

Davidsons Homes After-Sales Procedures

Congratulations on buying your new Davidsons home. Now that the sale is complete, our After-Sales team are available to support you for two years. If you have any questions or concerns as you settle into your new home, please approach our After-Sales team for advice and support.

How to contact us:

If you have a question or need to make us aware of a new issue, please contact us using the contact details below:

Davidsons Homes – East Midlands

Wilson House
 Leicester Road
 Ibstock
 Leicestershire
 LE67 6HP

Davidsons Homes – South Midlands

Rickyard Barn
 Blisworth Hill Farm
 Stoke Road, Blisworth
 Northamptonshire
 NN7 3DB

You can also reach us via telephone or email, these details can be found on our website here: <https://davidsonsgroup.co.uk/contact/>.

If you have an emergency:

During the initial 2 year period, we have a team that is dedicated to help you in the event of an emergency.

If your enquiry relates to an emergency during office hours (Monday – Friday : 8.30am until 5pm) please contact the After-Sales team, details can be found [here](#).

If you have an emergency situation outside of normal office hours, details are as below:

Monday – Friday 5pm – 8.30am
 Saturday – Sunday 24 Hours

Emergency Out of Hours Contact Number: 0800 074 0679

Please note, the following situations constitute an emergency:

**Before reporting an emergency, please ensure that the problem is not caused by a general failure in the area.*

- Water Leak (if this cannot be maintained) – *Turn water supply off at main stop tap*
- Flooding caused by Blocked Drains
- External Door Locks
- Complete failure of electrics, please check the below
 - Consumer Unit – *To ensure a trip switch has not been activated*
 - Local Power Supply – *Please ensure there is not a general power cut in your area before reporting*

Running in your new home:

During the first few months, your home will need to 'settle'. This includes allowing it to dry out gently. During construction, a new home is subject to the weather and many thousands of litres of rainwater can be absorbed by the structure before it is made watertight.

As the structure is drying out, you may notice minor cracks in interior walls (shrinkage) or white deposits on any brickwork (efflorescence). Shrinkage happens when timbers and plaster contract as they dry out. Efflorescence deposits are natural salts that come out of the wall materials and are quite normal. These salts are not harmful and usually disappear over time.

Shrinkage and efflorescence may occur regardless of what you do, but there are steps you can follow to try and minimise them:

- To keep cracks and gaps to a minimum, you need to allow your home to dry out gradually.
- Leave windows or trickle vents open and use extractor fans in kitchens and bathrooms to help to ventilate your home and allow moisture to evaporate more naturally. This will also avoid condensation forming which can damage timber and paintwork.
- The length of time your house takes to dry out depends on how it was built and in what sort of weather conditions. Generally speaking, it will take around nine months to a year.
- After this time, shrinkage can normally be put right very easily with ordinary filler and touch up paint during routine redecoration.
- Shrinkage is accelerated by heat, so try to keep an even temperature throughout your home.
- If you move in during winter, it may be tempting to turn on the heating to its highest setting. This is not recommended as the high heat may accelerate shrinkage.

Snagging Issues:

Your home has been constructed by a number of different trades in accordance with relevant Building Control requirements. Although every care has been taken to ensure it is handed over with no problems, some issues may arise in your new home from time to time, these are known as snags or snagging issues, please be assured that all valid issues will be covered under the 2 years building warranty and we will endeavour to rectify them as swiftly and with as little inconvenience as possible.

If you identify any snags, or believe something could be a snagging issue, please contact the After-Sales team using the details found [here](#). The details will be recorded on your plot file and suitable arrangements will be made to undertake necessary works. In the event of a more complex issue, we may require to arrange for an inspection at your home from a Davidsons representative.

Under normal circumstances, we expect to resolve most snags within 30 days. Where this is not possible, for example, due to having to order materials which have a longer lead time, we will keep you regularly updated and confirm an anticipated date for the repair as soon as we can.

Homeowner Maintenance:

Some elements of your new home will require regular maintenance. These are not snags and are part of routine homeowner maintenance. These could include areas such as annual servicing of your central heating boiler and cylinder, upkeep of external decorations including garden fencing and regular care for your landscaping. You can find more details on what is covered under the terms of your warranty [here](#). Please contact the After-Sales team if you have any other questions.

Complaints:

We trust that we can resolve any issues swiftly, but if you are dissatisfied with our service, you can log a complaint by following our formal complaints procedure.

You can raise a complaint by contacting us using the below details:

Davidsons Homes – East Midlands

Wilson House
Leicester Road
Ibstock
Leicestershire
LE67 6HP

Davidsons Homes – South Midlands

Rickyard Barn
Blisworth Hill Farm
Stoke Road, Blisworth
Northamptonshire
NN7 3DB

Email: complaints@davidsonsgroup.co.uk

Davidsons Homes Formal Complaints Procedure

<p>STEP 1 YOU HAVE A COMPLAINT</p>	<p>The first step to raising a formal complaint is to email complaints@davidsonsgroup.co.uk or write to us at the above addresses. Please ensure you include your name, address and contact details, overview of your issue alongside the nature of your complaint, please ensure you include any supporting evidence such as photographs or documents and finally, detail the resolution you are seeking.</p> <p>We ensure to acknowledge your complaint within 2 days and provide</p>
<p>STEP 2 NOT RESOLVED TO YOUR SATISFACTION?</p>	<p>If you are not satisfied that your issues have been fully resolved or consider that the handling of your complaint has not been suitable and remain dissatisfied with the response, you can request that a review is completed by a director by requesting for an escalation in writing to your initial complaint handler.</p> <p>We will continue to update you on the progress of your complaint.</p>
<p>STEP 3 YOU'RE STILL NOT HAPPY</p>	<p>We hope that all formal complaints will have been suitably addresses by this stage, however, in the unlikely event that you remain unhappy with the outcome at stages one and two, you can request for a final escalation to stage 3 by requesting for a further escalation in writing to the stage 2 complaint handler. A full response will be sent to you of the conclusion, including Davidsons Homes' final position on the</p>
<p>If after completing the above 3 steps we have been unable to reach a mutually acceptable resolution, you may wish to refer to your Home Warranty provider's dispute and resolution service or the New Homes Quality Board or Consumer Code for Home Builders for further guidance.</p>	

We are a Registered Developer with the New Homes Quality Board (<https://www.nhqb.org.uk/>) and comply with the New Homes Quality Code. In the unlikely event that you remain dissatisfied after following our formal complaints procedure, you may be able to raise your complaint with your Warranty Provider, or the New Homes Ombudsman Service.