



DAVIDSONS
HOMES

WELCOME TO YOUR NEW HOME

A complete guide to taking care
of your new home



RICH IN
HISTORY &
HERITAGE



MOVING INTO YOUR NEW HOME - IMPORTANT INFORMATION

You will need to undertake the following:

WITHIN 7 DAYS

Report any visual damage such as chips and scratches within 7 days of legal completion, see page 6.

12 MONTHS

Arrange to have your boiler serviced. When you do this, you should ensure this service includes the cylinder and pressure vessel where applicable.

Please note: this service must be carried out every year by a Gas Safe Engineer; otherwise your warranty will be invalid - see page 14.

Throughout this guide we've indicated some items which are covered by the Davidsons Warranty. We've also indicated some particularly useful hints which we'd really like to draw your attention to.

DAVIDSONS WARRANTY ITEMS
ARE HIGHLIGHTED IN YELLOW.

USEFUL HINTS AND TIPS
ARE HIGHLIGHTED IN GREEN.

STYLISH
LIVING



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HIGH QUALITY
SPECIFICATIONS

NHBC
Registered Builder



FOR YOUR
PEACE OF
MIND



WELCOME TO YOUR NEW DAVIDSONS HOME

Thank you for choosing to buy a Davidsons home, which we hope you will enjoy for many years to come.

Unlike almost any other product you invest in, your home has been constructed by hand, with care and pride. It is built to NHBC Standards and has been inspected by NHBC at key stages in construction.

This guide has been produced to help you take care of your new home and should be read in conjunction with the NHBC 'Guide to your new home'.





PEACE OF MIND WITH 10 YEAR PROTECTION



You have the comfort and peace of mind of knowing that your Davidsons home comes with a 10-year NHBC Buildmark warranty and insurance which includes deposit protection from exchange of contracts, a two-year builder warranty from legal completion, and then 8 years of structural defects insurance cover. For more details, please visit www.NHBC.co.uk

0-2 YEARS FROM LEGAL COMPLETION

Davidsons will cover you against damage and defects resulting from our failure to meet NHBC Standards. Please note that this does **NOT** include:

- General wear and tear
- Condensation
- Normal shrinkage
- Damage caused by failure to maintain the property
- Damage covered by an alternative insurance policy (e.g. storm damage)

PLEASE INSPECT YOUR NEW HOME CAREFULLY ON THE DAY YOU MOVE IN, AS IT IS IMPORTANT TO NOTIFY DAVIDSONS OF ANY CHIPS, SCRATCHES OR VISUAL DAMAGE WITHIN 7 DAYS OF LEGAL COMPLETION.

YEARS 3-10

Buildmark covers you against the cost of putting right physical damage to the home caused by a defect in major structural items such as:

- Foundations
- Load-bearing walls or load-bearing parts of the roof/floors
- Below-ground drainage for which you are responsible

Please see the policy documentation for exclusions and limits and for full details and terms and conditions.

CONSUMER CODE FOR HOME BUILDERS

Davidsons also comply with the Consumer Code or any code introduced to replace this, for Home Builders which sets out standards of good practice, procedures and information.

**CONSUMER
CODE FOR
HOME BUILDERS**

www.consumercode.co.uk

NEW HOMES QUALITY BOARD

A new code of practice has been introduced by the New Homes Quality Board covering every aspect of a new home purchase from your initial visit to a Sales office through to two years after legal completion

Please refer to your Reservation Agreement for confirmation of the Code applicable to your purchase.



2 Year warranty guidelines:

Bricks/Mortar/Render – External	Shrinkage cracking is normal, but if cracking exceeds 3mm, we will review this with you.
Central Heating System/Cylinder	Your boiler and cylinder are covered under the warranty, but you are responsible for servicing every 12 months to maintain the cover. You are advised to complete the service history record in your Benchmark documentation.
Chips and scratches	You do have the benefit and reassurance of NHBC Buildmark cover but normal wear and tear is not covered under the warranty. You should inspect your home and ensure that any visual damage is reported within 7 days of your Legal Completion Date.
Colour variations	Your home is built using natural materials, so some variation in colour and tone is normal and not covered by the warranty.
Condensation	This is normal and will gradually reduce as your new home dries out. Avoid contributing to this to prevent harmful levels of condensation by following the advice on page 12.
Cracks - internal	Shrinkage cracking is normal and should be dealt with by you in the normal course of redecoration unless NHBC guidelines are exceeded i.e. wider than a pound coin.
Blocked drains	Signs of a blocked drain may be slow drainage or rising water level in the wc. Blockages often occur due to the disposal of unsuitable items such as wet wipes (even if they say they are flushable), personal hygiene items and cooking fat. Drains blocked by such items fall outside the warranty cover.
Extractors & vents	Isolation switches should be kept ON. Condensation can result in mould on surfaces, so ensure you use the extractor fans installed to prevent such damage.
Fencing	Maintenance and care are the homeowner's responsibility. Damage due to severe weather conditions is not covered under the warranty.
Kitchen appliances	Warranty service is provided via the manufacturer during the 2 year period.
Landscaping	Maintenance and care are the homeowner's responsibility. Areas of Public Open Space will generally remain the responsibility of Davidsons until adoption or transfer to a Management Company.
Loft	The loft area is well insulated and should not be used for storage. It is not designed for the weight of stored items, which may also suffer from mould and damp which would not be covered by your warranty.
Paths/drives	Some ground settlement is normal and to be expected. Minor stone loss to driveways and paths is normal and would not fall within the scope of the warranty.
Plumbing leaks	Leaks caused by a defect in materials or workmanship are covered under the 2 year warranty. Any new leak after expiry of the initial two-year warranty period should be referred to your Home Insurers.
Roof structure/tiles	Damage due to severe weather conditions is not covered under the warranty. Accidental damage by third parties may be covered under your household insurance.
Front/Back doors	Doors may require minor adjustments to the keeps seasonally, due to temperature changes. Please refer to the Homeowner section on the website for further guidance on how to resolve this.
Timber floors/stairs	Natural shrinkage will occur as they dry out, which may result in squeaking components as they move against each other. This is normal and to be expected.
Windows/frames	Defects are covered by the 2 year warranty, although any scratched glass/damage should be reported within 7 days of moving in (see Chips and scratches – above).

See page 23 for some common questions and hints which have been compiled by our Technicians.



CONTACT/REPORTING PROCEDURE

So that a full and complete record can be maintained, any defect covered by the NHBC Buildmark warranty should be reported as follows:

2 YEAR DAVIDSONS WARRANTY COVER

Before you move into your new home a Davidsons representative will contact you to agree a Courtesy Visit date after legal completion. This visit will provide an opportunity for you to raise any queries you may have, to refresh on items covered at Home Demonstration, and to review any areas of concern. Items will be reviewed in accordance with NHBC Guidelines and any items covered by the Davidsons warranty will be recorded and works organised by the Post Occupation Team.

We aim to complete any items agreed at your Courtesy Visit within 30 days but this may take longer, for example, if replacement parts are required. Suitable weekday access will be arranged with you.

Initially, our Post Occupation Team will be responsible for warranty items. Therefore, until you are advised otherwise, any new warranty queries should be reported to your Post Occupation Team via the dedicated development contact found on our website davidsonshomes.co.uk by clicking the 'Contact Us' icon.

You will subsequently be transferred to our Customer Service Team, who will make contact with you to introduce themselves. Once you have received confirmation, the point of contact for the remainder of your 2-year warranty period will be the Customer Service Team.

YEARS 3-10 NHBC INSURANCE COVER

Please contact NHBC if you have a claim under the Buildmark policy during this period on **0800 035 6422** Mon – Fri 8.30am to 5.30pm, or alternatively you can visit the NHBC homeowner page – nhbc.co.uk

RESOLUTION SERVICE

NHBC may be able to assist should you consider that Davidsons Homes have not met our responsibilities during the warranty period. Please note that our internal Complaints procedure must be followed prior to referring to the NHBC.

Keep this document in a handy place in case of emergencies and use the numbers opposite if required.

EMERGENCY COVER

During the initial 2 year period, a dedicated helpline has been set up to help you in the event of an **emergency** out of office hours:

0800 074 0679

Monday – Friday 5.00pm – 8.30am
Saturday and Sunday 24 hours

The following are **genuine emergency** situations:

- Water leak – if this cannot be contained.
N.B. Turn water supply off at mains
- Complete failure of central heating/hot water system
- Complete failure of electrics, but please check the following before calling:
 - i. Consumer Unit - to make sure that a trip switch has not been activated
 - ii. Local power supply – to make sure that there is not a general power cut
- Flooding caused by blocked drains
- External door locks.

Please note:

- Storm damage should be referred to your own insurance provider.
- Davidsons reserve the right to charge a call-out fee should the call not relate to a defect protected by NHBC Buildmark cover.

The following are **NOT** emergencies covered by Buildmark:

- Dripping tap
- Running overflow pipe
- Low water pressure
- Some radiators not getting warm
- Noisy central heating system
- Containable leaks
- Replacing light bulbs
- Blocked drains caused by unsuitable items being flushed e.g. baby wipes, disposable nappies or kitchen paper towels
- Loose roof/ridge tiles or damage to fence panels caused by storms
- Any call out as a result of works carried out by a third party after legal completion.

In the event of a suspected **gas leak** please turn the supply off in the meter box and call the 24 hour **National Gas Emergency Service** on:

0800 111 999

Do not use electrical switches, extinguish all naked flames and open all doors and windows.





APPLIANCES/SERVICING

GAS APPLIANCES SUCH AS THE CENTRAL HEATING BOILER, HOT WATER CYLINDER AND PRESSURE VESSEL MUST BE SERVICED ANNUALLY – IT IS YOUR RESPONSIBILITY TO ENSURE THAT THIS IS CARRIED OUT. YOU ARE ALSO ADVISED TO ENSURE THAT THE SERVICE HISTORY RECORD IS MAINTAINED IN THE APPROPRIATE SECTION OF THE INSTALLATION/INSTRUCTION BOOKLET.

APPLIANCES

Appliances included in your new home are covered for 2 years by the manufacturer's warranty – please ensure you complete and return product warranty documents to ensure that your appliances have been registered otherwise you may not be covered.

If an appliance does not work please check the following before calling for service:

- Electricity supply has not been turned off at the fused spur switch
- Refer to the Fault Finding section of the operating instructions.

If, after carrying out these checks, you are still encountering problems please report this **DIRECTLY** to the relevant service helpline, details of which will be found in your Handover Pack.

PLEASE ENSURE YOU COMPLETE AND RETURN ALL APPLIANCE WARRANTY DOCUMENTS AS THE GUARANTEE IS HELD DIRECTLY WITH YOU, AS THE HOMEOWNER AND NOT DAVIDSONS. YOU MUST ARRANGE ALL SERVICE CALLS DIRECTLY WITH THE MANUFACTURER.

Stainless Steel has a micro layer of chromium oxide which prevents oxygen from reaching the metal surface and causing rust. If this layer is damaged by scratching or chemicals, rust can occur, so care is required when cleaning, and any spillage should be cleaned immediately.

Products may be treated with finger mark resistant coatings which require extra care. Abrasive cleaners should not be used. For brushed finishes, always work in the direction of the brushed finish.

Please refer to your specific product information booklets for further details.



ESSENTIAL SERVICES

ELECTRICITY

The wiring in your new home has been designed and installed to meet current electrical regulations and safety standards. Electricity is normally supplied through an underground cable connected to your electricity meter, which remains the property of the supplier. Cables leading from the meter to the consumer unit and around the home are your responsibility.

The consumer unit contains the main on/off switch and a number of labelled miniature circuit breakers (MCB's) which will disconnect, or 'trip' if the circuit is overloaded or if there is a fault. These are easily reset by returning the switch to the 'on' position. MCB's that trip repeatedly may indicate a fault with an appliance.

**ALTERATIONS TO ELECTRICS:
ANY ALTERATIONS, INVESTIGATIONS OR
MAINTENANCE MUST BE CARRIED OUT
BY A COMPETENT ELECTRICIAN.**

**Additions/alterations carried out after moving in
are not covered by NHBC Buildmark.**

Additional protection is provided by a residual current device (RCD) and a 'tripped' RCD can also be reset by returning the switch to the 'on' position. The RCD should be checked periodically by pressing the 'test' button.

You should use a cable detector to check thoroughly before fixing to walls, floors or ceilings.

WATER

All new homes are now fitted with a water meter that registers the volume of water used within your home. These meters may be fitted in the pavement outside your home or within the kitchen sink unit.

It is important for you to know where the main stop valve is so that you can turn the water supply off in the event of an emergency. It is recommended that you close the stop valve periodically to prevent it from seizing up.

**OUTSIDE TAPS SHOULD BE ISOLATED IN
PREPARATION FOR THE WINTER AND DRAINED
DOWN TO PREVENT FROZEN/BURST PIPES.**

**It is a simple process to isolate the tap. You will need
to turn off the valve to the outside tap (usually found
under the sink) and then turn on the outside tap
externally for the remaining water to drain out.**

**Once the winter period is over and temperatures
increase you can turn the valve back on.**

GAS

The gas meter is usually outside the property, and may be either wall mounted or in a box at ground level. You will need a meter box key to access the stopcock in the meter box to turn off the gas supply.

Work on the gas installation in your home should only be undertaken by a gas engineer registered on the Gas Safe Register.



TAKING CARE OF YOUR NEW HOME

During the construction process your home absorbs a lot of water, not only from the elements but also from some of the products e.g. mortar, concrete and plaster. Moisture does need to evaporate slowly and be ventilated away during the initial drying out period.

CONDENSATION

Condensation is caused as water vapour comes into contact with cold surfaces and is entirely normal during the drying out period. To keep condensation to a minimum and avoid mould forming you should:

Produce less moisture

- Cover pans when cooking to reduce steam
- Avoid drying clothes indoors over radiators
- Properly vent tumble dryers

Stop moisture spreading through the home

- Use cooker hood/extractor fans
- Keep doors closed when cooking, washing and bathing

Ventilate moisture away

- Keep trickle vents open
- Open windows whenever possible
- Open wardrobe doors to allow air to circulate

Provide even heating

- If heating is turned off all day, surfaces will be cold and condensation is more likely to form when normal activities, such as cooking and washing are carried out.



SHRINKAGE

Materials dry out at different rates which may cause small cracks on walls, ceilings and at joints and corners of skirting boards and other joinery. Please be assured that shrinkage cracking such as this is entirely normal - it is not a defect nor is it structurally significant. Davidsons policy relating to shrinkage and settlement is aligned to the NHBC Guidelines: we advise an approximate timescale of 18 months for your home to sufficiently settle and dry out. Within your Buildmark cover we will address any shrinkage cracks where the width is greater than 3mm, once the 18 month settling period has passed. Please note that nail pops and shrinkage below 3mm will not be covered.

As timber doors and frames shrink, they may 'rattle' or not latch properly. This can be remedied by a simple adjustment during your routine maintenance.

Following the guidelines relating to condensation on page 12 will also help to keep shrinkage to a minimum.

DECORATION

To allow the drying out process to take place, your home has been painted using a breathable emulsion. It usually takes nine to twelve months for walls and ceilings to dry out fully and it is advisable to leave any redecoration until after this time. Use decorator's filler to make good any shrinkage cracks that have arisen from the normal drying out process.

New woodwork absorbs a lot of paint or stain, and it is likely that you will need to undertake an external redecoration in around two years. Subsequent redecoration will depend on exposure and weather conditions.

EU directives have required the paint industry to reduce the amount of Volatile Organic Compounds (VOC's) emitted through decorative products. As a result, solvent based coatings are not as resistant to discolouration as they were. This can particularly occur where no natural daylight is present.

WALL FIXINGS

The type of fixing required will depend on the construction of the wall and the weight of the item.

External walls will generally be solid, built with brick or block with a plasterboard lining. It is important that wall plugs and screws used on these walls penetrate through the plaster or plasterboard, well into the blockwork.

Partition walls are typically constructed using a metal or timber framework or studwork, covered with plasterboard. For heavier items you should locate the studwork and screw into it. If there is no stud in the selected position, and the fixing is to carry a relatively light load, you will need a specialist cavity type fixing.

The NHBC Guide to your new home provides further information on fixings.

EXTRACTOR FANS

Grilles do need to be kept clear of dust and debris, so this should form part of your own routine maintenance.

REMEMBER! ALWAYS CHECK FOR HIDDEN PIPES AND CABLES USING A DETECTOR BEFORE DRILLING/NAILING.

CENTRAL HEATING

Water heated by the boiler is pumped around the radiators through pipework that is generally concealed in the floors and walls. Your home has been constructed with fuel efficiency in mind, and is well insulated. The timing of central heating and hot water can be set to suit your individual requirements and thermostatic radiator valves can be used to regulate room temperatures. Some homes have separate heating zones, controlled by an additional programmer.

If your home has a hot water cylinder, water heated by the boiler is also circulated through a coil to heat the water in the cylinder, which is then distributed to the hot taps around the home.

Alternatively, your home may have a combination boiler, in which case there will be no hot water cylinder. Water from the rising main is directly heated in the boiler and distributed to the hot taps around the home.

Full operating instructions are provided, but please ask if further assistance is required to achieve the desired settings.

- It is recommended that some background heating is left on during the winter months to prevent any damage caused by frost
- Do not cover vents/flues.

REMEMBER: TO ARRANGE ANNUAL SERVICING OF YOUR BOILER, HOT WATER CYLINDER AND PRESSURE VESSEL AND MAINTAIN A RECORD OF THE SERVICE HISTORY, OTHERWISE YOU WILL NOT BE COVERED UNDER THE INITIAL 2 YEAR BUILDMARK COVER.



SHOWER ENCLOSURES

Glass panels have a hydrophobic coating aiding 'run-off' of water droplets and reducing the need for frequent cleaning. For best appearance/product life however, regular cleaning is recommended.

Clean using mild soap/detergent solutions **ONLY**. To prevent the build up of limescale, do not allow water droplets to dry on the glass or frame. After showering, rinse with water, remove droplets using a squeegee on glass panels and wipe frames dry with a soft cloth. Under no circumstances should abrasive, caustic or scouring products be used.

DO NOT use 'spray and leave' type cleaning products. Use of unsuitable products may cause plated/painted finishes to deteriorate.

Should a build up of limescale occur, remove using a 50:50 solution of white vinegar and water applied with a soft cloth and rinsed/dried thoroughly.

BATH WATER TEMPERATURE

To comply with Building Regulations and prevent scalding, the temperature of your bath water is restricted and will be cooler than water from other taps around the house.

DRAINS

Drains will block if unsuitable materials such as nappies, sanitary towels, cooking oil and fat are put into the drainage system via the sink or WC. Even some wipes described as 'flushable' can cause blockages, so do not discard these into the drainage system.

Hair traps on shower wastes should be regularly cleaned out to allow water to drain freely. If basins/showers are not in regular use, it is recommended that you occasionally run a tap to prevent the sink trap drying out, which can cause an unpleasant smell.

PLEASE NOTE THAT IF DRAINS ARE BLOCKED BY INAPPROPRIATE ITEMS, THIS IS NOT A BUILDING DEFECT AND WOULD NOT BE COVERED BY BUILDMARK.

GUTTERS

Gutters, gullies and downpipes should be checked regularly and cleared of leaves and other debris. This is particularly important in the autumn.

REMEMBER: PLEASE TAKE SUITABLE PRECAUTIONS WHEN USING LADDERS.





ROOFS

Modern homes are built with pre-fabricated trusses designed for each house, of the correct size and strength to support the roof tiles, wind and snow loads.

All roof timbers are necessary for the support of the roof and should not be cut or removed.

Any works carried out on the roof should be undertaken by a skilled person using appropriate safety equipment. Following works such as TV aerial/satellite installation or window cleaning it is recommended that you check for any damage. Damage caused by a third party is not covered by Buildmark.

We ensure all our loft spaces are well insulated to prevent heat loss and to reduce home energy consumption.

LOFT SPACE

DAMP AND MOULD CAN OCCUR IN THE LOFT SPACE. PLEASE NOTE THAT DAVIDSONS ARE NOT RESPONSIBLE FOR ANY DAMAGE TO PERSONAL BELONGINGS STORED IN THE LOFT.

THE STRUCTURE OF THE ROOF HAS NOT BEEN DESIGNED TO TAKE THE ADDITIONAL LOAD OF STORED ITEMS, SO THE LOFT IS NOT INTENDED TO BE USED AS A STORAGE AREA.

Lofts are very well insulated but this does mean that safe access may be prevented. As a result, some aerial/satellite fitters may run their cables outside the house so it is worth checking this in advance.

Condensation can occur on the felt to the underside of the roof as warm moist air from your home meets the cold timber/felt. This will gradually disperse.

GARAGES

Garages are designed for the storage of vehicles, and are generally constructed using a single thickness, or skin, of brickwork. They will not necessarily be waterproof, particularly during periods of prolonged driving rain. Rain may also enter under the garage door.

PLEASE NOTE THAT DAMAGE TO ITEMS STORED IN THE GARAGE IS NOT COVERED UNDER BUILDMARK, SO IT IS NOT RECOMMENDED THAT YOU USE THE GARAGE FOR GENERAL HOUSEHOLD STORAGE.

SMOKE DETECTORS

Your new home is fitted with smoke detectors for your protection. These are mains wired with a battery back-up. It is recommended that smoke detectors are tested on a weekly basis.

Batteries should be replaced annually but the unit will emit a high pitched beep if the battery needs to be replaced.

Smoke detectors should be dusted/vacuumed regularly to remove accumulated dust.

WINDOWS/DOORS

Some windows may form part of your fire escape route and will not therefore be lockable. Windows may have restrictors fitted which must be operated correctly to avoid damage.

Frames and handles should be regularly cleaned internally and externally using a solution of washing up liquid.

Glass is a natural material and may have some slight imperfections and bubbles. It has a soft surface and can scratch easily, so take extra care when cleaning. Scratched glass is only covered under Buildmark if it has been notified during the initial 7 day notification period.

Moving parts/locking mechanisms should be checked regularly and lubricated if necessary using a silicone based spray. French/bi-fold doors may expand slightly in periods of prolonged hot weather and may be more difficult to open/close.



TAKING CARE OF YOUR NEW HOME – EXTERNAL

FENCES AND GATES

To prolong the life of your fences and gates, it is recommended that these are treated/painted within the first 12 months, and every 2 years thereafter to provide protection against natural weathering and warping.

EFFLORESCENCE

Natural salts coming out of the brickwork may leave a white deposit and is quite normal. It is not harmful and usually disappears over time.

DAMP-PROOF COURSES, AIR BRICKS AND VENTILATION

It is important that the level of soil around your house is kept below the damp proof course to avoid damp penetration.

Air bricks and ventilators should not be blocked or covered.

DRAINAGE ACCESS/INSPECTION CHAMBERS/RODDING EYES

These provide important access to the below ground drainage system so that any blockages can be cleared and should not therefore be covered, e.g. by turf, soil, decking or paving.

MULCHING AND WEEDING

Surface weeds will be quick to grow in the fresh soil around the base of trees, so it is important for you to remove them otherwise they will compete with your tree for water.

Mulching around the base of trees (but not touching the trunk) with crushed bark or leaf mould will help inhibit weed growth and retain water.



CREATE YOUR OWN UNIQUE GARDEN AREA



TURF

In the first month, newly laid turf should be soaked on a daily basis to avoid shrinkage, especially in the summer months. During hot weather, water early in the morning and again in the evening.

- use a hosepipe and sprinkler and pay attention to edges to ensure they are thoroughly watered
- grass takes in water from its roots only, so turf must be thoroughly soaked each watering
- signs of under-watering are shrinkage gaps between turfs and yellowing/browning of grass.

If joints open between the individual turfs, fill these with a mixture of fine soil and grass seed.

To prevent rutting/depressions forming, avoid walking on turf for the first month, while it becomes established.

MOWING

Mowing **MUST** be carried out before the grass gets too long, at a maximum height of 50mm (2 inches).

- you may walk on the grass for the purpose of cutting approximately one month after laying but please note that this timing may need to be extended during periods of prolonged rainfall or other adverse weather conditions
- the first few cuts of the new grass should be on the highest mower setting, reducing each cut thereafter to a minimum of 25mm (1 inch).

TOP DRESSING AND FEEDING

You may experience some natural settlement of the lawn that can create isolated dips and hollows. This is normal and not covered under Buildmark. You can resolve this by top dressing using horticultural sand mixed with silt/clay/loam along with grass seed to repair any wear and tear undulations that may have occurred.

You can also maintain/improve your lawn with the addition of specialist weed and feed product in the Spring and Autumn.



TREES AND SHRUBS

Trees and shrubs take moisture from the soil so planting them can cause the ground to shrink, whilst removal of established trees or hedgerows can result in ground swelling. Adequate room should be allowed for trunks and roots to grow, particularly near walls and drains.

The layout and selection of any planting will have been carefully designed, so you should obtain independent advice before planting/removing any trees or shrubs.

New trees will need plenty of water, unless it is actually raining or the ground is clearly very wet, you **MUST** keep trees watered:-

- it is recommended that you give your tree/s a thorough soaking at least twice a week in dry weather and more often if any signs of wilting are apparent
- even a small tree will need 20 litres to soak the root ball
- the watering regime should continue throughout the first season
- trees planted that have a girth of more than 20cm will also require watering in dry weather through their second year to ensure survival
- wilting is the most obvious sign of under-watering
- signs of over-watering are yellowing leaves, rapid leaf drop and spotting on leaves.

PLANTING

Maintenance of planting within your garden is your own responsibility. The success of any new planting will depend on care and all new plants will require regular watering, preferably in early morning or evening during Spring and Summer. Water at the base of plants and soak thoroughly rather than give a light sprinkling every day. Replacement of trees or shrubs that have not been maintained is not covered by the warranty.

STAKING AND TYING

Trees will have been staked and tied. These should be checked periodically for signs of chafing and tightening as a tree grows and any necessary adjustments made.

FENCING

Use a preservative treatment within 12 months and subsequently every two years to prolong the life of your fence. Damage due to severe weather conditions is not covered under the warranty.

DRIVEWAYS/ROADS

Final surfacing to driveways and roads is usually carried out in phases and may not therefore, have been completed at the time you move in. This helps to avoid damage to the surface caused by heavy machinery.

All adoptable roads and sewers are covered by a Section Agreement with a surety bond provided by the NHBC to ensure they are completed.

Where dropped kerbs are present, a temporary infill strip will allow safe access/egress. These will be removed when the final surfacing is applied, but care should be taken on all temporary surfaces, in all weather conditions, until final surfacing is completed.

Your driveway has been designed for domestic and light commercial vehicles, but heavy vehicles or point loading may cause damage, especially when it has first been laid. Please take care with items such as ladders and bike stands.

In hot weather, the driveway surface can become soft. Manoeuvring of vehicles, especially with power steering, can cause scuffing and deterioration of the surface. Such damage is not covered under Buildmark.

Should a repair be necessary, a repair patch may be carried out in line with industry practice, but the whole area may not be resurfaced.

SITE SAFETY

Construction work may well be ongoing when you move in to your new home, and a certain amount of dust and noise is inevitable. We will, of course, make every effort to keep this to a minimum.

Please do not enter, or allow children to enter, construction areas. Please be aware of construction traffic and take care when walking or driving.

Conditions and traffic management systems can and do change. Please take note of any signage for pedestrians and vehicles, as this is there for your safety.

*Please be vigilant – safety on site
is of paramount importance*

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Common Questions

Damage	Items to be reported within first 7 days, refer to page 8.
Appliances	Warranty held directly with manufacturer, must be registered upon occupation, refer to page 10.
Outside Tap	Isolate in cold temperatures ideally during winter months, refer to page 11.
Condensation	Refer to page 12.
Shrinkage & Settlement	Allow 18 months for property to dry out and settle, refer to page 13.
Discolouration of Woodwork	Refer to page 13.
Heating & Hot Water	Arrange annual services and prevent frost damage by providing background heat in the winter months, refer to page 14.
Cleaning	Do not use spray and leave or abrasive cleaning products, refer to page 15.
Bath Water Temperature	This will differ from hot water in the property due to anti scald valve, refer to page 15.
Shower Traps	Manufacturers recommend these are cleaned out weekly, refer to page 15.
Drains	Blockages can occur where inappropriate items are flushed, refer to page 15.
Loft Storage	Lofts are not designed for storage which can reduce air flow and contribute towards condensation, refer to page 16.
Garage Storage	Garages are not watertight by design, refer to page 17.
Smoke Detectors	Batteries should be replaced annually, please refer to page 17.
Windows & Doors	Hinges should be maintained regularly using a silicone-based spray. Expansion can occur during hot weather, refer to page 17.
Gardens	Davidsons provide a turfed area as a starting point for homeowners to create a garden which best suits their individual lifestyles and natural surroundings. Natural settlement is to be expected, you may also find individual areas require more attention due to shade. Refer to page 19.
Trees	Require lots of help from the homeowner in order to establish, refer to page 20.
Fencing	Preservative treatment required within the first 12 months of occupation, refer to page 20.
Driveways	Scuffing and deterioration can occur, refer to page 21.

Technicians Hints and Tips

Basin Plugs	To prevent the plug from expanding and getting stuck in the plug hole, we recommend occasionally applying a silicone spray as well as a non-abrasive limescale cleaner.
Internal Doors	A black dust is a common occurrence from new hinges. To prevent this regularly maintain with a silicone-based spray.
Front & Back Door	Doors can expand and contract depending upon weather conditions and can become difficult to open and close. Adjustments can be carried out by the homeowner by loosening the screws to the keepers and re-aligning, tighten screws once adjustments made.
Drainage Smells	A common cause of drainage smells in bathrooms is drying out of the waste traps which occurs when taps are not regularly run. As part of your home maintenance simply run water for a few minutes to all baths, showers, basins and flush toilets that are not used regularly.

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