or possible mould growth within your new home, we advise maintaining a consistent ambient temperature (19-22°C) coupled with good ventilation throughout the property. Visual mould or damp in a new build home is generally a sign of poor ventilation. This does not constitute a build defect. To avoid this issue, furniture should not be pushed directly up to walls and radiators should not be completely covered with damp clothing/items.



- Northstone are not responsible for general wear and tear of your new home, nor responsible to provide replacement consumable items, e.g., bulbs and batteries.

- Mastic sealant is not a permanent fixture as it can loosen and pull away over time. It will therefore require replacing as your home matures. This does not constitute a defect but is more likely to require replacing within the first twelve months of occupation. Northstone cannot be responsible for when your mastic sealant will need replacing nor the re-sealing of any mastic in your home.



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# Move in day *checklist*

- On Move In Day, you will be asked to review your Move In Day Checklist with your Sales Executive. This list will ensure you are aware of how key items in your home function and that you have recorded any defects in relation to sanitaryware, kitchen appliances and glazing. These must be recorded with your Sales Executive on the day of completion. They will also make sure you are made aware of the layout and design of the home, alongside the garden, fencing and utilities amongst others.
- You will also receive a Welcome Email providing you with your new login details to Clixifix, our Customer Management System. On here, you will be able to access your property documentation and monitor any future repairs that you may need to report through Customer Care (further details below).



# 10-Day *Homeowner Feedback*

From Move In Day, you will have 10 days to record any other defective items within your home on your 10-Day Homeowner Feedback Form provided with this booklet.

Please inspect all components in natural daylight without the use of artificial lighting.

This list will provide a record for both yourself and our Construction team of items that are to be rectified within a target of 14 days. Your list will be qualified by a member of the Construction team during an agreed Courtesy Call at 10 days post-completion.

A member of our Construction Team will then be in contact with you to arrange access for the relevant contractor/s. We aim to have all items resolved within 14 days depending on access availability.

- Once all items are rectified, you will be required to sign off the 10-Day Homeowner Feedback Form to confirm agreement that all defect items have been completed. This list will be logged with our Customer Care Team as a record for your property.
- Our Customer Care Team will then contact you via email upon completion of your 10-Day Homeowner Feedback Form.

# How to report a repair with our *Customer Care Team*



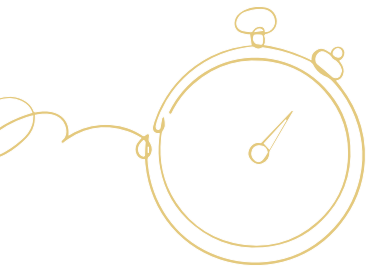
- If you have a defect in your property that you think needs our attention, an email should be issued to our Customer Care Team at: [customercare@northstone.co.uk](mailto:customercare@northstone.co.uk)
- Within your email, please include:
  1. Your name, address and contact number;
  2. A description of the defect and which room/area of your home;
  3. A photograph of the issue (this will assist our team with qualifying the defect)
  4. An indication of general availability for access.
- If the defect is something we do cover, we will raise a job with the relevant contractor and provide you with a ticket number via email. You will be able to view progress of your defect/repair using this ticket number on your Clixifix portal.
- Access to your home should always be discussed with you prior to any works being carried out. Apart from any member of the Northstone team, no sub-contractors should attend your home unless pre-arranged with Northstone, or directly with you as the homeowner.
- Remedial works carried out by any of our nominated contractors will take place during business hours Monday to Friday. Please be aware that there is no standard weekend working.
- In some cases, we may need to inspect an issue a little more in person before committing to any potential works. Please remember that within the first two years of occupation, we are obliged to inspect and either reject or action remedial works to correct a defect in your home. Should you choose to undertake a repair yourself or assign your own alternative contractor, you may void your warranty and Northstone will not be liable to reimburse any costs to you that you might incur.

# Response Times *for Repair*

When you report a problem, we will advise you on the timescale for your repair based on the severity of the issue and where the issue is a not a result of client misuse.

1. Emergency - within 24 hours. For example, burst pipes, fires, flooding, blocked drains, lack of security or complete power failure.
2. Urgent - within 5 working days. For example, faulty plumbing, water leaks or faulty heating.
3. Essential - within 20 working days. For example, door easing, loose door handle etc.

For urgent orders, our aim is five working days, but this will be dependent on the severity of the problem, availability of parts and access. If your repair is delayed due to these reasons, we will aim to have the repair complete within 20 working days.



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# Out of Hours - *Emergency*

For any Emergency defects that need to be reported during non-working hours (5pm - 8am and Sat/Sun/Bank Holidays), please contact our response team at:

**Nationwide Property Assistance**

TEL: **0345 009 9754**

EMAIL: **[crmadmin@npa247.com](mailto:crmadmin@npa247.com)**

In the case of an emergency, it may not always be possible to carry out the repair when making safe the emergency. There may need to be a second appointment to carry out the repair which we will aim to complete within five working days.

# It's time to say hello *to your new home...*

## On move in day, you should:

- Record your meter readings on our handy sheet below and inform your energy and water supplier that you have moved to a new home and provide your move-in meter readings.
- Contact the relevant local authority to order your wheelie bins if required.
- If you own a pet which is micro-chipped, contact your Vet to check what the procedures are for changing the home address of your pet on their chip.
- Register your new address with the Royal Mail.

## Who do I need to notify once I've changed address?

- Your employer
- Your local council for council tax purposes (and for wheelie bins)
- The DVLA
- TV Licencing
- Your GP and Dentist
- Your bank
- And anyone else who knows me!

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Hope you love  
your new home  
*as much as we  
do!*

Any questions? Get in touch at [customer care@northstone.co.uk](mailto:customer care@northstone.co.uk) or visit our website for more info etc.

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