



Welcome

to your new home



This is your comprehensive guide to settling in and caring for your brand new Pennyfarthing property.



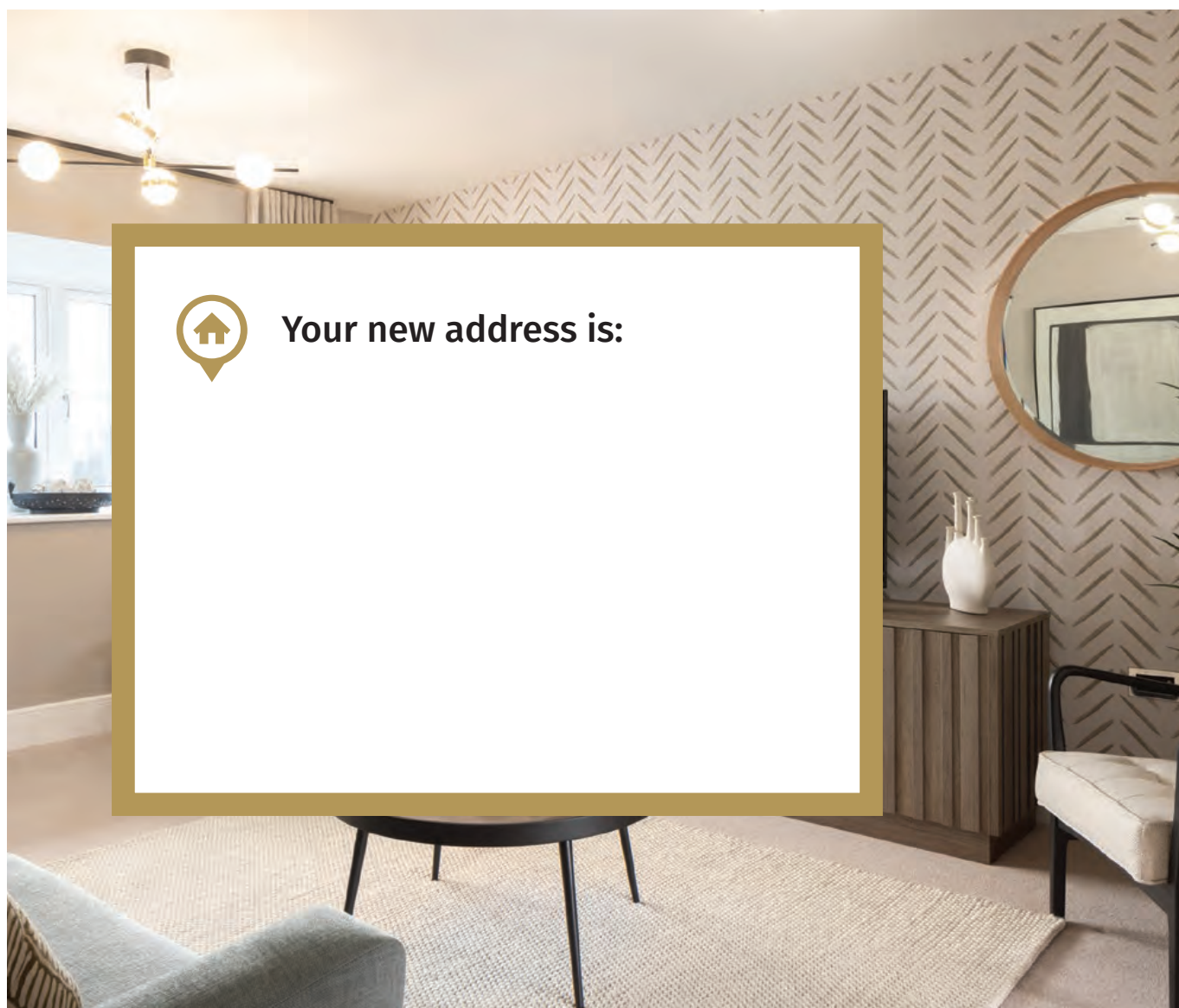
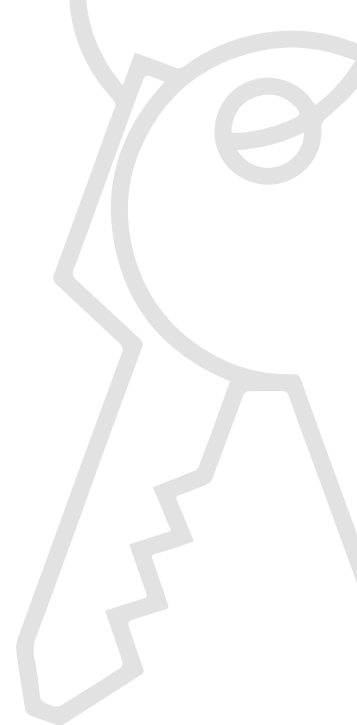
Contents

Section 1	Congratulations	4
Section 2	Moving in	6
Section 3	Customer care	8
Section 4	Here to help	10
Section 5	Important contacts	12
Section 6	Settling into your new home	14
Section 7	Essential services	18
Section 8	How to...	22
Section 9	Your safety	28
Section 10	Home security	36
Section 11	Care and maintenance	37
Section 12	Outside your home	46
Section 13	Utility costs & services	48
Section 14	Development and neighbours	49
Section 15	Your 2 year Pennyfarthing Warranty	51
Section 15	Appendix	54

This document cannot be construed or implied as a warranty. Your rights under the 10-year Warranty Guarantee are not affected. Pennyfarthing Homes cannot be held responsible for problems which may arise as a result of any owner/occupier failing to uphold the recommendations offered here.

Congratulations

You've got the keys to
your brand new home!



Enjoy settling in to your brand new Pennyfarthing home. We know moving can be busy but please take some time to read through this guide for your safety and comfort.

In this guide you'll find details of your new home, advice on how best to maintain it and instruction manuals for your fitted appliances.

Please refer to this guide in the first instance but feel free to contact our Customer Care Department for more information.

Please note:

It's important to register your home's appliances with the manufacturers. This simple step can make a big difference if you ever need to make a claim against the manufacturer's guarantees later on.

10 YEAR

Guarantee

Your new home benefits from a 10-year Warranty Guarantee.

Your warranty policy documents will be provided by your solicitor. Please find the certificate in the appendices section at the back of this guide and refer to the Customer Care section for summary information.



We'd like to welcome you once more to your new home and hope that you'll enjoy it for many years to come.

Please note: that any extended guarantees offered on your home's fixtures, fittings and appliances, are provided by the relevant manufacturer and not Pennyfarthing Homes.

Moving in

We understand that moving days are hectic and exciting; we can't wait for you to be settled in and enjoying your new home!



Have you had your home demonstration?

If not, please contact your Sales Advisor.



Completion day

We'll meet to guide you through our handover process with someone from our Sales Team and a member of our site based Construction Team.

- We'll talk about our obligations regarding your property's warranties and its fixtures, fittings and appliances.
- We'll show you around your new home and after a final comprehensive check, complete a handover certificate with you.
- We'll take meter readings and send you a copy for your records.

Before you move in, we ask that you inspect your new home carefully, making sure that any items, including but not limited to visual defects, are noted on your handover certificate. This makes it easier for us to put right any issues that you find, especially those that arise from accidental damage during the move-in process, which will not be covered by the warranty.



Don't forget to ask if you have any questions.

And you're in!

The unpacking has begun and the house-warming gifts are flooding in. Take this time to familiarise yourself with your new home, from appliances to the fixtures and fittings.

- Ensure that you understand the operation of your smoke, heat and carbon monoxide alarms and test each one.
- Ensure that you have been given all of the operating instructions for your appliances and make sure to register them with the manufacturer.



48 hours following completion you'll get a courtesy call to make sure you're settling in and answer any questions.



28 day meeting

You've reached the first month of living in your new home and how the time has flown by!

You'll have had the opportunity to explore and enjoy your new home, identify, and report any initial teething problems that may occur with a brand-new property.

Our Customer Care Team will arrange a 28-day meeting to ensure that any remedials or questions noted during your first month have been completed and there are no outstanding issues.

Once these works have been confirmed as complete, your care will be taken over by our Head Office Customer Care Team who will manage any questions or issues that you have up to the two-year anniversary of your completion.



7 day meeting

We understand that with all the excitement of moving in, unpacking and enjoying your new home, the first week can be busy.

Our on-site Sales Team and site based Construction Team will contact you shortly after your first week to arrange a meeting. This will be an opportunity to ask any questions or report any defects.

Don't forget

Pennyfarthing guarantees your home for a period of two years following completion (in line with the Warranty Provider Guarantee).

From the end of the two-year period until the tenth anniversary of registration, your home remains covered by the Warranty Provider Guarantee against structural defects which may threaten the integrity of the property.

Please refer to the guarantee cover documents in the back of this guide or on your Clixifix account at clixifix.com





Customer care

We are very proud of the quality of our workmanship and the homes we build.

Each and every home is different, our homes are individually built and hand-crafted. This means there will inevitably be some variation in the finished appearance of different elements of the construction due to the nature of the materials and the ways in which they are applied.

We pride ourselves on being builders of quality homes and aim to build each property to the highest possible standards.

Occasionally, however, there may be a need for us to rectify certain defects within the first 24 months of owning your home. If you feel an element of your new home has not been finished to the required standard, please get in touch with our Customer Care Team.

In the unlikely event that you are dissatisfied with any aspect of our service or you have a specific concern relating to your home, we would request that you please refer to our complaints procedure at pennyfarthinghomes.co.uk.

Here to help

We're committed to making it easy for you to communicate with us. Please let us know if you require any specific help or support.

To report an issue with your property:



01425 613 958

Please select **option 3**



customercare@pennyfarthinghomes.co.uk

clixifix[®]

Clixifix[®] is an online portal which enables you to:



Log defects by creating a ticket



Communicate with us directly



Add a comment which is time and date stamped



Track the progress of your ticket



View all confirmed appointments

You can also find:



Appliance guides & important handover documents



Useful information (meter information, choices, etc.)



Full details of your warranty provider

Login to your Clixifix account to download a full version of this guide.

clixifix.com

clixifix.com

If you have reported an issue, the following timescales will apply:



Routine works

Our aim is to complete reported routine works within 28-days.

There may be exceptions to this due to the availability of materials or weather conditions. We'll do our best to keep you up to date and where necessary, provide you with a schedule of works.



Essential works

Repair required within 3 - 10 working days. These are works deemed to affect your comfort and convenience.

Examples of Essential works:

- ✓ Minor electrical faults or defects
- ✓ Minor plumbing leaks or defects
- ✓ Toilet not flushing when there is another one available at the property
- ✓ Containable minor leak through roof or window



Emergency works

Repair required within 4 hours or within 24 hours where Health and Safety is not compromised.

Examples of Emergency works:

- ✓ Severe leaks (gas, water)
- ✓ No heating (between October & April)
- ✓ No hot water
- ✓ Insecure property
- ✓ Toilet not flushing or blocked drain (where the property only has one)
- ✓ Partial or total loss of electricity, water or gas supply (not due to the service provider)



Out of hours emergency

We have partnered with Safeguard Call Handling Services FOR EMERGENCY SITUATIONS OUTSIDE OF OFFICE HOURS.



01207 503 293

Active between 5pm and 8.30am every day including bank holidays.

Our operatives will endeavour to complete all work in a timely and efficient manner, causing as little inconvenience as possible.

Whilst we appreciate that it can be frustrating when defects occur, we would ask you to be co-operative and protect or remove valuables, keep children and pets away from the work area for safety reasons and be courteous and respectful towards our operatives.

Pennyfarthing is committed to creating a harmonious working environment and has a zero tolerance policy towards inappropriate language, threats or acts of aggression towards our team members and operatives.



Answers to the most common issues can be found in this homeowner guide.

If you don't receive a utility bill within three months, please contact your utility provider.

Important contacts


Utilities

Your utilities are currently supplied by the following companies, to whom any queries with regard to supply, tariffs and alternative options should be addressed.

Your initial meter readings for all services will be taken when you move into your new home and recorded on your Handover Certificate.


You should receive your first bill within the first three months following legal completion.

You will be responsible for all utility charges from legal completion. Even if your first bill does not arrive during the first three months, remember to budget for these costs.

Electricity


.....

Supplied by:
Telephone:
Website:

Gas (where supplied)


.....

Supplied by:
Telephone:
Website:

Water

.....

Supplied by:
Telephone:
Website:

Telecoms*

.....

Supplied by:
Telephone:
Website:

Local Authority

.....

Address:

Telephone:

Website:

Refuse Disposal

Please visit your local authority website for information on refuse disposal. Occupiers within housing units should contact the local authority to request their bins.

Council Tax

Your local authority determines your council tax band. Find out more information for your home by contacting your local authority.

Fixtures & fittings

All appliances and fittings provided in your new home are covered by the manufacturer's guarantee and have accompanying manufacturers information outlining operation and care.

These documents are held in the appendices section of this manual for ease of reference and storage. Should a problem occur within any of these appliances you should contact the manufacturer direct.

Remember to complete your manufacturer warranties.

Please ensure that you complete the warranty registrations for all of your appliances and fittings. Subsequent claims against manufacturers' guarantees may be difficult to achieve if your ownership has not been registered using the forms provided.

Internal doors



.....

Supplied by:
Telephone:
Website:

Wall & floor tiles



.....

Supplied by:
Telephone:
Website:

Sanitary ware



.....

Supplied by:
Telephone:
Website:

Kitchen



.....

Supplied by:
Telephone:
Website:

Windows



.....

Supplied by:
Telephone:
Website:

Flooring



.....

Supplied by:
Telephone:
Website:

* Where installed, telephone outlet sockets will be in cabled and ducted ready for connection by BT. Telephone service supply, handset provision and connection are your own responsibility as the householder. As soon as your telephone has been connected, please provide Pennyfarthing with your contact numbers for our records, which will be treated in compliance with the General Data Protection Regulation.



Settling into your new home

Now that you're all moved in it's important that your home is allowed to 'settle' - this includes allowing it to dry out gently.

You may begin to notice minor cracks in walls and ceilings, gaps in joinery and white deposits on the walls - all of this is completely normal in a new home, and may occur regardless of the measures you take to prevent it.

However, there are ways you can reduce the chance of this happening as outlined here.



Like most new things, a home needs to be taken care of.



Drying out

Small cracks in the walls, nail pops in the ceiling, and gaps in joinery are common signs of shrinkage.

This happens when timbers and other materials contract as they dry out. They can normally be put right very easily with ordinary filler and a simple lick of paint during routine redecoration.

To keep cracks and gaps to a minimum, you need to allow all the materials used in constructing your home to dry out gradually.

Shrinkage is accelerated by heat, so you need to be sparing with it. Try to keep an even temperature throughout your home and, if you move in during the winter months, don't be tempted to turn the central heating up to its highest setting.

Leaving your windows open (or at least the vents within their frames) will help to ventilate your home and allow moisture to evaporate more naturally.

The length of time your house takes to dry out depends on how it was built and what sort of weather conditions there are when you first move in.

If you plan to redecorate, we recommend that you wait until the drying out process is complete, as paint applied too soon may crack as the moisture from construction evaporates.



Condensation

Condensation is caused by steam or water vapour coming into contact with cold surfaces, such as walls, ceilings and windows. Condensation can be the result of evaporation of moisture from building materials, which is common in new homes. If allowed to persist, condensation can result in the appearance of mould on interior surfaces and even on furnishings.

Condensation will gradually reduce as the building dries out, but you should avoid contributing to it if you want to prevent the appearance of mould on walls and ceilings. There are a number of things you can do, even after the building itself has finished drying out, to protect your home against condensation:

- ✓ Open windows or window vents to allow trapped moisture to escape.
- ✓ Cover pans when cooking to reduce steam and use the extractor fan where possible.

- ✓ Always use the extractor fan when bathing or taking a shower and allow it to complete the full cycle.
- ✓ Stop moist air spreading around your home by keeping doors closed when cooking or bathing.
- ✓ Avoid drying clothes indoors, especially on radiators.
- ✓ Heat your home evenly and consistently.

Ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation.

A house that is continually occupied or maintained at a warm temperature is less likely to generate condensation.



Condensation in your roof space

In cold weather, you may notice some moisture on the underside of the felt beneath your roof tiles.

This is due to any warm, moist air from your home passing into the roof space and settling on the cold surface of the felt and timbers. As the roof space is ventilated/breathable, this should gradually disperse without any issues arising, and following the general tips on reducing condensation will help keep any moist air that does escape into the roof down to a minimum.

Condensation forms naturally in your loft, especially in winter when there's a large difference between outside and inside temperatures.

But if the airflow in your loft is restricted, dampness and mould will form over time, keeping your loft insulation from doing its job.

Loft boarding and storing items in your loft can restrict the airflow and prevent the condensation from being ventilated away. We would not recommend boarding or storing items in your loft space as it may become damaged.

We cannot accept responsibility for any damage caused if these instructions are not adhered to.



Efflorescence

The appearance of a white deposit on the wall (known as efflorescence) can also be an effect of the drying-out process. These white deposits are actually natural salts that come out of the wall materials, and are quite normal. These salts are not harmful and usually disappear over time, and where they appear on internal walls, they can be brushed or wiped away.



Television aerial

We don't fit TV aerials as standard, simply because many home buyers prefer cable or satellite television. We do, however, install the necessary wiring within the loft space. Rooms may have an aerial point depending on the specification of the home.



In order to receive subscription TV (Sky, Virgin), you will need to contact the service provider.



Phone and Broadband

On occasion, it may not be possible to connect telephone or broadband services to the development and to individual properties in time for you moving in.

Before legal completion your sales adviser should be able to confirm the current status of your telephone and broadband and whether it will be connected.

Please note that connection issues aren't always the fault of the network provider. Although the network provider supplies the telephone and broadband connection, customers can choose their own service provider for these services. Sometimes, the problems may be caused by the service provider rather than the network provider.

Unfortunately, we are unable to connect sites to the telephone network ourselves. Only the network provider can do this.

Where installed, telephone outlet sockets will be in cabled and ducted ready for connection by BT. Telephone service supply, handset provision and connection are your own responsibility as the householder.

Once your telephone has been connected, please provide Pennyfarthing with your contact numbers for our records, which will be treated in compliance with the General Data Protection Regulation.



Essential services

Familiarising yourself with the essential services in your home is important and can help prevent potential hazards and breakdowns. Regular maintenance checks and servicing can extend the lifespan of appliances, optimise energy efficiency and reduce the risk of costly repairs.



Electricity

Where does it come from?

Electricity is normally supplied via an underground cable, which is connected to your meter (used for measuring energy consumption in kWh).

In some cases, electricity may be sourced directly from an on-site generator such as a wind turbine, solar panel or combined heat and power (CHP) unit.

How does it work?

From the meter, cables run out to your consumer unit (often referred to as a fuse box). This contains the main on/off switch and a number of miniature circuit breakers (MCBs), which protect individual circuits.

An MCB will automatically disconnect the supply of electricity if one of the circuits is overloaded or there is a fault. You can reset an MCB by simply switching it back to the 'on' position.

A consumer unit will also often contain a residual current device (RCD), which provides additional shock protection. An RCD which has 'tripped' can be reset by returning the switch to the 'on' position.

RCDs should be periodically tested to ensure they are functioning correctly: you can do this by pressing the 'test' button.

From the consumer unit, electricity is distributed around your home via a series of cables. These are usually concealed within walls or under floors.



If an MCB or RCD trips repeatedly, there may be a fault with an appliance or the installation and you should contact a professional electrician for help.



Water

Where does it come from?

Water is supplied by a regional water company through an underground service pipe. This pipe is fitted with a stop valve, which can be found at the boundary of your property, usually near your water meter.

Its position allows the water company to turn off the supply in an emergency or for maintenance. You may also have one within your home - make a note of this location too (often under the kitchen sink).

How does it work?

From the stop valve, water enters the 'rising main' and is distributed around the home via a **direct** or **indirect** feed system.

Your home is fitted with a direct feed system, where all cold water taps and WC cisterns are fed directly from the rising main.

Hot water is provided at mains pressure by an unvented hot water storage system or a combination boiler.

Cold weather.

During periods of cold or extreme weather, you must ensure that your external tap is isolated. Any damage caused by failure to do so will not be covered under your warranty.



Please make a note of the precise location of your stop valve.





Gas (Where installed)

Where does it come from?

Gas is supplied by an energy company and enters your home through a service pipe that terminates at the control valve, which can be found next to the meter.

The meter, which is usually installed outside the building (either on a wall or partially buried in the ground), is used to measure gas consumption in cubic metres or cubic feet.

During your handover meeting, you will have been given a key that opens the meter cupboard so you can read the meter or close the control valve in an emergency.

How does it work?

Gas is fed to the central heating boiler and other gas appliances (such as hobs) through pipework, which may be concealed within walls and under floors.



If you smell gas follow these steps.

- **Don't** smoke or light a match
- **Don't** turn electrical switches on or off
- **Open** your doors and windows
- **Turn off your gas** meter at the shut-off valve (this often has a yellow or red handle) – don't do this if your meter is in the cellar
- **Leave** the building
- **Call** the National Gas Emergency line for free on



0800 111 999



You should always contact a professional gas engineer who is listed on the Gas Safe Register to deal with problems with your gas supply or appliances.





Central heating

With a better understanding of your central heating system, you can:

- ✓ Improve thermal efficiency.
- ✓ Lower your energy costs.
- ✓ Reduce your carbon footprint.

How does it work?

Most new homes are fitted with a hot water central heating system which consists of a boiler, radiators, a pump and several controls. Water heated by the boiler is pumped around the radiators through pipework that is usually concealed within the floors and walls.

Your central heating system will be powered by an air source heat pump or by a gas boiler. This will have been explained to you during the purchasing process and user manuals and operating instructions for your heating system can be located within the back of this guide.

Boilers will usually have a programmer that allows you to turn the heating on and off, and to adjust the settings to suit your requirements. You can easily program the heating to stay on for longer in the colder winter months. A room thermostat and/or thermostatic radiator valves are normally provided to regulate individual room temperatures.

Types of Central Heating System

There are generally two types of central heating system: those with a hot water cylinder, and those without one.

In central heating systems that have a hot water cylinder or storage vessel - water that is heated by the boiler is also circulated through a coil to heat the water within the cylinder. Water from the cylinder is then distributed to the hot taps around the home. The temperature of the water provided from the taps can usually be adjusted using the cylinder thermostat.

Central heating systems that use a combination boiler do not have a hot water cylinder. This is because the boiler takes water directly from the rising main, heats it, and distributes it directly to the hot taps as and when needed. A control found on the boiler allows you to set the temperature of the water that comes out of the hot taps.

Most repair and maintenance work should be carried out by a professional engineer. However, there are one or two things that are an important part of maintaining your home:

- ✓ Bleeding your radiators.
- ✓ Re-pressurising your central heating system.



**Please refer to our
'How to' section for
more details.**

How to...

Extreme care needs to be taken when carrying out work around your home. Even if you're just hanging a picture or putting up shelves, there might be electrical devices, gas and/or water pipes in the way.

Before you start drilling holes or hammering in nails, always take care to establish the exact position of cables which are embedded in walls or under floorboards. You can do this using a cable detector.





Decorate your home

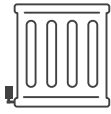
While we understand the excitement of personalising your new home, it's important to ensure you start off on the right foot. Here are a few key points to consider:

The walls in your new home will already be painted with emulsion. While you may be content with the colour, if you want to change it, it's wise to wait until the house has fully dried out before considering any repainting or wallpapering.

Rushing into decorating prematurely could result in wasted time and money, as the house needs time to settle and the drying-out process to complete. It's normal for small shrinkage cracks to appear during this period.

New woodwork tends to absorb paint or stain at a higher rate, which means the initial coat may not yield the desired finish.

Proper cleaning and preparation of the surface is essential before applying any coatings. Ensure the surface is completely dry to achieve optimal results during painting or staining.



Care for your radiators

There are a few easy steps you can take to get the best possible use from your radiators. If your radiators aren't working efficiently, your boiler has to work harder, using more energy.



Check your radiators once a month for cold spots, which could mean you need to bleed them (see opposite for how to do this).



Don't place furniture too close to radiators. Not only can this damage your furnishings, but it'll also stop the heat circulating properly.



Don't dry clothes or place wet towels on your radiators, it can cause condensation and rust.

Cleaning your radiators

The same hot air current that keeps you cosy also tends to make radiators a magnet for dust and debris, and that can prevent heat from escaping, so clean them regularly.

Before cleaning your radiators, turn your heating off and make sure the radiators are cold.

- ✓ Use a vacuum cleaner to remove as much dust as you can from in, around and under your radiator.
- ✓ Place a towel underneath.
- ✓ You can use a hairdryer to blow stubborn bits of dust and fluff out from awkward places.
- ✓ Wash down your radiators with warm soapy water, being careful to wipe them down with a dry cloth afterwards to avoid any rusting.

If you notice any leaks around your radiator you should:

- ✓ Immediately close both valves on the radiator to isolate it.
- ✓ Open the bleed valve to release the pressure, which should slow down or even stop the leak.
- ✓ Contact our Customer Care Team if you are within your two-year warranty period, alternatively, contact a local plumber.



Bleed a radiator

If things start getting a little chilly in your home and you're wondering why, look first to your radiators. It may be that, even with the central heating turned up high, they are failing to deliver the warmth you would expect.

If your radiators are cool at the top but warm at the bottom, it's probably because they have air in them and need bleeding. This is a normal part of owning a property and is considered homeowner maintenance.

If you are within your 24 month warranty period and have tried to rectify an issue yourself and it has not resolved the problem, please contact our Customer Care Team.

Bleeding radiators may sound like a messy and complicated affair, but it's actually far simpler than it sounds. As long as you're ready with the right tools (a flat head screwdriver and a cloth), it shouldn't take more than a minute for each one.

Follow these easy steps and your home will soon be warm and cosy again.

Turn off your central heating system and allow it to cool down.

Place a cloth beneath the bleed valve to catch any water that might leak from it, which could discolour floor coverings due to the additives within the heating system.

Use a flat head screwdriver to turn the bleed valve, usually located at the top and to one side.

Keep turning until you hear a slight hiss of air. When water begins to escape instead of air, close the bleed valve, as all of the trapped air has now escaped.

Once the radiators have been bled you may need to re-pressurise the system. Refer to the boiler manual located at the back of this guide for instructions.

Turn the heating back on, and enjoy the results.





Care for your Air Source Heat Pump

Always switch off the unit and remove the power cable from the electric source before carrying out any maintenance or repair works.

Regular servicing should only be carried out by competent installers using genuine parts.

Don't forget to register your products with the manufacturer.

Your cylinder/indoor/outdoor unit requires annual servicing in order to ensure safe working and optimum performance.

Please refer to your Air to Water Heat Pump Manual, located in the appendices section for full details, instructions and warranties.

Do not cover or place anything in front of your air source heat pump. There must be at least 1.5m clear air space in front of the air source heat pump.

Air source heat pumps draw air through their sides and back, and kick cold air out of the front, once all the ambient heat has been extracted. If there's something in front of it, this cold air can bounce off it and get sucked back in through the back and sides.

The Service Log Book supplied with this unit should be updated at each service. Never bypass any safety devices or operate the unit without being fully operational. Water drained off may be very hot!

Your guarantee may be void if you cannot produce proof of annual servicing.





Care for your boiler

Regular maintenance is crucial for keeping your boiler running smoothly and efficiently.

By staying on top of tasks such as checking pressure levels and scheduling professional inspections, you can prolong the lifespan of your system, minimise the risk of breakdowns and ensure optimal performance, keeping your home comfortable year-round.

Re-pressurise a sealed central heating system

Understanding the mechanics of your central heating system is essential for its proper maintenance.

Sealed central heating systems are equipped with a pressure vessel, usually located near or within the boiler, accompanied by a pressure gauge.

As your property is fitted with a sealed system, you may occasionally notice a drop in pressure. Refer to the boiler manual, located at the back of this guide, to find the correct pressure and instructions on how to re-pressurise the system.

Your guarantee may be void if you cannot produce proof of annual servicing.



Your safety

Home safety should never be overlooked.



It's important that you think ahead and familiarise yourself with any safety equipment or systems that exist in your home – a thorough understanding could make all the difference in an emergency.

Don't leave anything to chance – if there's anything you're unsure about, please contact our Customer Care Team.



Fire safety

Smoke alarms

All new homes are fitted with at least one smoke alarm, they will automatically emit an audible alarm on detection of smoke.

Your smoke alarm will need regular maintenance. Test each alarm by pressing the button every week and, if it has a backup battery, change this once a year (unless it is a 10-year alarm, in which case it will need replacing at the end of the 10 years).

Twice a year (maybe when the clocks change), gently open the cover and clean it carefully, using the brush attachment of your vacuum cleaner to remove dust and other debris. The manufacturer's instructions for your smoke alarm should give you more details.

Escape

It's a good idea to consider how you might escape from your home in the event of a fire. Plan a sensible route, and ensure everyone who lives in your home knows it. Make sure you know the exact location of any keys necessary for escape, and familiarise yourself with the use of your windows – they could be vital in getting out.

Fire doors

Fire doors are significantly heavier than standard internal doors and are sometimes fitted with a self-closing mechanism. If you have these in your home, you should not remove them, disable them or leave them open.

Fire prevention

Please take the following advice on fire prevention for the safety of yourself and other residents.

- ✓ Ensure that smoke/heat alarms in your property are working.
- ✓ Keep matches and lighters out of children's reach. Dispose of cigarettes and smokers materials properly.
- ✓ Look out for damaged cables or wiring.
- ✓ Do not store anything in your property that is susceptible to fire.
- ✓ Use the fixed heating system installed in your home. If this is not possible, use a convector heater. Do not use any form of radiant heater – that is one with either a flame (gas or paraffin) or an element (electric bar).
- ✓ Use your rooms for their purpose and not as workshops or storerooms. Do not store things in the cupboard where they might obstruct the fuse/distribution board or meter.
- ✓ Ensure that candles are kept away from curtains, and extinguish them when leaving the room or going to bed.
- ✓ Do not block fire escapes routes, corridors or access roads to the building.



Further information is available at:
www.gov.uk/firekills



Electrical safety

NEVER carry out electrical alterations or maintenance yourself. It should **ALWAYS** be done by a competent and qualified electrician who really knows what they are doing. You might think you do, but it's simply not worth the risk.

Never interfere with earth bonding cables that are connected to pipework, sinks and radiators. They are there for your safety.

- ✓ Avoid overloading electrical sockets.
- ✓ Switch off electrical equipment when not in use.
- ✓ Switch off items such as hair straighteners, and put them out of reach of small children.
- ✓ Do not use electrical appliances with wet hands or in the bathroom.

Renewable energy systems

Systems that generate electricity – including solar photovoltaic (PV) – will remain live even when the main switch on the consumer unit is turned off, so particular care should be taken.

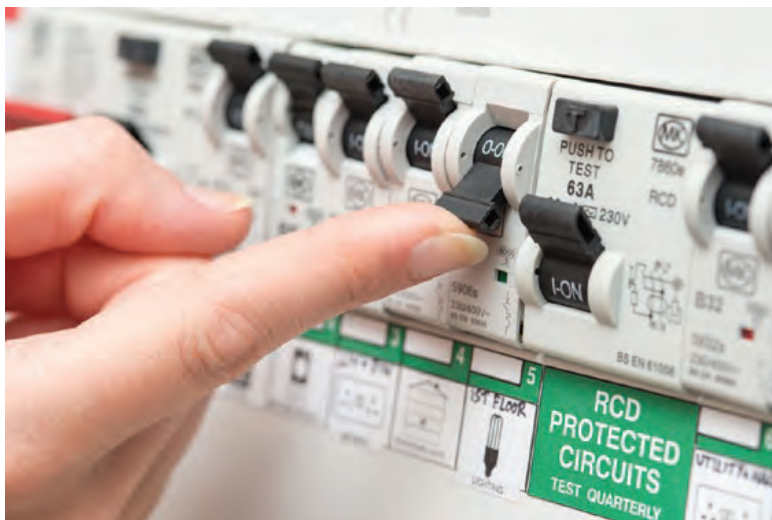
Circuit breakers

Your consumer unit contains the main on/off switch for your electricity and has a number of MCBs that protect individual circuits. Tripping of these MCBs may occur due to a faulty appliance.

To rule this out, unplug all of the electrical items, reset the switch to the on position and, one by one, plug in the appliances to see which one causes the MCB to trip. The faulty appliance should be repaired or replaced as a priority.

In addition, your home may have an RCD, which provides additional shock protection.

Circuit breakers are there for your safety. If they repeatedly trip, and you have eliminated a faulty appliance, do not persist in resetting an MCB or RCD, as it may be that there is a problem with the electrical installation. Contact our Customer Care Team or builder or a competent electrician, who will be able to find and repair the fault.



Your home may have an RCD, which provides additional shock protection.



Gas safety

Gas alterations/maintenance

Repairs, alterations or servicing of any gas pipes or appliances should always be left to an expert.

If you need your boiler serviced, a gas fire installed or any other alterations or repairs that involve gas systems, you should always call a gas engineer who is listed on the Gas Safe Register.

You can check the register online and get further information about gas safety at

www.gassaferegister.co.uk.



Please read the carbon monoxide detector instructions in the appendices section.

Carbon Monoxide detector

Gas, oil and solid fuel appliances, such as fireplaces and wood burners, can give off harmful and potentially deadly fumes, such as Carbon Monoxide and where necessary, your new home will be fitted with a Carbon Monoxide (CO) detector.

If your alarm sounds, act immediately.

If your alarm emits a continuous chirp and the red light flashes, open all doors and windows.

If anyone suffers headaches, nausea or any other symptoms that could be associated with exposure to Carbon Monoxide, seek medical attention immediately.

Turn off all gas appliances, such as your boiler, gas fire and hob.

If the alarm continues, leave your home immediately, keeping doors and windows open.

Don't go back inside until a qualified professional has confirmed it's safe.

Don't use ANY gas appliances again until they've been checked by a Gas Safe professional.

Contact your Customer Care team or the emergency contact number (page 11) if it's out of office hours.

If you're worried about Carbon Monoxide fumes escaping from a gas appliance, call the 24-hour Gas Emergency Service immediately.



Gas leaks

Gas leaks can be life threatening and should be dealt with as soon as you become aware of them.

If you smell gas or suspect a gas leak follow these steps.

- **Don't** smoke or light a match
- **Don't** turn electrical switches on or off
- **Open** all doors and windows
- **Turn off your gas** at the meter
- **Leave** the building
- **Call** the National Gas Emergency Service on



0800 111 999



Air flow safety

Where gas, oil and solid fuel appliances are installed, there will almost always be permanent ventilators fitted within the room, either in the wall or the floor.

These provide air to ensure that the appliance works correctly, and should **never** be blocked or redirected, as this could cause a build-up of dangerous gases.

To reduce the risk of carbon monoxide poisoning, all fuel-burning appliances should be serviced in line with manufacturer's recommendations - as a general guide, at least annually.

It's vital that your home is correctly ventilated and that chimneys, flues and air bricks are not blocked or obstructed in any way. A fresh flow of air is not only healthier, but also much safer.

Flue terminals

These should not be covered, blocked or modified in any way, and they should not be enclosed by extensions, such as porches or conservatories.



Never attempt to service or alter an unvented system yourself. This could result in an explosion.



Unvented hot water storage system safety

Unvented hot water storage systems operate under high pressures and should be serviced annually.

You should **never** attempt to service, adjust or alter them yourself, as this could cause an explosion. Call out a specialist who holds a Registered Operative Identity Card for the installation of unvented hot water storage systems.





General safety

Live services

Within the walls and floors of your property there are likely to be live electricity cables, gas and water pipes. Before any penetrations into your walls or floors, make sure that you've ascertained whether there are any live services through use of appropriate locating devices and checking for supply routes to switches, sockets and appliances.

Seek professional help if you have any doubts.

Roof lights

Any fixed roof lights have been designed to be self-cleaning by rain; however, it may be necessary to undertake low frequency periodic cleaning every few years. This work must be undertaken by a specialist contractor using perimeter scaffold or mobile elevated access equipment.

Light fittings

In some of our homes we incorporate light fittings within vaulted ceilings or gantry entrance hallways as a design feature. The light fittings are likely to be long life LED which will require very infrequent access (e.g., every 5-10 years) or basic pendulum fittings in readiness for the new owner to install a feature chandelier of their choice. We recommend that a competent contractor is appointed to undertake any work at significant height which will require specialist access equipment.

Floor finishes

Please be aware that floor finishes can be very slippery when wet. To minimise risk of injuries from slipping, clean up spillages quickly and wear suitable slip resistant footwear as necessary. We also recommend that you install anti-slip mats underneath any rugs used on hardwood or tiled flooring.

Ladder safety

We do not recommend the use of a ladder when working from height, but if you're confident that you can do it yourself, make sure you remember to:

- ✓ Only use a ladder when you can be sure it has a safe and secure base to stand on.
- ✓ Ensure the ladder is not damaged.
- ✓ Ensure the space around the bottom of your ladder is free from obstacles and sharp objects.
- ✓ Tie the ladder to a rigid fixing to prevent it from slipping.
- ✓ Always work with three points of contact on the ladder (i.e. both feet and one hand) Never lean beyond your reach – instead, move the ladder and re-tie it.
- ✓ Position the base of the ladder 30cm from the wall for every 1.2m it is vertical (for example, if you're cleaning out the guttering).
- ✓ Position the base at least 1.2m away from the wall on an average two-storey house (about 5m tall).
- ✓ Store a ladder in a place where children will not be tempted to climb it.



Site safety during construction



Construction work may continue on your development after you have moved into your new home.

As a result, a certain amount of dust and noise may be inevitable. We endeavour to keep any disturbance to a minimum completing your development. However, Should you have any concerns, please contact our Customer Care Team.

If you experience any settling-in issues during the first few days in your home, please avoid approaching members of our construction team directly for assistance. To ensure that any problem is dealt with in the most efficient manner and recorded correctly, please refer to section 3 in this guide.

Here are some key pointers to remember for your own safety as well as your family or visitors to your home, especially young children:

- Please DO NOT enter the construction or work areas at any time, or allow children in your care to do so.
- Children are naturally curious and will want to explore. Please alert your children to the very real dangers on site and, if they're playing outside your home, be sure of their whereabouts.
- Construction traffic may be moving about during the day. Please take care when walking or driving. Before passing any site vehicles, ensure that the driver has seen you.
- Construction vehicles are not easy to manoeuvre and cannot stop quickly. Young children are especially difficult for the drivers to see easily.
- During construction, it may be necessary to alter the site traffic management system.
- Please take notice of, and abide by, any signs showing safe routes for pedestrians and vehicles.
- Visitors to the construction area must report to the site office and gain permission to proceed onto the site or any work areas – you will also need to wear protective clothing and footwear.
- If you have pets, please be aware of their whereabouts at all times; they may become trapped in the construction areas or cause an accident.
- Please observe and follow safety signs and procedures at all times.
- Footpaths and designated walkways must be kept clear of obstructions at all times. Please do not park in these areas.
- Please do not remove or alter any signs, barriers or safety equipment on site at any time.



Home security

Window locks

Where windows have been fitted with locks, make sure you use them. Some windows lock automatically at the press of a button and require a key to be opened – always ensure that any keys can easily be located in the event of an emergency.

Rely on your doors

Your front and back doors are fitted with robust locking systems that should always be engaged when you leave the house. You may also have door chains or limiters and/or a spy hole viewer to help you check on callers when you're at home.

Some doors can be locked from the inside. If that is the case with yours, and it's locked using a key, make sure you have a spare key in a convenient place nearby, so that you can get out quickly in an emergency.

Why does my front door not require a key to be opened internally?

It is a regulation that main entrance doors should allow occupants to exit the home without the use of a key in the event of an emergency. Your main entrance door will include thumb turn lock.

Keep ladders and other equipment safe

Ladders, steps and equipment attract the keen eye of the burglar and makes things easy for them, so always ensure that they are kept out of sight, ideally in a locked shed or garage.

Lock rear entry gates

Generally, make sure your back garden is as private and secure as possible. Many burglaries start at the back, where no-one can see them taking place.



And, while you're away...

Try to make your home look occupied.

- ✓ Leave lights on in the evening, not just in the hall or on the landing.
- ✓ Remember to cancel papers and other regular deliveries before going on holiday.
- ✓ Ask your neighbour to keep an eye on your home.
- ✓ Make sure all valuables and car keys are kept out of sight.
- ✓ Hide small valuables, such as jewellery.

Care and maintenance

As you settle in to your new Pennyfarthing home, it's important to remember that taking care of it is not only about preserving its beauty but also about protecting your investment. Whilst every home is different, here are some general tips to help you nurture and maintain your most valuable asset.



Fitted furniture

Over time, things like doors, drawers, windows and cabinets may require a little adjustment here and there. This is to be expected, and is considered as part of normal maintenance. There are many areas within your property that will benefit from regular lubrication such as window and door fittings, etc.

Guarantees may not be honoured if these items are not regularly maintained. Please see the instructions and recommendations in the "Windows" section of this guide. Special attention should be paid to all items exposed to extreme and coastal salt air weather conditions, e.g. external door handles and hinges.



Electricity

The electrical distribution in your home has been installed and tested in accordance with current British Standards. We recommend that you appoint a competent electrical contractor to inspect and test your electrics at least every 5 years.



External taps

To avoid frozen pipes, you should isolate any external taps during the winter months. Not doing so could affect your warranty.





Renewable energy systems

Any renewable technologies installed in your home should be serviced and maintained by a competent person only.



Chimneys

The majority of chimneys installed on a new property are decorative only, this will have been explained to you at the time of purchase.



Gutters

Gutters should be cleaned out at least once a year to remove leaves and debris. Wet patches on the walls below may indicate that gutters or downpipes are blocked.



Flat roofs

Flat roofs should be inspected once a year to ensure that they remain in sound condition. Rainwater outlets should be checked to ensure that they are not blocked.



Heating systems

Central heating systems and boilers should be checked and serviced at least once a year by a competent maintenance engineer, so that they remain safe. Failure to meet the service requirements for your heating system may invalidate your warranty.

Please refer to the user manual for your heating system in the back of this guide for full service details and ensure you register your heating system with the manufacturer.



Unvented hot water storage systems

These systems should be serviced at least once a year by a competent installer in accordance with the manufacturer's recommendations. The manufacturer should be able to provide details of an approved installer.



Water from overflows and warning pipes

If you notice water dripping or flowing from an overflow or warning pipe, you should identify the cause without delay. It may indicate that a valve has developed a fault and needs attention.



Paintwork

External finishes will dull over time and, where appropriate, should be washed on a regular basis. Outside woodwork should be regularly repainted or stained to preserve the wood. The first repainting outside will probably be needed in about two years, but after that – provided it is properly done – repainting or staining should only be necessary every four to five years. You may need to do it more often if you live by the sea or in an exposed area.



Drives and paths

Gravel, stones, wood chippings and other loose surfaces may be displaced over time. They may need adding to or replacing as part of normal maintenance.

Inspection chambers and rodding eyes are there to provide access to the drainage system below ground so that blockages can be cleared. It is important that these are not covered over by soil, turf or paving.

In soft landscaping, such as lawned areas, some settlement of the ground may occur and should be made good as part of normal maintenance.

Over time, settlement may occur to block paving, this would not generally be considered a defect. However, if it is excessive and you are still within your 24 month warranty period, please contact our Customer Care Team.

Your block paving will be filled with a sand mix which will require maintenance and refilling over time, jet washing and applying high pressured water to these areas will displace this and may cause movement. This would not be a warrantied issue.



Lawn care

If you are the proud owner of a newly laid lawn, you may need some tips to help you look after it.

Spending a little time and effort now will help you to reap dividends later on. A newly laid turf lawn will need some tender loving care throughout its first season, especially during the summer months. In the back of this guide we have included information on how to care for your newly laid lawn.



Trees and shrubs

Planting trees and shrubs can make your garden more attractive, be mindful: trees and shrubs take moisture from the soil. If the soil is clay, new planting may cause it to shrink, while removing existing trees and shrubs may make it swell. Excessive shrinkage or swelling could damage foundations.

Be careful not to plant trees near your neighbour's home. They could cause damage, and you could be liable for the cost of repair. Before cutting down or pruning a mature tree, check with your local authority to make sure that it is not protected by planning conditions, conservation area restrictions or a tree preservation order.



Waterlogging

We install extensive drainage systems on our developments to clear surface water from roads and pavements. However, it is normal for some areas to become a bit waterlogged in extremely wet weather conditions. This isn't a construction defect and so isn't covered by your warranty.

Wait to see if the water drains away of its own accord within a day or so.

If the water is within three metres of your home and doesn't drain away within a reasonable time, and especially if you experience prolonged flooding in that area near to your home, please contact us to discuss the matter.

Water pooling more than three metres from your home is not covered by your warranty.

Installing patios, block-paving or other impermeable surfaces in your garden may reduce the rate at which water drains away and make the area more susceptible to waterlogging.



Alterations and extensions

If you're thinking of updating your home, perhaps a porch, a conservatory, an electric charging point or even a double-storey extension, always seek advice from an appropriately qualified structural engineer, building surveyor or architect. You should also refer to your title deeds or lease.

Your contract will include a covenant stating that you will require our consent to add an outbuilding such as a shed, garden room or pergola, or, to add an extension or conservatory to your property. We do make a charge for providing official consent, please contact our Sales Team who will be able to assist.

It is important to remember that any alterations or extensions to your home will not be covered by your warranty providers policy; neither will any damage to your home caused by the work undertaken.

Other things to think about:

- All electrical work should be carried out by a competent and qualified electrician.
- All gas system changes/modifications should be carried out by a gas engineer listed on the Gas Safe Register.
- All roof timbers are necessary for the support of the roof and should not be cut or removed.
- Lofts are not generally intended to be used as a storage space; the structure of the roof is not likely to have been designed to take the additional load of stored items, and the loft insulation may prevent safe access.
- Ventilation is provided to control condensation. If vents have been provided in the eaves, they should not be blocked or covered over.

Routine maintenance



Weekly

- ✓ Test your smoke alarms and carbon monoxide detectors.

Monthly

- ✓ Check boiler pressure.
- ✓ Submit your gas and electric meter reading to avoid unexpected bills.
- ✓ Clean your cooker hood and replace filters according to the instruction manual.
- ✓ Check and clear your channel/ACO drains.
- ✓ Cleaning your windows depends on where you live and how susceptible your windows are to getting dirty.

Annually

- ✓ Service your boiler, air source heat pump and heating system.
- ✓ Roof lights, these have been designed as self cleaning, however, they may benefit from an annual clean. For your safety, we would always recommend using a specialist contractor.

Seasonal maintenance



Spring

- Check the roof for any damage sustained over winter and moss growth.
- Inspect and, if needed, clean guttering and drainage holes.
- Ensure any air bricks are clean and clear.
- Check window frames for damage. Pay particular attention to lower areas, glazing beads and cill.
- Keep all moving window parts (hinges, locks, handles, etc.) clean and free of dirt, apply an acid free oil to all moving parts at least once a year.
- Check your exterior paintwork and patch up flaking areas. External finishes will dull over time and, where appropriate, should be washed on a regular basis. Outside woodwork should be regularly repainted or stained to preserve the wood.
- Check your loft to ensure everything is as it should be. While you are up there check your insulation.
- Spring is a good time for a general clear out as you put winter items away.
- Turn down your thermostat as the temperatures start to rise.



Summer

- Clean patios and decking at the start of summer to prevent them getting slippery.
- Repair and paint any external woodwork including fencing and fascias.
- Repointing is best done in the warmer, drier summer months.
- Prune any large trees or shrubs that are close to your home.
- Trim any climbing plants and don't let them grow across windows or guttering.
- Get your boiler serviced.
- Take a look at the seals around your baths to make sure there aren't leaks. Where sealant is discoloured it may be showing signs of wear which could lead to a leak.
- As summer draws to a close shop around to make sure you are still getting the best price for your gas and electricity.



Autumn

- Get your home maintenance checklist ready and winter-proof your home.
- If you have a flat roof check it for damage and any sitting water.
- Bleed radiators so they work effectively in heating your home.
- Once the leaves have dropped, clear your gutters and drainage holes. At the same time make sure all pipes are securely fixed to walls.
- Clear leaves and debris that has gathered around your external walls.
- Insulate any external pipes and isolate taps to prevent them freezing and bursting over winter.
- Check window frames for damage. Pay particular attention to lower areas, glazing beads and cill.
- As the nights draw in make sure any security lights are working.



Winter

- Check your fences and trees for storm damage regularly. Undertake repairs quickly.
- Take a look at your roof – from across the street or the bottom of the garden – for slipped tiles after windy weather.
- Clean leaves and debris from the garden and trim trees to avoid loose or dead branches coming down in strong winds.
- Prevent damp by opening windows occasionally and using extractor fans.
- If you get condensation wipe it off.
- Check your pipes for leaks after particularly cold weather.



This is not an exhaustive list but here are some key things you can do to help take care of your home.



Bathroom care

Your toilet

You would be surprised at just how many blockages are caused by people flushing inappropriate items down the toilet. Clearing blockages caused by misuse is not covered under your warranty, please remember:

Never flush anything other than toilet tissue. No nappies, sanitary products, cotton wool, etc., even wet wipes marked as flushable cause problems.

Care and cleaning instructions

Gravity controls your soft close toilet seat, special tensioned hinges control the gravity. This is where the slow part comes in so there's no slamming down.

To get the seat on its way to closing, even just a light tap will do the trick. After a few seconds, the seat and/or lid will come to rest. Never force the seat down, this will damage the hinges and over time will stop the soft close element.

When cleaning your toilet:

Even if, as recommended, you only use neutral soap or mild household cleaning products to clean your toilet seat, the toilet seat can come into contact with more aggressive products through the cleaning of the ceramic. If this happens, make sure you remove them with a wet cloth as quickly as possible. You should also leave the seat and lid upright while stronger cleaning products are in the toilet bowl.

The best type of lubricant to use on the hinges is a dry spray-based household lubricant. A spray lubricant will easily penetrate the hinge areas that prove more challenging to access.

Upon applying the spray lubricant, open and close the seat repeatedly for the lubricant to completely coat the hinges. Once done, wipe off excess lubricant with a damp cloth.

Fixing a loose toilet seat:

Occasionally, your toilet seat may require adjustment. This is considered homeowner maintenance and is usually just a matter of tightening the nuts and bolts that hold the seat and lid in place.

The seat bolts may be visible, or they may be behind plastic covers that can be lifted, or gently prised up with a flat-bladed screwdriver.

If the bolts have a slot for a screwdriver, make sure the seat and lid are properly aligned on the toilet and simply tighten until the toilet seat is no longer loose.

Don't over-tighten bolts.

If the bolts are turning without tightening you'll need to hold the nut at the other end, under the toilet.

Sometimes these are large and can be tightened by hand. For smaller types you'll need a pair of pliers to secure them while you tighten the bolts.

Heated towel rails

Always turn off your towel rail before performing any cleaning or maintenance. We recommend that all parts are kept clean and dry (behind, underneath, etc.).

- Let your towel rail cool down before cleaning. Do not use detergent, solvent, abrasives, or any other chemical product to clean the radiator.
- Never immerse the device in water or any other liquids.
- Use a vacuum or flexible brush to clean the air grilles. This should be carried out regularly to ensure optimum performance.
- Ensure the towel rail is totally dry before turning it back on.



Never flush anything other than toilet tissue. No nappies, sanitary products, cotton wool, even wet wipes marked as flushable.

Baths, sinks & taps

Tap care and maintenance

When using traditional-style taps that turn clockwise to stop the water, it's important not to over tighten. Otherwise you can damage the rubber sealing washer inside.

Clean your taps regularly with soapy water and a soft cloth to prevent limescale and stains building up that will need more aggressive cleaning, possibly affecting your warranty.

Dripping taps will often need a professional, because of the range of specialist parts and mechanisms. If you're still within your warranty period please contact us. If you are outside your warranty period then you'll need to call a plumber.

Sink care

Your sinks get through a lot of work, so it pays to treat them with care.

As with taps, clean sinks regularly with soapy water and a soft cloth to prevent limescale and other stains building up that might need more aggressive cleaning. Staining caused by harsh or abrasive chemicals will invalidate your sink's warranty.

If your sink is stained, fill it with a dilute mix of bio washing powder and water (about a 1 to 10 ratio) and leave to soak overnight. In the morning rinse well with clean water and wipe with a soft cloth.



It is important to keep the shower head free of limescale for the best possible performance.

Bath care

Keeping your bath sparkling is mostly about cleaning as you go.

After each use, rinse with clean water and dry with a cloth or towel. As with sinks, avoid anything sharp or abrasive coming into contact with the surface of your bath.

Your bath will have a thermostat that limits your bath water temperature to a maximum of 43°C. This is a legal requirement and cannot be altered or amended by the home builder.

Caring for your shower

If you are experiencing a leak or a drip then a plumber may be needed. If you are still within your two-year warranty period, please contact us in the first instance.

General shower care and maintenance

Regularly clean your shower as per manufacturer's recommendations. Also regularly clean the waste trap of hair and other debris that may build up and cause a blockage.

To do this, lift off the chrome top and remove the waste trap inside. Empty it into the bin, and then rinse both the waste trap and the chrome cover under the tap.

Never allow the shower hose to become unnecessarily twisted, or allow any weight to hang from it (such as a shower tidy).

We also recommend the use of a squeegee to skim the excess water from tiles and the shower area after each use. This will not only keep your shower looking cleaner for longer, but also increase the lifespan of the grout and sealant, drying the shower more quickly and so discouraging mould.



Kitchen care

Appliances

All manuals for appliances supplied with your home can be located within the back of this guide.

In order to register your new appliance, you will need a note of the product number. Each appliance has a plaque detailing the model and product number.

Remember, it is your responsibility to register kitchen appliances with the manufacturer. All warranty claims must be reported directly to the appliance manufacturer.

Extractor hood

The hood above your hob is designed to catch grease and food particles, helping to keep the air in your kitchen clean and free from smells. It may simply be a filter, or it may extract air through the outside wall of your home. They will require a small amount of maintenance. Check your appliance manual for full details.

Looking after your kitchen

Your kitchen is the hub of your home and sees a lot of hard work, if you treat it right and give it a little TLC it'll last a long time – and stay looking great.

You will find kitchen cleaning/care instructions in the back of this guide.



Failure to comply with the manufactures instructions may affect your warranty.

Caring for your kitchen sink

- Never chop food directly in your kitchen sink, or allow any sharp objects to grate against the surface.
- Grit can easily get embedded in the underside of plastic sink bowls that will gradually scratch and wear away your sink's surface.
- Your sink should be dried after use to prevent watermarks, and harsh or abrasive chemicals should not be used when cleaning.
- Never pour cooking grease down the sink, or solids of any kind (including coffee grounds). Make sure plates are well-scraped before washing them.

Caring for your hob

You will find a manual for your cooker hob in the back of this guide, please follow the cleaning instructions provided by the manufacturer.

Kitchen units

Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge and is considered homeowner maintenance.

Can I buy extra kitchen units?

You may want to customise your kitchen to make it even more personal to you. If you want to personalise your new home by including additional units, these can be bought from the supplier. The suppliers details can be found in the important contacts section on page 13.



Loft and roofing

Most new homes have a roof made of tiles or slate laid over a waterproof, breathable membrane that keeps your home watertight. There are often vents built into the roof to allow air to move freely through your loft space, reducing the likelihood of condensation and damp.

Roof leaks

If you're worried that your roof may be leaking, please contact our Customer Care Team. Please bear in mind that any leak caused by severe weather conditions or storm damage won't be covered by your warranty. In these cases please contact your home insurance provider.

Roof vents

If they are installed, it is important that the vents in your roof don't become blocked. Occasionally birds and insects are attracted to these openings.

Wildlife such as birds and wasps finding their way into your roof isn't the result of a building defect. We'd advise you to seek specialist help such as the RSPB.

Some developments may be required to include bat boxes in the roof space to conform to the local ecological plan. Your sales adviser will tell you about this. And for more information, check out the Bat Conservation Trust.

Guttering

Keeping gutters and downpipes clean and free of leaves and debris is important. Doing so should be part of your regular home maintenance.

This is especially the case if your gutters are close to trees. Damp patches on the walls below may indicate blockages.

Solar panels

Depending on the specification of your property, you may have solar panels installed.

Do I own the solar panels on my roof?

Yes if you own a house.

No if you are in an apartment block, in which case they belong to the freeholder but will be maintained by the management company.

Please contact your energy supplier for guidance, as procedures will vary between companies.

How do I register my solar panels for a feed-in tariff?

Should I have installation certificates for my solar panels?

Yes. This can be found in the certificates section of your handover portfolio.

Yes. To make sure your solar panels continue to work efficiently and to retain your warranty, you must have an annual service in accordance with the manufacturer's recommendations.

Do I need to maintain and service my solar panels?

Am I able to fit solar panels to my roof?

In addition to any planning permissions and other legal requirements, we'll also need to give approval for the change. Please contact our Customer Care Team for further information.



Outside your home

Your garage

Many of our homes are built with either detached or integral garages. Very little maintenance is needed for your garage, but there are a few things to keep in mind.

Damp in your garage

It's possible that damp may affect some garages due to water ingress or condensation. Unlike your home, the external walls of your garage are likely to have been built with a solid wall of bricks or masonry, without a cavity.

This means water can sometimes make its way through over time, when the masonry becomes saturated, especially during prolonged rainfall. This is perfectly normal and not a construction defect.

Additionally, your garage door is not a sealed unit and rain may get in, especially during prolonged rainfall and/or driving wind.

Using your garage for storage

Because of the possibility of moisture entering, we recommend your garage is only used for things that would be unaffected by damp conditions. We cannot accept any responsibility for damage to items stored in your garage.

Electrical supply

Our garages are normally fitted with a power socket and a light. Occasionally, we cannot install an electricity supply to a garage because doing so would mean the underground cables crossing a neighbour's land.

How do I maintain my garage door?

The face of your garage door can be cleaned with warm soapy water.

- At least once a year, oil all pivot points and check the tightness of screws and clamped connections.
- Keep running tracks clean, but do not grease them.
- You should not oil the lock cylinder - should it stick, lubricate it with graphite dust, which is available from hardware stores.

A guide to using your garage door can be found in the appendices section of your handover portfolio.

How do I maintain my external doors?

To prolong the life of the hinges and paint finish, regular wiping with a soft cloth along with warm soapy water is recommended.

Lubricate door mechanisms with light oil regularly and avoid scratches from rings and keys.

To maintain the doors' appearance, they should be painted as part of your normal home decorating.

Please do not paint the frame weather strip and make sure the door is completely dry before closing to avoid marking the face of the door.

Doors & windows

Why can I see daylight around my external doors?

To be properly sealed the door lock must be fully engaged, this is done by closing the door and lifting the handle as far as it can go, engaging the multiple locking system. There may be resistance due to weather conditions and fit.

My French doors won't close, why is this?

In extremely warm conditions, where doors have been left open for long periods of time, the French doors may expand and become difficult to close. This natural expansion can be reversed by dousing the door in cold water.

In some instances, the doors may need adjusting due to natural settlement and regular use. In this case please contact our Customer Care Team.

What are the vents at the top of my window for?

These are known as trickle vents, which allow airflow and help to reduce condensation. These should be left open at all times, especially to assist the drying out process of your home.

Some of my windows don't have locks – why is this?

These are likely to be fire escape windows, designed to allow an easy exit in the unlikely event of an emergency.

These windows open and close in the same way to standard windows but, when released, open wider to allow you to leave the property in the event of an emergency.

Lubrication

As you would expect, there are many areas within your property that will benefit from regular lubrication such as window and door fittings.

Guarantees will not be honoured if these items are not regularly maintained. Special attention should be paid to all items exposed to extreme and coastal salt air weather conditions, e.g. external door handles and hinges.



A full guide to caring for your external doors and windows can be found in the appendices section.



Utility costs & services

When will I get my first bills?

Your initial meter readings for all services will be taken when you move into your new home and recorded on your handover certificate.

You should receive your first bill within the first three months following legal completion. If you do not receive a utility bill within three months, please contact your utility supplier, details of which can be found on page 12.

You will be responsible for all utility charges from legal completion. Even if your first bill does not arrive during the first three months, remember to budget for these costs.

What council tax banding am I in?

Your local authority determines your council tax band, you can find out more information for your home on the government's website.

Who do I contact if my phone line, broadband or cable television goes down?

In the first instance, always contact your service provider who will be able to diagnose where the problem lies.

Your management company

Some of our developments are maintained by a management company. They help to enhance your development by managing certain parts, which can include apartments, footpaths, public open spaces, roads and street lighting.

When will my development be handed over to the management company?

Your development will be fully handed over once construction works are complete. In some cases, such as larger developments, this may be done in phases.

What does my yearly service charge cover?

The services provided will differ between developments. Details of the charge and the services provided will have been discussed with you during your purchase.

Once you have completed, your management company or factor will be in touch to let you know the services they provide along with a breakdown of costs.

How do I contact my management company?

Your management company's contact details are included in your handover pack. If you live in an apartment, they may also be displayed in the communal areas. Your management company will also contact you directly once you have legally completed.



Development & neighbours

Your neighbourhood

A new housing development is the start of a brand new community and as a homeowner, you can be a part of it and help shape its development.

Understanding your role as a resident is an important part of that process. Here we'll look at how your development is managed and what we can all do to make sure any new development becomes a great place to live.

Restrictive covenants

Attached to the deeds of your new home may be certain rules about what you can and can't do with your house and land. These are known as restrictive covenants. All residents will have agreed to them.

Restrictive covenants can cover anything from adding a satellite dish to your home, making amendments to the frontage of your property and even keeping chickens in your back garden!

Details of any restrictive covenants relating to your new home should be explained to you by your solicitor. Check them thoroughly to avoid any problems later.

If you think one of your neighbours may be breaking any restrictive covenants that apply to them and it is affecting you or your family, we recommend you attempt to politely broach the subject with them first.

If you can't reach an agreement, the covenants are there to protect the development and all homeowners, and provide protection should you need to take legal advice. We are not able to police and enforce these covenants.

Waste and recycling

Your local authority's website will have information about collection days for rubbish and recycling.

Dog waste bins

These are provided in accordance with the planning permission for the development, which is determined by the local authority. When the development is handed over to the local authority or the management company, it is then their responsibility to maintain these.

Grit bins

These are provided in accordance with the planning permission for the development, which is determined by the local authority. When the highways are adopted by the local authority or the management company, it is then their responsibility to maintain these.

Settling disputes

On rare occasions you may find yourself in disagreement with your neighbours. If that happens:

- It's important to stay calm, reasonable and open to compromise.
- Always try talking to your neighbours first. Try to reach an agreement before taking the matter further.
- If there is a management company that looks after the development you may be able to contact them for advice and support.
- You can also contact your local authority, who may be able to offer advice and assistance in cases such as excessive noise or antisocial behaviour.

Roads and open spaces

The roads and public open spaces on your new development, such as green areas and play parks, are an important part of your new community and everyone has a role to play in keeping them clean and tidy, and generally caring for the local environment.

While the development is under construction:

There may be some disruption on roads and open spaces. While we strive to keep waste to a minimum, it's possible that some debris may escape from construction areas.

We will be responsible for keeping shared areas of the development clean and tidy, and will regularly send teams to keep roads and paths clean.

If your street lighting is not working during the construction period, please make a note of the reference numbers on the lights that are faulty and contact our Customer Care team to report the problem.

If you think an area of the development needs attention, please contact our Customer Care team to raise the matter.

The completion of landscaping at your development may be subject to weather conditions and the supply of required plants.

We will endeavour to keep you updated on the progress to the best of our ability.

Once the development is complete:

It's the responsibility of the management company or local authority to maintain open spaces.

The responsibility for road condition and maintenance falls to your management company or local authority.

Street lighting will be the responsibility of either your management company or local authority.

Playground equipment, signs such as 'No ball games', waste bins and grit bins will be the responsibility of either your management company or local authority.

Who maintains our apartment communal areas internally and externally?

Once your development is handed over to your management company, they will maintain internal and external areas of your apartment block.

Services will differ between schemes and you should refer to your development's management company agreement for full details.

Parking restrictions

It's quite common for new developments to have parking restrictions, such as:

- Not parking on certain roads.
- Not parking boats, motorhomes or caravans on your driveway or at your development.
- Not parking commercial vehicles on your driveway or at your development.

There can be many reasons for such restrictions, including the need to provide access by emergency service vehicles at all times, or simply to keep a development open, attractive and safe for all residents. Again, your solicitor should have advised you if any restrictions are in place.

Some of our developments may operate a parking enforcement scheme. Please be sure you adhere to the regulations to avoid receiving a parking ticket.

Who is responsible for the electrical substation?

If there is a substation on your development, it will be owned by your local electricity distributor, not the utility company you pay your bills to. Contact details for the distributor are normally found on the substation door.



Your 2 year Pennyfarthing Warranty



Your warranty at a glance

From the moment you have legally completed, your new home comes with a comprehensive two-year warranty that covers most of your fixtures and fittings and much more. Below is an example guide to what is covered by your warranty and what circumstances might affect that cover.

Items covered by your warranty:



Central heating system

Note - your boiler, cylinder, air source heat pump and central heating are covered under the manufacturers warranty.



Drainage

Any part of the drainage system serving your home and for which you are responsible is covered.



Plumbing and pipes

Your plumbing and pipes are covered.



Electrical

Your fixed electrics, such as wiring, sockets and switches are covered.



Alarms



Kitchen units and worktops

^



Bathroom

Your toilet, sinks, taps, shower heads and shower door are covered.



Wardrobes and other [fitted] furniture



Decoration and tiling

Not covered when:

- Not serviced every 12 months by a registered and qualified engineer.
- Damage is caused by a lack of care and maintenance.

- Your drainage suffers blockages not caused by a defect in the system.

- Issues are the result of poor maintenance blockages are caused by inappropriate items being placed down plug holes or toilets.
- Alterations arranged by yourselves.

- Damage is not reported during your 7 day meeting.
- Bulbs and fuses are not covered.
- Alterations arranged by yourselves.

- There's been a failure to carry out proper maintenance and servicing.

- Damage is not reported during your 7 day meeting.
- Doors require adjustment due to settlement.
- Damage caused by misuse or overloading.
- Damage caused from failure to comply with manufacturers guidance.

- Damage is not reported during your 7 day meeting.
- WC soft close lid, contact Customer Care Team (within first 28 days only).

- Damage is not reported during your 7 day meeting.
- Anything that would be considered wear or tear or damage due to lack of care.

- Damage is not reported during your 7 day meeting.

Items covered by your warranty:**Doors and windows**

Internal and external doors and windows are covered.

**Driveways and pathways**

The hard outside surfaces that are part of your home are covered.

**Insulation****Guttering**

Leaking gutters are covered.

**Garages, outbuildings and walls**

Any external structures we built before you purchased your home are covered.

**Solar panels****Ironmongery**

Doorknobs, handles etc. are covered.

**Outside taps****Cracks**

Cracks to floors, ceilings, walls, wood joints, mastic joints, paintwork and render.

**Grout and silicone****Lawns and trees****Waterlogging**

Some waterlogging due to weather is normal

Not covered when:

– Problems are due to poor maintenance and failure to carry out a regular service.

– Damage not reported during your 7 day meeting.

– Your driveway and other paved areas are damaged by lack of maintenance or by weather damage.

– Drives are scuffed by wheel turns on a stationary vehicle.

– Isolated settlement where a vehicle is parked regularly.

– The insulation has been removed or tampered with.

– Gutters leak because of a lack of care and maintenance.

– It is a result of storm damage or seasonal changes.

– Damage is caused by lack of maintenance or the weather.

– Water has made its way through structures with a single layer of brick or masonry and damaged any items inside.

– There has not been an annual service.

– Damage is caused by a lack of maintenance.

– Damage is a result of weather conditions or seasonal changes.

– Damage is caused by poor maintenance, wilful damage, cleaning products or wear and tear.

– Damage not reported during your 7 day meeting.

– Damage is caused by poor maintenance.

– Damage is caused by weather conditions or seasonal changes.

– Damage caused from failure to isolate your tap during cold weather.

– Minor. Minor cracks are deemed homeowner maintenance.

– After the first six months.

– Homeowner responsibility to maintain from day of move in

– Not severe

– More than 3m from the habitable part of the home

Appendix

This section contains your important certificates and warranty information, along with instructions for your fixtures, fittings & appliances.

Certificates & Warranty Guarantee

Oven & microwave

Hob & extractor hood

Washer/dryer

Dishwasher & fridge/freezer

Ventilation & electrical Items

Window guarantee

Heating system

Water system

Miscellaneous



Please note:

The items listed may not be included in your home and are dependent on the specification of your property.

How did we do?

At Pennyfarthing, we believe buying a home is about more than just finding the perfect house; it's about securing your ideal lifestyle. That's why our commitment to you goes beyond move-in day.

A promise of follow-up

Between 8 to 18 weeks after you move in, we'll reach out to you to ensure that everything is meeting your expectations. From the functionality of your appliances to the comfort of your living spaces, your feedback matters to us.

Continued support

We understand that settling into a new home takes time, which is why we'll be in touch again after 12 months. We want to hear how you've adjusted to your new surroundings and how you're getting on in your new Pennyfarthing home.

Your feedback shapes our future

Your satisfaction is the cornerstone of our success. By sharing your thoughts and experiences with us, you're not only helping us ensure that every homeowner receives the highest level of service but also shaping the future of our company.



“

Pennyfarthing are such a good company to deal with. It was one of the big plus factors of buying from an established local, family housebuilder.

Sophie and Jack

The Sales Team kept us up to date with the progress of the build, which definitely helped reassure us along the way.

Joel & James

The team at Pennyfarthing Homes have been so good to deal with and very helpful. The customer service and buying experience has been excellent.

Jen and Jake

”



pennyfarthinghomes.co.uk

Pennyfarthing House, Ossemsley, New Milton, Hampshire, BH25 5TL