

Faults in your new home



Teething problems with new homes are not unusual. This leaflet explains how we will make sure your home is in good order when you move in, and who is responsible for putting right any problems in your home's first year.

Faults in the first year

Defects are faults that occur in your newly built home in the first year due to poor workmanship, quality, performance or design. Defects are not wear and tear.

The builder is responsible for fixing these faults within the first 12 months of your home being built, which is referred to as the 'defects liability period'.

Here are some examples of things the builder is responsible for, and what you are responsible for, fixing in the first year.

The builder is responsible for:

- Wrongly installed fixtures and fittings, such as plug sockets, extractor fans, locks and lights (if you change these, the builder will not be responsible for fixing problems and it could invalidate the electrics warranty)
- The wrong connection of utilities such as gas, electricity or water
- Doors not opening or closing properly.
- Bathroom or kitchen fixtures wrongly installed, for example a toilet not flushing properly, or leaking plumbing
- Nail pops - when nails work themselves loose and plaster pops out from the surface of a ceiling or wall

You are responsible for:

- Blocked guttering or plumbing resulting from misuse.



- Damage or wear and tear
- Condensation or damp from lack of ventilation.
- Doors that won't close if you have fitted carpet yourself (consider shaving the doors)
- Reporting faults as soon as possible.

Reporting a fault/defect

If you notice any defects when your sale completes, our staff will report them for you.

Once you have moved into your new home, you need to tell us as soon as you notice any faults. To report a problem, please do one of the following:

- Call us on 01442 292301
- Email us at maintenance.services@hightownha.org.uk
- You can also report faults on our website at www.hightownha.org.uk
- For out of hours emergencies please call 0845 160 00 77, unless otherwise stated in your Occupiers' Manual.

The builder will then contact you directly to arrange a convenient time to inspect your home and fix the fault.

Timescales for fixing faults

Our timescales for fixing faults depend on how urgent the work is. Minor cosmetic faults such as shrinkage cracks thicker than a £1 coin may only be rectified after the end of defects inspection. This is because the builder will want to make sure your home has fully adjusted to being occupied. If you are advised the fault you are reporting will be left until this time then please make a note.

Teething problems with new homes are not unusual and we will do our best to liaise with the builder whose responsibility it is to put things right. We will keep you informed of progress.

Our response times for different types of faults are as follows:

Emergency - Within 24 hours

A problem that puts the health, safety or security of people at immediate risk.

Urgent – Within 3 working days

Fault causing discomfort, inconvenience or nuisance and likely to lead to further deterioration of the building.

Routine – 20 working days

Fault that does not cause serious discomfort, inconvenience or nuisance.

End of defects inspection

Please remember the end of defects inspection is the last chance the builder will have to make sure everything is working as it should be and put right any faults. When you are contacted by Hightown about the inspection, if the proposed time is not convenient then please

rearrange with us for another time. Most of Hightown's new properties have an NHBC Buildmark Choice warranty, which includes two year's of repair cover by the builder. If you notice any new defects in the 12 months after the inspection, you should report them directly to the builder.

Complaints about defects

If you have a complaint about the way your defect is being dealt with, this will be looked at informally under our defects complaints process below.

- Please bring the matter to the attention of the Development Officer for your home. They will liaise with the builder and seek to resolve the matter to your satisfaction within 7 working days.
- If you are still dissatisfied, please ask for the matter to be escalated to the Development Manager who will seek to resolve the matter with the builder within 10 working days.
- If the problem has still not been resolved you can ask for the matter to be considered by the Head of Development who will decide whether it is appropriate for Hightown to step in to carry out the work (and then recharge it to the builder) within 10 working days.

If you are still dissatisfied then you can escalate your complaint through our formal complaints process.

If you have any queries on defects please contact the Home Ownership Team on 01442 292343 or email home.ownership@hightownha.org.uk.



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大字版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی چھپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

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A charitable housing association.

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