



HOLLINS

HOMES PEOPLE LOVE

CUSTOMER CARE

Commitment

WE KNOW THAT PURCHASING A PROPERTY IS ONE OF THE BIGGEST DECISIONS YOU ARE LIKELY TO MAKE. THAT'S WHY AT HOLLINS HOMES WE HAVE A **CUSTOMER CARE PLAN** TO HELP YOU ALONG THE JOURNEY.

We endeavour to make the process as smooth as possible, every step of the way, outlining our commitment to supporting you before, during and after your purchase.

Our team of skilled specialists are committed to giving you the highest level of customer experience and we have implemented processes and policies to protect our promises.

WE WILL:

- A point of contact through every stage
- All questions resolved
- Keep you fully aware of all decisions and choices and how these will affect the purchase
- Ensure your safety on site by providing you and your family with health & safety information and protection
- We will never use marketing or ad speak and communicate with you in an open and straightforward manner
- Our contracts and terms of purchase will be fully explained to you and made clear in plain English
- You will be fully briefed on your cancellation rights from the outset
- Will make sure you know the exact cover of our warranty provider's cover and any other guarantees you will receive

- You will understand how and where your deposit is protected and how all payments are dealt with
- Importantly, you will be kept fully up to date on the progress of the purchase and the timeline leading up to the handover of your new Hollins home

ONCE A COMPLETION DATE IS SET, WE WILL:

- Make sure you are in the house as expected, when you expect to be
- Give you a full tour and ensure you know all the functions and features of your new home
- For two years post-completion, we promise to support you fairly with the after-care of your property



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www.hollinshomes.co.uk



Your new home warranty

A 10-year warranty covers your new home. It is very important that you familiarise yourself with this and what it covers. Please pay attention to the difference between the first two years of cover and the cover from years three to ten.

Your warranty is split into two periods; the defects insurance period, which covers the first two years; and the structural insurance period which covers years three to ten.

Our Customer Care Warranty covers your first two years in the home. If there are any issues with the work undertaken, such as the windows letting in rain because the seal has become faulty we will come and fix them. Please contact the Hollins Homes Customer Care Department immediately you are aware of any issues.

Remember that you are still responsible for regular maintenance, decoration, and servicing (such as boilers and heating systems). We recommend that your boiler is serviced after the first year and that you register with your local gas supplier on their maintenance contract. If your annual service is missed, your warranty becomes invalid.

Years three to ten of the warranty covers you in the unlikely event of major structural defect. The full details of this cover will be in your own warranty documents which you will receive through your solicitor or legal conveyancer.

During the structural insurance period, we are only responsible for major problems with the structure of the house. This includes foundations, the external render, roofs, ceilings, chimneys and load-bearing parts of the floors.

Smaller 'defects' are now your own responsibility, including non-structural defects such as problems with your gutters, central heating and fixtures and fittings.

WHAT DON'T THEY COVER?

Understandably, natural wear and tear isn't covered by a new home warranty, neither is weather damage or any problems resulting from you not maintaining the property adequately. Please be aware that any cosmetic wear and tear reported after your quality assurance completion checklist on completion will not be covered in the warranty unless it is as a result of a build defect.

Please note that the 10 year warranty provided does not cover items such as garden areas, garden walls or boundary fencing detail.

THE A TO Z GUIDE OF YOUR 10-YEAR WARRANTY

Appliances - our new appliances are covered by a manufacturer's warranty. It is the homeowner's responsibility to register their appliances with the manufacturer and it is the homeowner's responsibility to contact the manufacturer in the event of a defect. In the first two years, any defects due to installation are covered by your warranty.

Blemishes - Surfaces should be viewed in natural daylight from a 2m distance and not by shining artificial light onto the surface.

Brickwork - Minor cracks due to shrinkage are normal and are the homeowner's responsibility. Anything more is covered by your warranty. You may notice the appearance of a white deposit on your external brickwork, which is called 'efflorescence' and is a natural result of the drying out process. These deposits are natural salts coming out of the building and they will eventually disappear.

Central Heating Boiler - Your new boiler is covered by a manufacturer's warranty. You will need to have your boiler maintained on an annual basis to maintain this warranty. Any defects due to installation are covered by your warranty in the first two years.

Chips, scratches, damage to sanitary ware, kitchen doors and surfaces, glazing, tiles, fireplace, etc - These are to be noted on our Quality Assurance Checklist which you will complete on 'move in' day. Any such damage after 'move in' day are not covered by your warranty.

Colour variations - Colour and tone variations in natural products are to be expected.

Condensation - Condensation is very normal during the drying out process. Please ensure you keep your home well ventilated during the drying out process, especially areas like under stairs cupboards. If you go on holiday during the drying out process, we advise leaving all your internal doors ajar.

Cracks in concrete - We will rectify major cracks, i.e. 5mm or more, during the first two years. This is a onetime repair.

Cracks in interior paint, door casings, skirtings, architraves - Minor cracks due to shrinkage are normal. Maintenance and touch ups of such cracks are the responsibility of the homeowner. In the unlikely event of major cracks, your warranty provides cover.

Door and lock adjustments - If function is affected by shrinkage or installation, your initial 2-year warranty provides cover.

Drainage - Your warranty does provide cover for drainage; however blockages that are due to prohibited materials (make-up and baby wipes, etc, are examples) are the responsibility of the homeowner.

Extraction in wet rooms - Your warranty covers defects due to improper installation.

Fencing - Maintenance and care is the responsibility of the homeowner.

Grouting - Minor cracks are normal and to be expected. Rectification of minor cracks in grout is the responsibility of the homeowner.

Hard floor coverings - Minor cracks are normal and to be expected. Rectification of minor cracks in grout is the responsibility of the homeowner.

Landscaping - Maintenance and care are the homeowner's responsibility. Keep off your newly laid turf until it has knitted together. In hot weather or dry conditions, ensure you water your garden.

Meters - Contact your utility service provider.

Plumbing leaks - Cover provided within the first two years. Damage caused by the homeowner is the responsibility of the homeowner. Take care hanging pictures!

Roof - Covered by your warranty. Damage due to severe weather conditions is the homeowner's responsibility and may be covered by your home Insurance.

Shower door leaks - Leaks due to poor installation are covered within the first two years of your warranty.

Structure load bearing - Covered by your 10-year warranty.

Window frames (PVCu) and glazed units - Covered by manufacturer's warranty. Chips and scratches must be reported on 'move in' day.

Keep the details of your warranty cover provided by the Warranty Provider in a safe place.