

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

Davidsons Homes – South Midlands

Wilson House
Leicester Road
Ibstock
Leicestershire
LE67 6HP

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

Email: complaints@davidsonsgroup.co.uk

Davidsons Homes Formal Complaints Procedure

STEP 1	Please raise your complaint with complaints@davidsonsgroup.co.uk or write to us at the above address. 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.
STEP 2	We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
STEP 3	We will send a full complaint assessment response to you within 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. If the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
STEP 4	Once the complaint has been resolved, we will send you a closure response which confirms what action has been taken.
STEP 5	<p>In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on what has caused the delay, what the next steps are, and the anticipated date for resolution. We will also keep you updated no less than every 28 days until the matter is resolved.</p> <p>We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.</p> <p>The Ombudsman will decide whether they accept a complaint, in accordance with their scheme rules. The Ombudsman can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider, if relevant.</p>
<p><i>*The complaints initiation date (CID) is the first working day after a complaint is received. For example, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).</i></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 by contacting them via their website (<http://www.nhos.org.uk/>) or calling 0330 8084286.