Buying and looking after your new home



Linden Homes

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Welcome to your new home

Congratulations on reserving your new home. We want to do everything we can to help make your move as smooth and straightforward as possible, and help you get the best out of your new home.

Here is a step-by-step guide for your new home journey with us. From initial reservation to final completion and during first months of settling into your home, you'll find detailed information and resources for every stage including advice on settling in and getting the best from your newly constructed home, understanding your warranty and what to expect with a new building.

Because every home is different and route to purchase can vary, some guidance in this document may differ or not apply. Areas where this is most likely to change will depend on the construction type and heating system of your home. To help you get the most relevant information, please take a moment to familiarise yourself with both for your home.

We will reference both Masonry and Timber Frame for construction method and Gas and Air Source Heat Pumps (ASHP) for heating method. Additionally, your route to purchase will also determine at which point the 10-years of warranty and insurance cover begins and whether the New Homes Quality code (NHQC) of which we are a registered developer with the New Homes Quality Board (under which the code sits) applies. These differences will be confirmed to you prior to reservation.

We have spilt this guide into two parts. Part 1 takes you through everything you need to know from reservation to the day you move in. Part 2 helps you with settling into your new home, understanding your warranties and provides you with useful information on who to contact after you have moved in.



PART 1



PART 2



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We're committed to providing you with a 5-star service

When you purchase a new home from us you are buying a quality home with a high standard of design and specification.

We aim to match these standards with our customer service too, providing you and your family with a 5-star experience throughout the purchase process and after completion. Our procedures are designed to be effective, convenient and to help ensure everything runs smoothly.

The key points below show how we achieve this:

- Our team fully understands its responsibilities to you, the customer
- We will give you the necessary information to enable you to make an informed decision about buying your new home
- Our sales team will be available to answer your questions
- We will make you aware of choices and options available to you
- We will provide health and safety advice to minimise the risk of danger when visiting the development during construction and once you've moved into your new home
- We aim to provide accurate and truthful information in all our marketing and advertising material
- We will make our reservation agreement terms & conditions and cancellation policy clear to you
- Our contract-of-sale terms and conditions are fair and clearly set out
- We will provide you with information concerning your 10-year warranty and any other guarantees and warranties from which you may benefit
- We will explain how your reservation fee, exchange deposit and any options and extras payments are protected
- We will give you information about the timing, (our best estimate) of construction, legal completion and handover of the property
- We will explain our after-sales and customer service procedures to you
- We will also advise of our complaints procedures available on our website
- We treat all of our customers fairly and as individuals so, if you do need any specific assistance or further information, please contact your sales consultant, who would be more than happy to help.

We are a registered builder with the New Homes Quality Board (NHQB). Please find a link to their website below: www.nhqb.org.uk



NEW HOMES QUALITY CODE

NEW HOMES OMBUDSMAN SERVICE

HBF Home Builders Federation ★★★★★ Customer Satisfaction 2026

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Building your home

Your new home has been designed with care. Many of our site managers – whose job is to supervise the building of our homes and running of our construction sites – have won quality and professional excellence awards from industry experts for their consistently high standards.

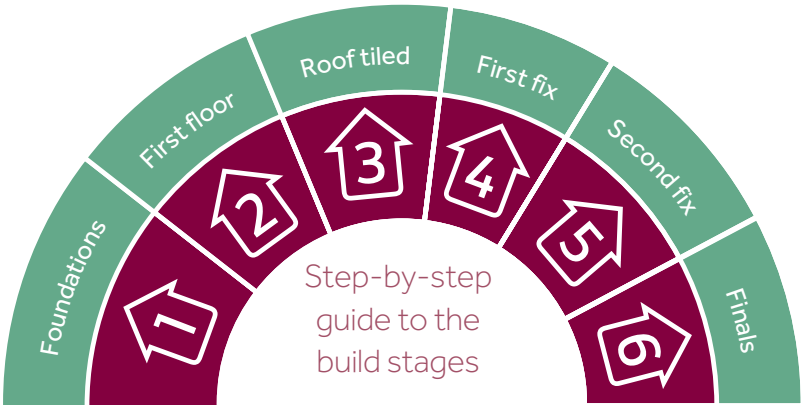
Now you have reserved your new home you may like to know more about the various build stages that take place during construction.

Some of you may have reserved a home that is already built, while others will have selected homes that may be part-way through the construction process. Or, you may have reserved a home that's still at the foundation stage, after choosing from a development plan.

These build stages apply to a typical house construction.

If you are buying an apartment, the process will differ.

Masonry homes



1 Foundations

Laying the foundations

- Groundworkers will dig service trenches and lay pipes and ducts to proposed stopcock/ meter positions
- Drainage and vent pipes are installed
- Brickwork to start the build of the superstructure
- Install templates for future windows and doors, etc.
- First lift of scaffolding required

2 First floor

- Continue building super-structure brickwork to wall plate
- Build up additional scaffolding required
- The gable ends of the building are constructed
- Plumber fits lead flashings and trays
- Bricklaying has been completed
- Floors are put in

3 Roof tiled

When building a house, you'll see it really coming together when it's time to add the roof

- Roof structure begins to take place
- Roof underlay is fitted and secured
- Tiles/slates laid - please note these can vary in colour
- The final stages of fitting the roof are completed
- Guttering fixed
- Scaffolding taken down

4 First fix

- Initial plumbing
- Main plumbing
- Main electrical work
- Main carpentry, staircases installed
- Internal ceilings, formation of rooms
- Drylining (cladding the walls and ceilings in plasterboard)

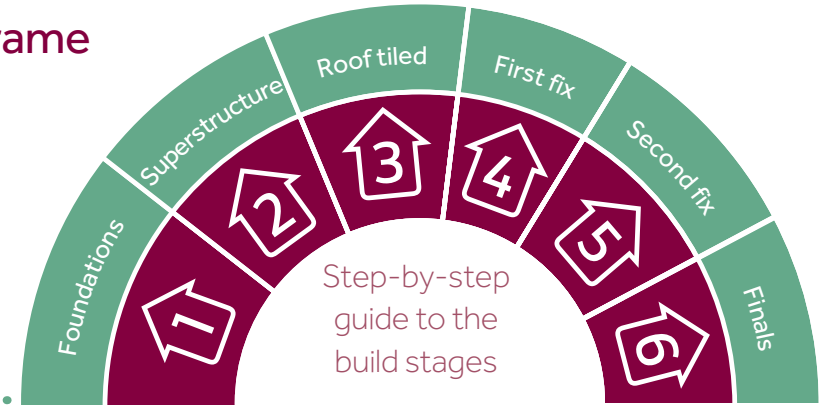
5 Second fix

- Taps and sanitaryware
- Sockets and switches
- Architraves, skirting and doors
- Wall tiles, if applicable
- Decoration

6 Finals

- Customer's choice of kitchen fitted (unless previously installed)
- Floor tiles, if applicable
- Final plumbing, electrical work and carpentry
- Final decoration
- Final site manager's inspection and cleaning prior to occupation

Timber frame homes



1 Foundations

Laying the foundations

- Groundworkers will dig service trenches and lay pipes and ducts to proposed stopcock/ meter positions
- Drainage and vent pipes are installed
- Brickwork to start the build of the superstructure
- First lift of scaffolding required
- Scaffold is erected around the oversite

2 Superstructure

- The soleplate is laid, and the ground floor panels are lifted and lifted onto the soleplate and fixed into place
- The gable ends of the building are constructed
- Plumber fits lead flashings and trays
- Bricklaying has been completed
- Floor cassettes are then landed on top of the ground floor panels
- The roof is then lifted off for the first floor panels to be installed, with the roof being lifted back onto the first floor panels to complete the superstructure

3 Roof tiled

When building a house, you'll see it really coming together when it's time to add the roof

- Roof underlay is fitted and secured
- Tiles/slates laid - please note these can vary in colour
- The final stages of fitting the roof are completed
- Guttering fixed
- Scaffolding taken down

4 First fix

- Initial plumbing
- Main plumbing
- Main electrical work
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Health and safety

Your safety is of paramount importance to us and regardless of whether our building sites are busy or quiet, they are dangerous places.

We always accompany visitors on site. Please ensure you report to the sales team on arrival as there may be a restriction as to where you can go on site.

We will provide you with all the protective equipment for your site visit. Here are a few common sense rules to follow and typical hazards to look out for:

- Stay with the person who is showing you around
- Couples/groups need to stay together
- Keep to safe defined routes and watch your footing
- Keep away from excavations and trenches
- Be particularly careful when passing under scaffolding and do not linger
- Keep away from stacks of material
- Before passing machinery make sure the operator sees you and acknowledges you
- We do not allow children under the age of 16 to go on site
- Never go on site outside daylight hours
- Never climb ladders or scaffolding, material stacks or any part of the construction site
- Please be aware of sharp objects and the possibility of wet paint, adhesives, concrete etc

Anyone found on site without prior agreement will be escorted out of the area. We cannot take a relaxed view of safety. It is the law.

Typical hazards include:

- Excavations
- Trip hazards
- Falling material
- Falls from a height
- Low headroom, scaffolding etc.
- Treading on sharp objects
- Plant and machinery

Building sites can be extremely dangerous and can result in serious injury or even death. Please help us keep you safe.



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Ongoing development construction

Living with construction

If you are one of the first to move into a new home, it is likely that construction work will be ongoing until the whole development is complete.

As you know, construction sites can be dangerous areas. All our sites are securely fenced and supervised, but there may be contractors working in the area and heavy plant, lorries and machinery moving around and making deliveries. We ask that you are extra vigilant of these vehicles and of any construction staff and pedestrians and obey any speed restrictions which are often as low as 5mph.

Construction sites can be attractive play areas for some children. If you have children, please ensure they do not attempt to enter these areas and that they are aware of the dangers of building sites.

By its very nature construction work creates dirt, dust, mud and noise. We do our best to keep our development clean and tidy. Unfortunately, there may be occasions when our build programme does create unavoidable disturbance, or inconvenience to you. For instance, winter construction work in heavy rain can sometimes lead to mud on nearby access roads, while in summer hot, dry conditions can lead to higher-than-normal levels of dust. For this we apologise in advance and would like to reassure you that we do take prompt action to reduce and deal with such issues. We always strive to keep these occasions to a minimum.

If we are planning to carry out significant works which may disrupt access to your home, we will give you prior notice to avoid last minute disruption.



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Resident management companies and managing agents

If your new home is on a development where shared or communal facilities such as parks are included, ongoing management and maintenance of these facilities will be required to ensure that they remain of a high standard and a place that the residents can be proud of.

Examples of these shared areas, or services are:

- Communal grounds and playparks
- Cleaning services, for windows, shared hallways
- Communal heating, lighting and air conditioning
- Private roadways, communal drives, parking & garaging
- Lifts
- Storage areas
- Private drainage services

A RMC (resident management company) is set up to look after these areas and services. During the initial set up and construction of the development, we provide the directors of the resident management company. This is common practice as it provides time for the communal areas to be completed and we are responsible for making sure that happens.

Once the communal areas are ready, we will hand control of them over to the resident management company and when the development is complete, residents will take over as directors of the management company.

Typically, a specialist managing agent is also appointed by us. Their responsibility is to maintain the communal areas of the development/buildings, once they have been handed over to the management company.

Their role is to assist the residents of the development in building their community, by maintaining the communal areas to a good standard and ensuring that the administration of the management company is professionally handled. This ensures that the residents don't have to worry about getting areas insured, getting accounts and audits done for the company, appointing landscapers to care for public open space and play areas or appointing cleaners to maintain stairwells and other internal communal areas.

Whilst initially appointed by us, before any homes are handed over, the managing agent is employed by the management company and therefore by the residents.

The residents can challenge the managing agent on their performance and on the charges if necessary.

Before you reserve, any ongoing costs associated with your new home or development will be outlined to you. This often includes an estate / service charge. This is paid to the managing agent so that they can then pay for costs incurred in managing the estate and buildings on your development. The amount you pay is an agreed share of the total cost.

Covenants

Our homes and developments are subject to legal covenants – which stipulate what a freeholder or leaseholder, may or may not do with the property or within the neighbourhood.

Examples of covenants could include not parking a caravan on the drive, not erecting a conservatory without our permission, or not using the home for running a business. The aim of covenants is to ensure the pleasant, residential environment in which you live is maintained and protected for the benefit of all residents and that the general amenity of the area is sustained. We will only challenge a breach of covenant if it affects us directly. Once a new development is complete, if any breach of covenant occurs, it is the responsibility of residents to take any action they think appropriate. This would normally be through the legal channels of a civil action.

On developments involving a resident management company, residents may instruct the management company to challenge any breach of covenant on their behalf.

A full list of relevant covenants for your development are supplied to your solicitor who can discuss them with you.

Planning conditions

Planning conditions are separate regulations that are governed by the local planning authority. These are also legal requirements with which we as a house builder and private homeowners must comply. Planning conditions always form part of the permissions we are granted to build our homes and developments. They can include the provision of amenities such as play areas, a public open space, a public footpath, affordable housing, or even public facilities, such as a community hall, new medical centre, shops and offices. Any breach of planning conditions by you may result in the local planning authority taking action.

PART 1:

The buying process and our journey together



We appreciate that choosing and buying a new home can be a confusing time. To help clarify the process and ensure it runs as smoothly as possible, in this section we've highlighted important milestones, such as appointments and key meetings you'll need to attend.

We hope this helps make the process of buying and moving into your new home more straightforward. However, if you need any clarification, or have additional questions, your sales consultant will be happy to talk through anything that's unclear.



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Our journey together

Selecting your new home:

Our role:

- We will give you all the accurate and detailed information you need to make an informed decision about buying your new home. This will cover design, specification, features, location, any service charges and indicative energy rating and the sale price of the property.
- We recommend you seek independent legal and financial advice and are free to choose your own mortgage broker / solicitor. However, should you require it, we can put you in touch with a mortgage broker experienced in new build homes and /or a solicitor to help guide you.
- Our marketing and advertising will always be clear and truthful.
- We will give you your own, online customer portal where you can access and manage your journey with us. You have a 14 day cooling off period following your reservation.

Your role:

- Please ensure you understand all the information you receive about your new home.
- Do query anything you are uncertain about before making your final decision.
- Access your online customer portal to view and fully understand the reservation agreement terms and conditions, and pay your reservation fee.
- The customer portal will be used to pay for any extras you may wish to purchase.
- If you are unclear on any detail, please speak to your sales consultant.

Buying your new home:



Our role:

- We will talk you through the conveyancing and building plans and answer any questions about your new home at your 'Meet the Builder' appointment. Your sales consultant will agree an appointment time with you when you reserve your new home.
- We will explain each stage of the purchase process to you and ensure you are familiar with all the details.
- Please be aware that the building process is subject to change and at the time of reservation, it is only possible to give an estimated completion date for the build of your new home. The date for completion of the building of your new home is an anticipated date and can be subject to change due to material and labour shortages, service installations, weather conditions and other matters outside of our reasonable control.
- We will communicate regularly with you, giving contact details of staff who will be supporting you and dealing with your questions.
- We will keep you informed of progress in the construction and development of your new home and surrounding area.
- Our contract of sale terms and conditions will be clear and fair.
- Your cancellation rights are clearly stated in the terms and conditions of your reservation agreement.
- Your exchange deposit is protected by your warranty provider and your reservation fee and an deposit fee paid for optional extras are protected by Vistry Group PLC.
- If we receive other pre-payments from you, we will tell you how we will look after them also.
- We will give you an estimate of the likely costs directly associated with the tenure and future management and maintenance of your new home.

Your role:

- Now is the time for you to organise a number of practical details. These include being in a position to exchange contracts on your new home within the specified period. You must ensure you obtain independent legal and financial advice.
- Your immediate responsibilities are:

1. To appoint a solicitor or a conveyancer to act on your behalf and to handle the legal formalities.



2. To secure a mortgage, or other financial arrangement, to cover the cost of buying your new home. To help the purchase process go smoothly it can be helpful to select an independent mortgage broker who has a strong track record in supporting people who buy new homes direct from housebuilders.
3. To pay a deposit, (usually 10%), of the contract price of your new home. The deposit is required when you exchange contracts.



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Our journey together - continued

Personalising your new home:

Our role:

- If your home is at an early stage of construction, typically before the roof is on, you may be offered the opportunity to choose from a range of internal fixtures and fittings to create your unique style.
- If applicable, we will invite you to attend a choices meeting where you will be able to select your choices and any extras subject to stage of construction.
- You may also be able to select your own style and colour of kitchen, including the units and worktops and bathroom tiling.
- We will explain the option prices and the deadline for making your choices.
- We plan the construction of our new homes carefully so that kitchens are installed, and bathrooms tiled in the final build stages.
- If you have reserved a home where the kitchen and bathroom choices have been made, this option will no longer be available to you.
- Availability of choices and extras may not be available on all homes depending on property type and stage of construction.

Your role:

- A delay in selecting, ordering and paying for your favourite choices, could prevent you from personalising your new home.

Meet the builder:

Our role:

- Wherever possible we will give you the opportunity to meet the site manager and we will share with you the following information:
  - Floor plans and elevations
  - Covenants and parking arrangements
  - Details of management charges
  - Ongoing development works
- Ensuring your safety at all times is our priority so at certain times a visit may not be possible. We will inform you of the appropriate health and safety precautions that we and you must be aware of before visiting a development site.

Your role:

- For your own safety, please never visit the construction site unsupervised.
- If you wish to visit, please make an appointment with your sales consultant and follow our health and safety instructions at all times.



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Our journey together - continued



Exchange of contracts:

Our role:

- Your reservation deposit secures your home only until the exchange of contracts deadline, as stated in your reservation agreement.
- Our legal representatives will liaise directly with your solicitor. This will ensure everyone knows your exchange deadline and will work towards it.
- Subject to the stage of construction, it may be some months before you are able to move into your new home. Once your home is ready, we will give you at least 14 calendar days' notice of your moving in day. If your home is already built, we can agree a fixed legal completion date on exchange of contracts.
- The period between exchange of contracts and legal completion is a critical time in the purchase process and your sales consultant will be in regular contact with you.

Your role:

- Keep in regular contact with your solicitor. Before we exchange contracts, your solicitor should confirm they are satisfied with the details of the purchase, the contract and transfer document.
- Make your solicitor aware of any spoken statements of which you are relying on (if any) in relation to the purchase of your new home.
- Ensure you have your mortgage in place and funds available to pay your deposit which will be a fixed percentage of the asking price.



Build updates:

Our role:

- We will update you on the build progress, share news about the development and arrange for you to view your home during its construction.
- Information regarding the construction stages is also available in your online customer portal.
- We will keep you fully informed, giving you as much information as possible at this stage. We appreciate you now have many things to organise before your move-in day.

Your role:

- To ensure your move runs smoothly, it's important we work together to the same timescales and expectations. Regular, two-way communication is vital at this time.
- Start planning your decor. A new home is a blank canvas on which you can put your own creative stamp.

Getting ready to complete:

Our role:

- Your home will undergo thorough quality control checks before you move in, to ensure it's ready for occupation.

Your role:

- Begin to make arrangements to move into your beautiful new home.

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Our journey together - continued

Your home demonstration inspection:

Our role:

- We will invite you to attend a home demonstration inspection, which will be held before your final handover.
- We will show and explain to you the internal systems and services to ensure you are familiar with them. These typically include:
  - Hot water and heating system
  - Kitchen appliances
  - How to ventilate your home
  - Servicing and maintenance
- If there are any outstanding items which still need to be completed or rectified, we will record these and keep you updated as to when they will be completed by.
- There may be works on the development that still need to be completed when you move in. This could include things like roads, footpaths, landscaping, children's play areas, etc. Our sales consultants will let you know the arrangements to finish these.

Your role:

- Please attend your home demonstration inspection at the time and date agreed. If you need to cancel your appointment, please rearrange it as soon as possible.
- Park in the designated visitors' parking bays, or if none are available in a nearby safe place.
- Pay attention to the short safety briefing you will receive from your sales consultant before visiting the site.
- You have the right to appoint a suitably qualified inspector to carry out a formal inspection of the home, or you can undertake the pre-completion inspection yourself.
- Regardless of who undertakes the inspection, they must only use the standard NHQB Pre-Completion Inspection Checklist which can be found on NHQC's website.



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Preparing for your move

Here we've compiled a quick reminder of essential tasks when you're preparing to move home. If you've moved home before much of this may be second nature – but for first-time buyers our checklist could be vital at this very busy time!

Removals

If moving home yourself, begin packing up well in advance. If using a removal company shop around for competitive quotes and check the various services they offer. Whichever you choose, ensure any precious belongings are well-packaged and protected.

Insurance

Some removal companies include transit insurance in their quotation. If not, you may want to consider arranging it yourself. Don't forget to swap your contents insurance to your new home.

Doctors/dentists/vets

If moving to a new area remember to register with new health practitioners and have any necessary information transferred.

Utility companies

Contact your existing gas, electricity and water suppliers and arrange to transfer any services to your new home if appropriate. On the day you leave your former home, record your gas and electricity meter readings for them.

NB: You may also need to update your Council Tax information if you're moving out of a region.

Communications companies

If you want your telephone, internet and TV services activated in your new home, contact your providers for information and timescales.

Note: The installation of aerials and associated connections are your responsibility. Before you make arrangements do check your deed of transfer or lease to ensure there are no restrictions. (Your sales consultant will supply you with the full postal address of your new home to enable you to do this.)

On 'Move-in' day

It may be useful to keep handy some essential items on what can be quite a hectic day!

- Snacks and drinks
- Favourite toys/books for children
- Legal documents, cash, bank and credit cards, driving licence
- Key telephone numbers - solicitor, removal company, sales consultant

As soon as the legal completion date is agreed you can start telling family, friends and third parties of your new address. Don't forget to tell:

- ☐ Banks
- ☐ Building societies
- ☐ Cancel milk/ deliveries
- ☐ Car breakdown
- ☐ Child benefit/ benefits
- ☐ Clubs
- ☐ Council tax
- ☐ Credit cards
- ☐ Dentist
- ☐ Doctor
- ☐ DVLA
- ☐ Electricity
- ☐ Employer
- ☐ Gas
- ☐ HP companies
- ☐ Insurance companies
- ☐ Magazine/newspaper/ subscriptions
- ☐ Mail redirection service
- ☐ Optician
- ☐ Passport office
- ☐ Pensions
- ☐ Premium bonds/ savings accounts
- ☐ Schools
- ☐ Shop accounts
- ☐ Telephone/ internet/cable
- ☐ TV licence/Sky
- ☐ Vet
- ☐ Water

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Move-in day

Legal completion and key release

This is the final part of the home-buying process. Legal completion takes place when the balance of the completion money has been received by our legal representatives. If you are part of a property chain all parties need to be ready to legally complete on the same day.

Your solicitor will look after all the legal matters and will confirm to our legal representatives when the completion funds have been transferred from their bank account to ours. Usually this is a straightforward process, but on occasions delays may occur.

(If you are part-exchanging your existing home as part of your new home purchase, this is when you will need to hand over the keys to your former property).

Your solicitor will receive the Title Deeds to your new home. The Transfer/Lease is registered at the Land Registry and the deeds may be given to you for safe keeping.

Once the legal formalities are complete you become the legal and proud owner of your new home. Part of our official 'handover' on completion day is to present you with the keys to your new home.

Most homebuyers choose to legally complete and move in on the same day. Please let your sales consultant know if you plan to move in on completion day, or prefer to collect your keys at another time. As part of the 'handover' our sales consultant will join you on a tour of your new home to ensure you are happy with it.

Once all the funds have been transferred your sales consultant will let you know when you can collect your keys.

We're here to support:

On the day you move in a Linden representative will take meter readings and will forward them to the appropriate supplier with your contact details. We strongly advise that you also contact your supplier yourself to confirm your moving in date and personal details. This ensures you receive your introductory letter and future correspondence from them. If, for any reason, you do not receive correspondence from your supplier after 3 months, please contact them again.



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Move-in day - continued



By 'move-in' day you should know:

Electricity:

Where the consumer unit is and how you can switch off the supply

Water:

How to find the main stopcock and how to isolate the incoming water main

Gas homes only:

The location of the mains gas tap and how to isolate the supply

Central heating:

Gas homes:
Locate gas supply and refer to boiler manual
ASHP homes:
Refer to heat pump manual.

Contact numbers:

The key contact numbers of your site manager, regional Customer Service team, appliance warranty provider and **24 hour support services**



Move-in Check

Once you have the keys to your new home, your sales consultant will join you on a move-in check. This is a room-by-room tour of your new home to check the condition of all internal fixtures and fittings, such as kitchen appliances, worktops, bathroom suites and glazing. Please keep in mind that any damage caused to your home while your possessions are being moved in is not our responsibility to rectify.

It is particularly essential that you check all of your kitchen furniture, sanitary ware, flooring and glass for any damage –any damage you find needs to be reported within 7 days of completion as any subsequent damage that you report may not be covered by your new home 2-year warranty.



Move-in day form

Once the move-in check is complete you will need to sign the move-in day form. This is a short and simple checklist confirming that you have been given the keys, that the meter readings have been taken and you are satisfied with the condition of your new home.

If there are any outstanding items which still need to be completed or rectified, we will record these and keep you updated as to when they will be completed by.



If you're buying through our Home Exchange scheme

If we have bought a former property from you as part of your new home purchase, you should provide us with a full set of house keys by 2pm on the day of completion. We also ask that your former home is left clean, tidy and empty of all your possessions and unwanted items. This is important as people may be moving into your house on the same day. If completing between October and the end of March, the heating needs to be left on low when you move out.

Settling in

If you attended your home demonstration appointment before move-in day you will already be familiar with how the systems and appliances work in your new home. However, if there are any matters you would like clarified, the move-in check with your sales consultant is an ideal opportunity to do this.

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PART 2:

Living in and looking after your new home

We want you to enjoy living in your new home and make the most of all the features and benefits it offers.

In Part 2 of our Homeowner's Guide you'll find information and advice on getting the best from your newly-constructed home, the ongoing maintenance required and what to expect with a new building.

It also suggests what recommended actions you should take as well as what's covered under your new home two-year warranty managed by your regional Customer Service team.

Your Home Demonstration and the 'handover' with a Linden representative prior to your 'moving in' day will have covered the essentials of using and maintaining your new home.

This guide offers more helpful hints and tips on caring for your new home, as well as important maintenance and warranty information and who to contact if you have any queries or need urgent assistance. Your solicitor will also provide you with a copy of the details of the warranty provider for your new home. We would advise that you read these details, as well as this Homeowner's Guide.



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Your warranty with us



We take care over every new home and development that we design and build and we want to ensure you can relax and enjoy life in your new home.

For the first two years after completion your new home is covered by our two-year warranty. This is supported by your regional Customer Service team who are available to provide you with advice, and by an out of hours service that is available to call 24 hours a day, 365 days a year. This out of hours service covers emergency situations in the rare event that your property is left without power, water, or heating.

We're here to support: your courtesy visit

A Linden representative will arrange a courtesy visit at your home. This visit is your opportunity to notify us of any 'snags' which we will endeavour to resolve within 28 days of the visit. A 'snag' is usually something which is damaged, broken, not fitted properly or looks unfinished.

Once any items from the courtesy visit have all been completed you will sign off on your home.



Customer Service - keeping in touch

Our Customer Service team will contact you within a few days after your courtesy visit items have been completed. They will introduce themselves, check that you have all our necessary contact details and that you are settling in well. If there is anything you are unsure about at this time, please let one of the team know and they will be more than happy to help.



Your warranty with us: reporting problems

Initially check your warranty terms on pages 19-22 of this guide to see if your issue is covered.

If you are not sure whether an issue is covered, contact your regional Customer Service team. You can report items to us by phone, email or by recording them directly onto your portal. Once you report any items requiring attention, an appropriate contractor or a site employee is notified. One of our team, or one of our contractors, will contact you directly to arrange for the agreed works to be undertaken.

Once you notify us of any issues requiring attention, we aim to complete any agreed issues within the following 28 days, although should we need to order replacement parts this could be a little longer. However, if an immediate solution is not possible, we will investigate and assess the matter within 10 working days.

We appreciate many of our customers are at work during the week so if any remedial work has to be undertaken in your home, we can arrange to do this in your absence providing this is acceptable and more convenient.

Manufacturer's warranties

Many of our integral appliances within your new home are also covered by a manufacturer's warranty and these should be checked, completed and returned where appropriate. Windows and doors are also covered by a manufacturer's warranty.

This covers any manufacturing faults but does not include claims for damage. All double-glazed units have a ten year warranty covering any defective sealed units.

If you have questions, relating to any warranties on your new home please call our Customer Service team who will be happy to advise. To find the details, visit our website: lindenhomes.co.uk/contact-us

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Your 2-year warranty

Item	What's the issue?	What should I do?	Am I covered?
Appliances	Failure	Please contact appliance after sales service	✔
	Damage	Your responsibility	✘
Blockages/ drainage	Major leak in home or outside drainage problem with water threatening/entering	Contact Customer Service (if the blockage is caused by misuse you may be charged)	✔
	Minor leak that can be contained	Contact Customer Service (if the blockage/leak is caused by misuse you may be charged)	✔
Brickwork (external)	Minor cracks to bricks/mortar	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✘
	Large cracks to bricks/ mortar/render	Contact Customer Service	✔
	Variation in brick colour	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole' not areas in isolation. View from a distance of 10m	✘
Central heating	Complete failure	Contact Customer Service (it is your responsibility to arrange and maintain service records for an annual service for your boiler or heat pump)	✔
	Malfunction	Contact Customer Service. Failure to do this will invalidate your warranty cover for your central heating system	✔
	Unsure how to operate timer controls	Please refer to your Heating control manual or user guide. If you still need assistance in how to operate your central heating then contact Customer Service	✔
Chips and scratches	Damage to sanitary ware, worktops, tiled floors, walls and glass	Refer to your handover form. If not specifically listed these are your responsibility	✘
Condensation	Condensation forming between the glass panes themselves	This could be a manufacturing defect and may need investigation. Contact Customer Service	✔
	Condensation forming on the glass panes within the room	This is a normal occurrence as your new home dries out. There are guidelines later in this manual as to how to reduce condensation through effective ventilation	✘
	Condensation on the external unit of an air source heat pump	This is completely normal and expected. It simply means the system is extracting heat from the outside air, much like a cold glass sweating on a humid day. The soakaway underneath the unit will allow any condensate to drain away	✘
Cracks to ceilings, dry lining, wood joints and paintwork	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✘
	Large open cracks	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing cracks after this period then contact Customer Service	✔

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Your 2-year warranty - continued

Item	What's the issue?	What should I do?	Am I covered?
Decoration	Paintwork Excessive nail or screw pops	Some variation in colour and finish is normal and can be checked in natural daylight in the middle of the room	✘
		If there are areas of missing or incomplete paintwork, contact Customer Service	✔
		You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing excessive nail or screw pops in one area after this period then contact Customer Service	✔
Doors/locks	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Service. If your door has been in direct sunlight and will not open/close or lock, please allow it to cool down/hose it to allow the material to retract.	✔
		If a door is catching on flooring that you have had fitted this is your responsibility	✘
Electrical	Complete power failure	Check local area for fault, if just your property contact Customer Service	✔
	Sockets and plugs not working, or issues with consumer unit	Check consumer unit has not tripped. Unplug all appliances and check them one by one first, then contact Customer Service	✔
	Damage to fittings, blown bulbs, or failure due to electrical installations you have carried out	This is not covered and is your responsibility	✘
Extractor fans	Not working	Check isolator is switched on and the consumer unit has not tripped. Contact Customer Service	✔
Fencing	Loose panels or posts	Your responsibility including any damage caused by storms	✘
		If the concrete posts are not holding, or large gaps are present between panels, please contact Customer Service to arrange an inspection	✔
Flooring	Creaking after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. Minor creaking is normal and is not covered	✘
		If you are experiencing excessively creaky floors after this period then contact Customer Service	✔
	Damage	Refer to your handover form. If not specifically listed these are your responsibility	✔
Garage door	Damage and dents	Refer to your handover form. If not specifically listed these are your responsibility	✘
	Can't be locked or opened, or the opening mechanism has failed	Contact Customer Service	✔

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Your 2-year warranty - continued

Item	What's the issue?	What should I do?	Am I covered?
Gas homes only	Leak	You must immediately contact National Gas - 0800 111999. Do not use any gas appliances or your heating/hot water and vacate property	N/a
Grout and silicone sealant	Cracks and sealant gaps during the first 6 months of occupation	During the first 6 months contact Customer Service	✔
		After 6 months this is your responsibility as part of routine maintenance	✘
Guttering and downpipes	Not aligned or attached	Contact Customer Service	✔
	Blocked	It is your responsibility to keep your gutters free from leaves, debris etc. (if the blockage is caused by leaves, debris etc. you may be charged)	✘
Immersion heater	Malfunction	Contact Customer Service	✔
Kitchen	Unit door and drawer alignment	Your unit doors may need adjusting after a period of use. Refer to instructions further in this manual	✔
	Damage	Refer to your handover form. If not specifically listed this is your responsibility	✘
	Worktop damage	Damage to work surfaces are your responsibility	✘
Lawn, trees and shrubs	Severe and lasting waterlogging	Although some waterlogging due to weather is normal, if you encounter severe waterlogging contact Customer Service	✔
	Dead or weed fill lawns, shrub areas	It is your responsibility to maintain your garden, lawn, shrubs and paving from move in day	✘
Leaks	Pipework leaks	Contact customer service, and if uncontainable, turn off stop valve (stop cock) immediately	✔
Meter box (utilities)	Malfunction or broken	Contact your utility provider	N/a
Paths, paving and outside steps	Excessive rocking or moving slabs	Contact Customer Service	✔
	Chipped or damaged slabs	If noted on your handover form, please contact Customer service, otherwise your responsibility	✘
	Weeds growing between slabs	Your responsibility	✘
Render	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✘
	Large cracks	Contact Customer Service	✔
	Variation in render colour following repair	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole' not areas in isolation. View from a distance of 10m	✘

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Your 2-year warranty - continued

Item	What's the issue?	What should I do?	Am I covered?
Roof	Slipped tiles	Please be aware that weather-related damaged is not covered under your warranty. Contact Customer Service	✘
	Roof flashings leaking or loose	If the slipped tiles are not caused by weather-damage then contact Customer Service	✔
Sanitary ware	Damaged, scratched or cracked baths, shower trays, sinks and toilets	Refer to your handover form. If not specifically listed these are your responsibility	✘
Shower	Not working	If shower is electric, then check consumer unit has not tripped, then contact Customer Service	✔
Shower door	Leaking or not aligned correctly	Contact Customer Service	✔
Subfloor concrete cracks	Minor cracking	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✘
	Large open cracks	Contact Customer Service	✔
Taps, showers, handles, toilets, sinks and baths	Rusty, limescale build up, mould, residue build up	It is your responsibility to clean and maintain these	✘
Toilet seat	Broken or soft close no longer working	If within first 28 days, contact Customer Service/site team	✔
		After 28 days, as this is a personal item, it is your responsibility	✘
TV	Not connected/poor reception	Your TV sockets are connected to a facility in the loft for an aerial which it is your responsibility to fit, unless you sign up for a digital service	✘
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Service	✔
Woodwork	Small cracks	Minor cracks as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✘
	Large cracks	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing large cracks after this period then contact Customer Service	✔
	Protruding nails	Protruding nails are common on woodwork as the home settles, if they are excessive, contact Customer Service	✔

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Your warranty - continued

Your new home comes with a 10 year new home warranty and insurance policy which aims to protect the interests of home buyers.

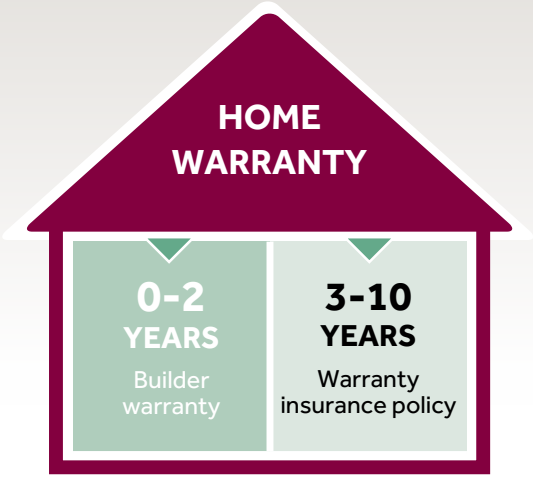
There are three providers of structural and new home warranties. These are the National House Building Council (NHBC), Premier Guarantee and Local Authority Building Control (LABC). When you became the legal owner of your home, your solicitor provided you with details of your specific warranty provider.

Your new home has been designed and built in accordance with building regulations. Each home is independently inspected by your warranty provider at key stages to ensure it meets those standards.

We strive to deliver a quality home and service to all of our customers, all of the time. If, for any reason, we haven't done that, we want to know why – and we want to put things right. Visit: lindenhomes.co.uk/about-us/complaints-procedure

Resolution scheme

We do our best to deal with our customers in a fair and responsible manner. However, if you are still dissatisfied after going through our internal complaints' procedure, you may wish to refer the issue to your Home Warranty provider, either (NHBC, Premier Guarantee or LABC), under their claims and dispute resolution service. The warranty provider will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside their dispute resolution scheme, you will be able to ask the New Homes Ombudsman to investigate your claim. Full details can be found at: www.nhqb.org.uk/homebuyers/how-are-complaints-dealt-with.html





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Round the clock cover

Emergencies only out of office hours

If you encounter any of the below problems out-of-hours we have provided 24 hour emergency cover for you as part of your 2 year warranty.

The phone number for out-of-hours is the same number as the customer service team, the phone lines transfer when we are closed.

This cover is available **24 hours a day, 365 days a year**, including of course weekends, bank holidays and over the Christmas and New Year period.

Please only call the number out-of-hours for the following instances:

- Complete failure of the heating system and/or hot water system
- Water leak that cannot be contained
- Complete failure of electrics, first check that the failure has not been caused by the trip switch being activated by a fault on a domestic appliance
- Flooding caused by blocked drains that threatens to enter the home

Gas homes only

- If you suspect a gas leak, call National Gas Emergency Services on their **24 hour free phone telephone number 0800 111999**
- In the event of loss of gas, electricity or water supply, first check it has not been caused by a general failure, or 'switch off' in your area before either contacting our customer services team, or using your emergency out-of-hours number

Should your home have a gas, or water leak, you should immediately turn off the supply at the mains

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Caring for your new home

This section provides you with useful information about maintaining your new home to help you get the best out of it for years to come. If you're buying an apartment, some of this information will vary and we will provide you with more details at the point of handover.

Air source heat pump (ASHP)

ASHPs require little maintenance, but the fan should be kept clear of any leaves or debris that may collect. You should arrange a yearly service with an accredited heating engineer. Please do not cover your ASHP with anything, such as a protective box or cover, or block it with furniture or other garden equipment as this will restrict the airflow required to make your heat pump work properly. Ensure a minimum clearance of at least 1 meter in front of the unit and 50 cm around the sides.

Bathroom care

Abrasive cleaners, cream cleaners, solvent-based sprays, power abrasives, metal polishes or bleach, should not be used on your taps and accessories as they will discolour and scratch the surfaces and invalidate your warranties. You should use a good quality bathroom cleaner for your bathroom suites and ceramic tiles.



Always give them a thorough rinse to remove all traces of the cleaner. When using the bathroom always have extractor fan on and keep the trickle vent open. A bleach freshener hung in the lip of the toilet bowl has no known adverse effects. Any cracks that appear in the grout due to shrinkage and/or use should be rectified quickly to prevent water seeping into the wall.

Bleeding radiators

It is common in heating systems that air can get trapped which prevents your radiators fully heating up. Please do not hang wet garments or cover over the temperature valves as this can affect your heating.



Boiler repressurisation

It is common for boilers to lose pressure, pressure loss is not covered by your warranty. Should this happen please refer to our online video or your operating manual.



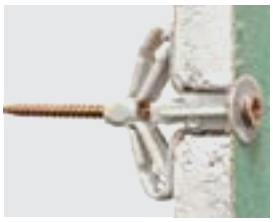
Brickwork

Some bricks contain salts which produce white crystal deposits which may come out. This is perfectly normal, and will eventually disappear.



Ceilings & walls

The composition of your walls may vary between block and stud. Before hanging anything on your walls, please ensure you check for cables and plumbing and also use the correct fixings.



Condensation

Here are some ways you can reduce condensation:

- Maintaining a steady temperature in your home, we suggest below 20 degrees to reduce plaster board cracking.
- Keep bathroom and kitchen doors closed whilst in use.
- Keep trickle vents open and do not switch off ventilation fans - these are designed to continuously run in the background to remove excess moisture.
- Please note that drying washing inside your home will increase the moisture. We do not recommend drying clothes on radiators.
- Keep furniture and pictures slightly away from walls.
- It is important that you wipe away any moisture you see and treat mould to avoid damage to your home.



To further reduce condensation it's advisable to keep bathroom and kitchen doors closed while in use and ensure trickle vents are always open and do not switch off ventilation fans - these are designed to continuously run in the background to remove excess moisture. Opening windows after showers, baths, cooking and washing again helps dry out moisture in the home. Similarly it is advisable for the first few months after moving in, to keep any wardrobe doors open or ajar whenever possible, to allow air to circulate, again to reduce any moisture or damp build-up.

There is water in practically everything that your home is built from. It can take up to 18 months for a house to completely dry out, as a result there can be condensation on windows, walls and floors. This can lead to mould especially in corners behind furniture that the air cannot easily reach.

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Decorating your new home

Due to your home drying out, we would advise you to wait 12 months before painting or wallpapering.



Door handles, hinges, taps & towel rails

These should be cleaned with an appropriate material for the product as damage covered is not part of your warranty.



Drains

Blocked drains are becoming an increasing problem, but they can be avoided by taking a few preventative measures; avoid putting anything down the sink or toilet that could cause a blockage for example; oil, fat, nappies, face/baby wipes, kitchen roll. We are not responsible for unblocking your drains unless there is a construction fault.



Driveways

These are designed to take domestic and light commercial vehicles,
but may be damaged if heavy vehicles are driven over them.
Power steering and 'wheel turning' can also wear the surface of some drives especially in hot weather and this sort of damage is not covered under your warranty.



Should we need to repair a driveway, or path, the surface will be made good, but it may be visible afterwards. You need to be aware that the whole area may not be resurfaced.

Electric vehicle charge point

Your charger does not require any maintenance itself, but may require a firmware update occasionally.
You will receive a notification of this when logged into the app. If you do not require your charge point to be switched on because you don't have an electric car, it is recommended that you keep the spur turned off on the consumer unit until it is required.



Fences

Fences will benefit from preservative treatment every other year.
In the event of storm damage to fencing you should refer to your home insurer.



Exterior chrome effect

Exterior chrome effect furniture such as the examples shown here could become tarnished if not maintained. To ensure its appearance, exterior chrome effect furniture will require cleaning at least once a month with warm soapy water.



Floor care

Laminate, vinyl and wood finish floors can be prone to scratching and impact damage. Heavy furniture and those with metal legs can cause damage so should be protected. Take care when cleaning laminate, Karndean, Amtico flooring as they are not waterproof floors, so while any spills should be cleaned up quickly.



Nothing more than a damp cloth should be used – and residue dried off. Do not use a wet mop that will soak the material, as this can seep into and under the laminate, causing it to warp and lose its shape, which will not be covered under your warranty.

Carpet – be careful when moving furniture as this can pull your carpet away from the grippers. In the unlikely event we need to replace any flooring due to it being faulty, we are unable to guarantee a perfect match. If a match cannot be found, then we will only replace up to the threshold of the faulty area.

Garages - storing items

A garage is constructed of a single block or brick construction with doors and openings and is designed to house a vehicle. Whilst they are weather resistant, they are not air or watertight. This means that the garage does not have a temperature or moisture-controlled environment and heavy rain can penetrate the brickwork or appear under the garage door.



We advise against storing personal possessions in your garage as they may be impacted by damp and water due to the construction of the garage. For example, wooden and metal furniture, electronic equipment, clothing, paperwork and personal items could be affected, and they would not be covered under your warranty. .

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Caring for your new home - continued

Garden

If your new homes comes with a turfed garden you will need to ensure the turf does not dry out' Turf is not covered under warranty. For guidance on how to look after your garden see our online guide.



Gutters & rainwater pipes

These should be cleaned out regularly and are designed for average rainfall. So don't be alarmed if they overflow in heavy rain. Gutters can expand and contract with the weather and a clicking sound is perfectly normal.



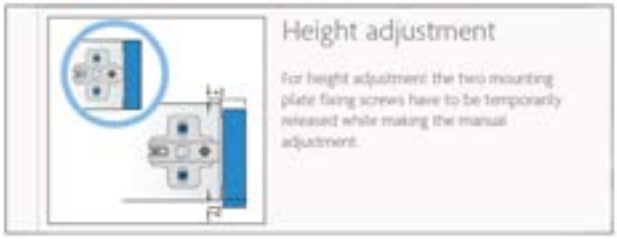
Heating & hot water

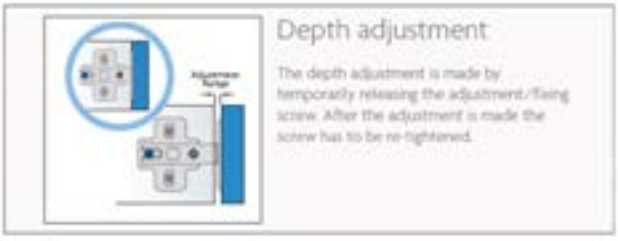
To ensure your homes warranty covers you at all times, you must arrange regular maintenance and servicing of appliances such as boilers, hot water cylinder, ventilation heat recovery systems (where applicable) and heating systems. Your boiler or ASHP must be serviced annually after one year. We recommend that you register with your local gas supplier on their maintenance contract.

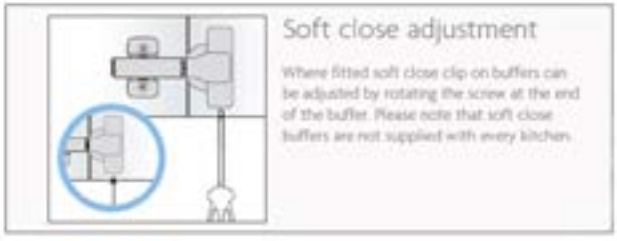


Kitchen care

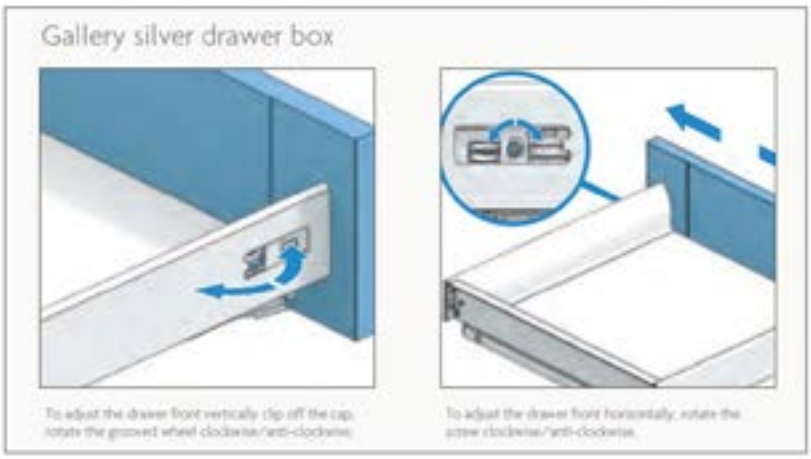












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Caring for your new home - continued

Mastic

Mastic needs to be regularly checked for gaps, after 6 months it is your responsibility to maintain your mastic to avoid potential leaks which could cause further damage.



Nail 'pops'

Nail heads can sometimes work their way through ceilings and walls and is part of the drying out process. This is not covered as part of your warranty, but if you notice excessive amounts, please contact us.



Outside tap

Outside taps need to be isolated during the winter, as the water retained in the pipe will freeze, causing pressure and could burst the pipe. The isolation valve for your outside tap is labelled and are usually found under the kitchen sink. Once isolated, turn on your outside tap to remove all water held in the pipe. If your pipes burst due to due to lack of isolation, it is not covered under your warranty.



Radiators

It is common in our heating systems that air can get trapped which prevents your radiators fully heating up.



Roof space

This is not a storage area and should not be boarded or loaded with belongings. To do so could cause damage to the structure and affect ventilation which can cause condensation. Also, lofts can sometimes get damp during the drying out process, which can cause damage to items that are stored there. If the insulation gets compressed then this wont work as intended and your home wont be as well insulated.



Render

Some homes will be finished with a through-coloured render. This means that the render is applied with a coloured pigment already included in the mix. Whilst this is a low maintenance product, there are a number of recommendations you can follow to keep this in tip-top condition. You can use a warm power wash and suitable detergent to clean the through-coloured render finish.



Take care to adjust the pressure of the power washer to ensure that the render is not damaged during the procedure.

Shrinkage cracks

Cracks caused by shrinkage are completely normal and should not give cause for concern. As plasterboard dries out small cracks may appear which can be easily filled with a flexible filler and painted over when you first decorate. If you have very large cracks, please refer to your warranty.





We will inspect any shrinkage cracks measuring over 3mm (width of a pound coin) as part of our two-year warranty, at your request.

Solar PV panels

Your panels do not require maintenance other than ensuring they are kept clean so that performance is not compromised. If a lot of dirt or debris builds up on your panels then it is recommended that you clean them. There are specialist companies who provide this service, and even some window cleaners can also do this for you.



Stair gates

If you use stair gates, please be aware they can cause damage to door frames, staircases and banisters' which will not be covered by your warranty.



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Caring for your new home - continued

Timber windows

It is important you maintain your windows regularly – you should wash the external frames regularly and plan to re-paint or stain them within the first two years to preserve the wood.



Ventilation units

New homes have excellent airtightness and so require a ventilation system that is always on. It's very quiet and low energy so you may not even notice it running until it turns on boost mode when the bathroom or kitchen is in use. It is important that you do not switch this unit off unless you are cleaning it. Simply twist the front panel off, wipe the inlet and cover with a damp cloth until clean, and replace it. Remember to switch it back on once you're finished.



Staying cool in hot weather

What is overheating?

New homes are designed to keep the warmth in and the cold out, which benefits occupants during colder months. However, as our homes become more airtight and better insulated, there is a risk of homes getting too hot in warmer months, especially as climate change means we are seeing more extreme temperatures.

A new building regulation, called Part O, came into effect in 2023 that relates to summertime overheating in new homes. This regulation calls for housebuilders to address the risks of overheating and help occupants manage this excess heat. To reduce the risk of overheating, we may have needed to make changes to window sizes, or the number of windows that open, or even the type of glass used to ensure too much sun doesn't overheat your home.

Staying cool in hot weather

There are several actions you should take to minimise the risk of overheating in your home during the event of a heatwave. These actions will help to ensure a more comfortable level of temperature for your household.

During the summer, if the internal room temperatures raise over 22 degrees, then windows should be left open to allow some of the warm air to escape outside.

However, if the external temperature is higher than internal temperature (in hot summer days), keep your windows closed until the external temperature is lower than internal.

If possible, you should leave your windows open during the hot summer nights so that the cooler external air can cool the room down during the night.

You can use you curtains or blinds on sunny days to limit the amount of heat from the sun coming through the windows and heating up the room. Curtains or blinds do not have to be fully closed; you could partially close them to limit as much heat from the sun coming into the room, while still allowing airflow from the open window.

We have designed certain elements in your home, such as ceiling lights and kitchen appliances, to be very energy efficient. Energy efficient appliances use less energy and, in turn, generate less heat. It is important that you use A+ rated electrical appliances and LED lights to keep this extra heat generated to a minimum. On hot summer days, try not to use these appliances for long periods of time.

Cleaning and maintenance should be followed as normal for your windows.

How to operate your windows

To open your window, simple push in the button on the window handle, keep holding the button and rotate the handle 90 degrees. This releases the latch and you can now push the window open.

Additional information

Some windows in your home may have a guard rail across the inside of the window frame. This is because building regulations cautions that occupants may fall out of windows if they are opening them for longer periods of time. To mitigate this risk, we are required to install a guard rail on windows that are a certain height from the ground in all new build homes.



Figure 1: Example of a Part O compliant guard rail

The guard rail is attached to the plasterboard. Please do not remove this guard rail, as it has been installed to meet building regulations and designed for your safety.

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