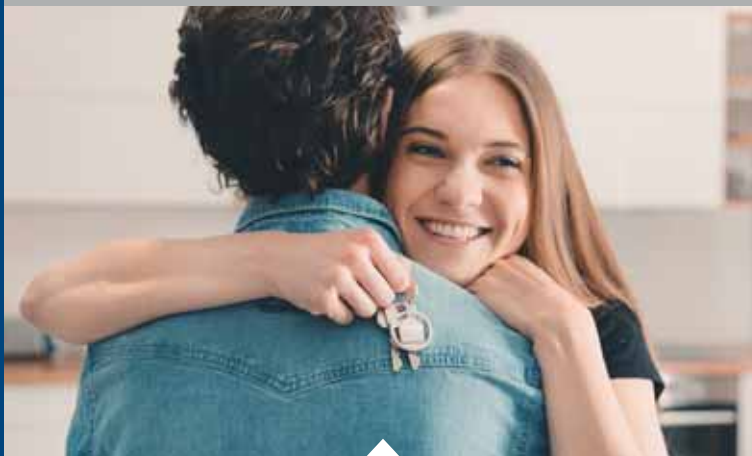


# HOMEOWNER MANUAL

---

Welcome to  
your new home

[keepmoat.com](https://keepmoat.com)



keepmoat.com

# CONTENTS

WELCOME TO YOUR  
NEW HOME  
Pages 01/02

YOUR EMERGENCY  
CONTACTS  
Pages 05/06

CUSTOMER SATISFACTION  
SURVEYS  
Pages 47/48

YOUR CUSTOMER  
CARE CONTACTS  
Pages 03/04

YOUR MOVING IN  
CHECKLIST  
Pages 07/08

YOUR  
WARRANTIES  
Pages 09/10

LET'S GET  
SETTLED IN  
Pages 11/38

HOME  
SAFETY  
Pages 39/44

LIVING WITH CONSTRUC-  
TION  
Pages 45/46

## ► WELCOME TO YOUR NEW HOME

Congratulations on buying a new Keepmoat home. We hope you enjoy many years of making great memories here.

In this homeowner's manual, you'll find all the information you need about your new home, from how your home will settle in over the coming months to how the boiler works. You'll also find details of your two-year Keepmoat warranty and your 10-year NHBC warranty.



We're always here if you need us. At Keepmoat we believe in providing an excellent aftercare service with our dedicated in-house Customer Care team on hand to address any questions or issues that you may have with your new home.

**You'll find details of our Customer Care team on page 03**

Your solicitor will also provide you with a copy of the National House Building Council (NHBC), Guide to Your New Home booklet and warranty information for your safekeeping.



## ► YOUR CUSTOMER CARE TEAM

At Keepmoat, we're committed to providing high quality new homes and the very best service for all our customers throughout their home buying journey with us. It's why each region in our business has a dedicated Customer Care team, with highly trained staff that can address any questions or issues that you may have with your new home.



### OPENING HOURS

Monday- Thursday:  
8:30am - 5pm

Friday:  
8am - 4pm

- 
- Scotland**  
Call 0808 124 0040 or email  
[homes\\_scotlandcustomercare@keepmoat.com](mailto:homes_scotlandcustomercare@keepmoat.com)
  - North East**  
Call 0808 124 0047 or email  
[KHNE.CustomerCare@keepmoat.com](mailto:KHNE.CustomerCare@keepmoat.com)
  - North West**  
Call 0808 124 0043 or email  
[KHNW.CustomerCare@keepmoat.com](mailto:KHNW.CustomerCare@keepmoat.com)
  - Yorkshire West**  
Call 0808 124 0041 or email  
[KHWY.CustomerCare@keepmoat.com](mailto:KHWY.CustomerCare@keepmoat.com)
  - Yorkshire East**  
Call 0808 124 0042 or email  
[KHEY.CustomerCare@keepmoat.com](mailto:KHEY.CustomerCare@keepmoat.com)
  - East Midlands**  
Call 0808 124 0046 or email  
[KHEM.CustomerCare@keepmoat.com](mailto:KHEM.CustomerCare@keepmoat.com)
  - West Midlands and South West**  
Call 0800 012 9102 or email  
[KHWM.CustomerCare@keepmoat.com](mailto:KHWM.CustomerCare@keepmoat.com) or email  
[KHSW.CustomerCare@keepmoat.com](mailto:KHSW.CustomerCare@keepmoat.com) for South West
  - South Midlands**  
Call 0808 124 0044 or email  
[KHS.CustomerCare@keepmoat.com](mailto:KHS.CustomerCare@keepmoat.com)

## ► EMERGENCIES

We have provided 24-hour emergency cover for you as part of your two-year Keepmoat warranty. This cover is available 24 hours a day, 365 days a year, including bank holidays, Christmas and New Year.



**Please call the emergency number 01207 503293**

only if you encounter any of the problems listed opposite outside of office hours.



**Heating**- complete failure of the heating system and or hot water



**Plumbing**- a water leak or flooding that cannot be contained



**Electrics**- a complete failure of the electrics affecting your home only, heating system and/or hot water system



**Drainage**- flooding caused by blocked drains that threaten to enter your home



**Security**- where a fault to a window or external door causes loss of security to your home



**Safety**- if you suspect a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the **free Gas Emergency Service line** immediately on **0800 111 999** (24 hours) or for further details go to [www.britishgas.co.uk](http://www.britishgas.co.uk)

## ► YOUR MOVING IN CHECKLIST

Now you've moved in, there are lots of people who will need your new address. Use our handy checklist to make sure you haven't forgotten anyone.



### TIP:

It's always a good idea to set up a post redirection service with the Post Office for 3, 6 or 12 months. Find out more about this at [www.postoffice.co.uk/mail/redirection](http://www.postoffice.co.uk/mail/redirection)

## ► PEOPLE WHO WILL NEED YOUR NEW ADDRESS:

- |                                    |                                  |
|------------------------------------|----------------------------------|
| ✓ Friends and family               | ✓ The electoral roll             |
| ✓ Work                             | ✓ TV Licensing                   |
| ✓ National Insurance office        | ✓ Insurance provider             |
| ✓ Utility companies                | ✓ Credit card/loan companies     |
| ✓ Internet and satellite companies | ✓ Club and loyalty cards         |
| ✓ Nursery, school or college       | ✓ Postal subscriptions           |
| ✓ Bank                             | ✓ Pension provider               |
| ✓ DVLA and car insurance           | ✓ Doctors, dentist and opticians |
| ✓ The Council                      | ✓ Vets                           |



## ► YOUR WARRANTIES

Relax. We've got your back. Because when you buy a Keepmoat home, it comes with not just one, but two warranties.



We take pride in building homes the right way- using the best materials and the latest building techniques. Our trained construction teams build each Keepmoat home as if it was their own and our eagle-eyed site managers and surveyors carry out quality checks at every stage of the build process.

Our in-house quality assurance process, 'Hallmark', is carried out by your dedicated Customer Liaison Manager and ensures that your home is 'customer ready' before you move in.

Not only is your home built with care, but for added peace of mind, it's covered by two comprehensive warranties too. One from us; the other from the National House Building Council (NHBC).



### Your warranties

Every new Keepmoat home is covered by their 10-year NHBC Buildmark warranty. The warranty covers you for any major building defects to the structure of your home, such as your foundations, roof and external walls\*.

And our two-year warranty covers you from the minute you move in. It includes your fixtures and fittings, to the heating, windows and woodwork\*.

**Full details of your NHBC and Keepmoat warranties, plus our complaints procedure, can be found in your handover documents.**



#### TIP:

Register your appliances. Your appliances are covered by the manufacturer's warranties, not us so don't forget to register them just in case. You will find details in your moving in pack.

**\*Terms and conditions apply, please speak to your Customer Care team for further information.**

## ▶ LET'S GET SETTLED IN

Building a home takes a lot of materials and a lot of water too. So just as you're settling in, your home is settling in too. Here's what to look out for.

### Shrinkage

All the water that's gone into making your home; in the concrete, plaster and even paint, needs to dry out. When it does, you may see some small cracks around doors, windows and skirting boards. This is a completely normal part of the drying out process.

During the first year, the walls in your home need to settle. Various construction materials need to contract, expand and stabilise. All in their own time. During this, you may see screws pop up through the plasterboard and some minor cracks appear. These can be easily fixed.

You can cover small cracks easily with a little builder's caulk. Simply rub down with sandpaper and paint. It's probably worth waiting until your home is completely dried out before doing this.

If any cracks appear that are bigger than the thickness of a £1 coin let us know and we'll take a look.



### TIP:

Your home needs to dry out SLOWLY. The best way to do this is to keep the trickle vents open on your windows as this will allow air to circulate. Please keep your heating under 22 degrees.



### Decorating

We know you'll be eager to make your own mark on your new home. But good things come to those who wait.

We've painted the walls of your home with a breathable emulsion to allow the plaster behind it to dry. Your woodwork has been painted with a hard-wearing gloss and should look good for years to come.

We recommend waiting until the drying process has finished before decorating, which can take up to a year. But if you can't wait, use a matt emulsion which helps the plaster breathe and avoid 'silk' or 'satin' paint.

If you apply wallpaper to the walls too soon, it's likely the residual moisture in the plaster behind will make the wallpaper peel or tear.

### Condensation

As your home dries, you may see some signs of condensation, especially in cold areas or places where there's no ventilation. The next page goes in to more detail on this.

### We're here to help you settle in.

If you have any questions, about cracks or anything else, we're just a call away.

**Find out how to contact us on page 03**



## ► DEALING WITH CONDENSATION

As your home dries, the water in the mortar, concrete, plaster and paint needs to escape. This is perfectly normal, and when your home is still new, you may see some signs of condensation. Especially in cold areas or places where there's no ventilation.

### How condensation forms

Condensation is water vapour inside your home that's unable to escape. The water vapour builds up in the air and, when it can hold no more, forms a mist on the windows and eventually forms droplets of water which can ultimately cause issues with damp in the home.

Every time you boil a kettle, have a shower, use your tumble dryer, water your houseplants or even breathe out, more water vapour is added to the atmosphere in your home.

Condensation is generally caused by the room not being sufficiently heated and/or being shut up so the air doesn't move around enough.



These are a few ways you can reduce condensation, but the main thing to remember is **MORE VENTILATION = LESS CONDENSATION**

### Reduce condensation with these simple tips:

- Always use the extractor fan when taking a bath or shower.
- Cover pans when cooking to reduce steam and use the extractor fan.

- Open window trickle vents to allow trapped moisture to escape.
- Leave a small gap at the back of your furniture so air can circulate.
- Avoid drying clothes indoors, especially on radiators.
- Heat your home evenly and consistently. Even rooms you don't use that often.



### TIP:

**DON'T FORGET YOUR WINDOW TRICKLE VENTS.** Small vents within the frame of your window, known as trickle vents, are a handy and safe way to keep air circulating. And when possible open windows for even more ventilation.

## ► ALL YOU NEED TO KNOW ABOUT YOUR NEW HOME

From where to plug the TV into, to how the boiler works, there is lots to explore. Let us give you a guided tour of your new place.

You'll already have a good idea of how everything works from your home demonstration before you moved in. But here's a quick room-by-room recap.





## ► THE KITCHEN

Your new kitchen is ready and waiting for you. But, before you start cooking up a storm, take a few minutes to find out a little more about it.

### Switches

Above the kitchen worktop, you'll notice a grid switch. This controls the sockets below the worktops. They are labelled so you know what each is for.

### Water stop tap

Your water stop tap is found under your kitchen sink\* - its the big, blue lever. If you ever have a leak you can't contain, use this to turn the water off, then call our Customer Care team or if it's out of hours, call the emergency phone number.

### Your appliances

Your appliances, including any you've chosen through our options and extras, will be installed and ready to use when you move in.

You'll be given the manuals for each appliance. Remember to register your warranties for each as they are handled by the manufacturer, not us.

### Doors

Over time, the doors on your kitchen units may need adjusting. This can be done easily by adjusting the screws on the hinge.



### Oven

Before you cook in your new oven, it's important to give it a dry run. Make sure all the packaging is removed and turn the oven on at a high heat setting for about 30 minutes. It's normal for it to smell a little, so we recommend you turn on the extractor fan, open the window and close the door.

### Oven hood and extractor fan

Turn your extractor fan on when you're cooking to reduce excess moisture and prevent condensation. The extractor fan has three speed settings, filters and a handy light. The bulbs can be easily replaced if they stop working.

### Hob

The hob will be gas or electric depending on your options. A gas hob has a safety feature that cuts off the gas after 10-15 seconds if the flame blows out. Electric hobs are touch-sensitive and have a lock option for cleaning and safety.

### Cleaning

Avoid using anything abrasive to clean stainless steel surfaces or electric hobs as they could scratch, and this won't be covered by your warranty.

Also, avoid putting oils, fats or food down your kitchen sink as they can cause blockages and smells over time. Instead, soak up oils and fats with kitchen roll and put it in a bin.



\*Location of water stop tap may vary based on housetype.



### TIP:

Reduce condensation by covering pans to reduce steam, using your extractor hood and keeping the kitchen well ventilated when cooking.



## ► BATHROOM & EN SUITES

Our bathrooms are finished to a high spec with baths, showers and sanitary ware from the most respected brands. Here's some handy information on one of the busiest rooms in the house.



### TIP:

Condensation can build up quickly in the bathroom. Remember to use the extractor fan and keep the room well ventilated.

### Toilets

To help minimise unnecessary water use, all the toilets within your home have a dual flush option.

Please only put toilet paper down the toilet – nappies, wipes, kitchen roll and sanitary items can cause blockages, both within your own home and the main drains of the development.

### Water temperature

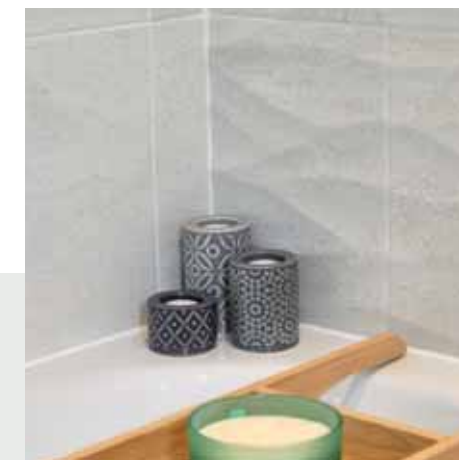
For your safety, the temperature of the bathwater is restricted using a blending valve which is located under the bath. This valve will automatically mix hot and cold water to stop scalding.

Showers also have temperature restrictors – a little red clip on the temperature control side of the shower bar which you slide to change the temperature.

### Extractor fans

Extractor fans should be on when showering and bathing. If your bathroom has a window there will be a switch next to the light switch. If your bathroom doesn't have a window, your extractor fan will come on with the light and will overrun for 15 minutes when switched off.

There will be an additional switch located over the door when going into your bathroom, this should only be used to isolate the power supply fan for any maintenance purposes.



### Cleaning

Please avoid using anything abrasive to clean chrome taps or plugs as they could tarnish. We'd advise cleaning the grout between tiles with soapy water or bleach to prevent dirt or mould build-up.

## ► HEATING & HOT WATER

Your home is equipped with a modern energy-efficient boiler to keep your home warm and toasty, which provides all the hot water you need. Here's a quick guide to your boiler.

On the front of your boiler, you'll see a pressure gauge, three other gauges and a digital screen.

### Pressure gauge

If you find you have no hot water or heating it may be due to loss of pressure. The needle on the dial should be between 1 and 2. If it's at 0 then you need to add pressure. To do this, look under the boiler for two blue taps, turn both and watch the needle move on the front of the boiler. Once this needle is between 1 and 2, turn both blue taps off.

Don't panic if you go over, as your boiler will automatically release pressure.

### Tap gauge

This is to control the temperature of the water coming out of your taps. This is set to industry standards for both safety and energy efficiency but can be changed to suit.

### Heating gauge

Please keep this at 'E'. This helps you save energy by reducing the burning of excess gas.

### Boiler setting gauge

This has three different settings:

- Off- this turns your boiler off fully, so you won't have hot water or central heating.
- Tap only- this means you only have hot water. Great for summer when you might not want your heating to kick in.
- Tap and heating- this is for both central heating and hot water.

### Boiler digital screen

This shows error codes if your boiler has a fault. You'll find information on the error codes and what you need to do in the boiler manual supplied on handover.

### Warranty

Your boiler comes with a two-year warranty with the manufacturer but please remember to book an annual service with a Gas Safe registered engineer to ensure it works efficiently and safely. It also ensures that your warranty doesn't become void.



### Heating zones

Your new home has two programmable thermostats- one on the ground floor for heating the rooms downstairs and the landing, and the other, in the master bedroom, to control the heating in the bedrooms and bathrooms. These zone controls allow you to heat the different parts of your home at the times they are in use the most.

Apart from the radiators in the rooms where these programmable thermostats are, all the other radiators are fitted with a thermostatic valve. Adjusting this will allow you to control the level of heat output in each room to suit your comfort levels.

### Bleeding radiators

From time to time, air can become trapped in the system. You'll know this if your radiators are cool at the top but warm at the bottom. If that's the case, they'll need bleeding.

1. Turn off your central heating system and allow your radiators to cool down.
2. Attach a radiator key to the bleed valve and slowly turn anticlockwise.
3. Keep turning until you hear a slight hiss of air. When water begins to escape instead of air, close the valve.
4. Tighten up the valve by turning the key clockwise- turn the heating back on.



### TIP:

What to do if your boiler has no power. Look for a fuse switch located close to it. Make sure the switch hasn't been turned off or the fuse has blown.



### TIP:

Take some time to read through your boiler's user guide provided on handover. There are some useful tips on how to change settings from summer to winter, as well as what the fault codes mean should they appear.

## ► ENERGY-SAVING ADVICE

Your new home is built to the very latest standards. With the high-performance windows, doors, insulation, plus the energy-efficient boilers, it all adds up.

### Start saving money from day one.

It is reported that new-build homeowners save on average £629 a year compared to those who live in older homes\*. Plus, being more energy-efficient helps you reduce emissions and protect our planet.

There are lots of ways you can make little changes to reduce the amount of energy you use.



### TIP:

Turning a heating thermostat down by just 1 degree can save you around £60 a year.

Source: The Energy saving Trust

### Heating your home

- Set timer on your programmable thermostats to control when your heating is on and off. Use the thermostatic radiator valves to control the heat in individual rooms.
- Don't block radiators with furniture such as sofas and draw your curtains at night to retain heat.
- Make sure your boiler is serviced every year to keep it running as efficiently as possible.

### Saving electricity

- One of the simplest ways is to turn off household appliances when not in use – they still use energy even in standby mode.
- Use energy-efficient light bulbs throughout the home.
- When buying new electrical goods try and choose A-rated models. And keep them in good working order, such as defrosting your freezer regularly and checking the door seals.
- Washing machines wash surprisingly well on a lower temperature setting and lower temperatures use less energy. Try to wash full loads whenever possible.
- Set energy budgets on your electric and gas smart meter as a handy prompt to keep track of your energy usage and as a reminder to switch off appliances when you can.

\*Home Builders Federation's (HBF) report- 'You've got the power'.



### Saving water

According to the Energy Saving Trust, 6% of the UK's carbon dioxide emissions come from our water use. So, saving where you can really adds up.

- Shower instead of taking a bath- a shower uses only around 40% of the water needed for a bath.
- Don't leave the tap running- turn off the tap when brushing your teeth and washing. A running tap uses over 6 litres of water per minute.
- Make sure taps are properly turned off and if a tap starts dripping change washers promptly- a leaking tap can waste over 5000 litres of water a year.

Your shower and bath thermostatic mixing valves have been set to a maximum temperature for both energy efficiency and to comply with the latest building regulations.



### TIP:

A fully loaded dishwasher uses less energy and water than washing by hand.



## ► LIVING ROOM

There are a few things to point out to get you set up and ready to sit back and relax in your new living room.

### TV point

The TV point is cabled to the coaxial in the loft. To watch Freeview TV, you can simply connect an aerial to this. Please note you will need to purchase an aerial if you don't already have one or arrange a satellite service if preferred.

### Telephone point

You'll find a telephone connection point on the underside of the fibre termination point (ONT). Here you can connect the base station for a wireless phone system in order to use the phone throughout your home, following activation of the fibre service.



### Internet

All our developments have a fibre optic connection (FTTP – 'Fibre to the Property') provided by Openreach. Some developments may have a second fibre service provided by an additional supplier.

These fibre optic connections will terminate within your home at an Optic Network Termination point (ONT) which looks similar to a modem. Typically you can find these in an understair or upstairs cupboard or in the living room.

The Openreach fibre optic connection can be used to provide your home with super-fast fibre broadband from an internet service provider of your choosing. However, you will first need to activate the point with your chosen service provider (they will need the serial number from the of ONT as part of the activation process).

If your development has a second ONT, refer to instructions left within your home or on the front of the unit for connection details.

Once the fibre service has been activated, you should connect the router (provided by your internet service provider) to the data point located in the living room to gain access to the internet.

**Note:** there can be occasions when internet is not available at the time of legal completion and you moving in but you will be notified in advance should this be the case.

## ► CARING FOR YOUR FLOORS

New flooring fitted? Here are some cleaning and maintenance tips to help you care for your carpet and flooring to keep it in tip top condition.

### Carpets

All carpets will shed excess fibre when they are new. This will soon stop. We recommend vacuuming your carpet regularly at least two or three times a week.

If you spill anything on your carpet, time is of the essence. Stains can be more easily removed if tackled quickly. Soak up as much of the liquid as possible with dry kitchen roll or a clean dry white cloth. Or remove a sticky stain with a plastic spatula.

Clean off any remaining stain with a clean, damp cloth soaked in warm water with a little white vinegar. Use a dabbing action with the cloth and then blot out the remaining liquid with a dry kitchen towel. Do not rub the pile surface or over-soak the stain.

From time to time carpet 'shading' may be experienced which is a localised alteration in the orientation of the pile. The physical cause of shading is due to the difference between light and reflection from the surface area of the side of the bent fibres, which appear lighter in colour. This is a normal characteristic of cut pile carpets and is not considered a defect.

In high traffic areas within your home may see carpet pile flatten over time, this is caused by repeat walking or sitting in the same area which may result in a localised change in pile. This is normal and is not considered a defect.



### TIP:

#### Don't get stuck in a rut.

Pet paws, shoes and furniture placement can be abrasive on carpets, particularly where use is constantly concentrated in small areas (i.e. in front of armchairs). Move furniture occasionally to avoid any distortion to the carpet pile.



### Ceramic tiles

With a little regular upkeep, you can keep your tiled floor looking pristine.

Frequent sweeping and mopping reduces dirt build-up. Just remember to check your cleaning products are suitable for your type of floor.

### Vinyl

Vinyl flooring is non-absorbent, which means liquids, spills, stains and dirt will sit on the surface of the vinyl. So it's important to remove these regularly. Not all chemicals will be suitable for use on vinyl floors and you should always read the label before applying to your floors. Warm water and a light soap will usually be enough to remove stains.

Keep sharp objects away from the vinyl surface and avoid sliding or dragging heavy furniture across your floor as this can permanently mark, scratch and damage the surface. Fit felt covers to castors and feet to furniture for added cushioning.

Rubber items such as high chair legs, pram and bicycle wheels and rubber backed mats can cause permanent yellow stains at the point of contact if left for prolonged periods. Such stains cannot be removed through cleaning.

### Laminate

To keep your laminate floors fresh, frequently sweep and mop them every two months. Damp microfiber mops are gentle enough to use on laminate floors. If you're going to use a regular mop, just wring it out until it's almost completely dry- don't use too much water as it can seep into the seams and cause damage.

Also avoid sliding or dragging heavy furniture across your floor as this can permanently mark, scratch and damage the surface, and keep your pet's nails trimmed! Your cat or dog's nails can scratch up your laminate floor too.



## ► WINDOWS AND DOORS

Designed to not only look great, but be energy-efficient and secure too, here's what you need to know about your windows and doors.

### Front door

Your front door will lock from the outside with a key by lifting the handle upwards while turning the key. On the inside, your door is fitted with a thumb turn which allows for locking and unlocking without the need for a key. Your front door will also have a fitted security chain, spy hole and a device fitted over the letterbox to prevent 'fishing' and access to the thumb turn.

### French doors (if applicable)

Both doors will open, but you start with the main door first. When they're both closed you lift the handles into place, then use the key to lock them.

### Windows

Windows on the ground floor have been fitted with locks and all the keys are the same for each window. For those easily reached by climbing, make sure you keep them locked.

For safety and security, the upstairs windows have safety catches to restrict them from opening too wide.

All windows include trickle vents. It's advised to keep these open to aid ventilation, especially when the home is drying out.

### Warm weather

From time to time, especially in hot weather, your windows and doors may become stiff or hard to open or close. This could be due to the PVC swelling in the heat. Don't worry, your windows and doors aren't faulty and will return to normal once they cool down. You can speed this up by patting them with a cold, damp cloth or spraying the outside of them with water.



### Cleaning

Your front door, French doors and window frames shouldn't require much maintenance, just an occasional clean if they appear to be gathering dirt or occasionally mildew or mould.

You can purchase cleaning products designed specifically for use on PVCu doors and windows or they can be cleaned with soapy water-ordinary washing-up liquid is fine.



### Lubrication

You should lubricate moving parts at least twice a year. Stainless steel hinges should be oiled at the rivet points with light multi-purpose oil. Other metal components should be coated with petroleum jelly. DO NOT use spray oil or excessive lubricants.

### Internal Doors

To aid with ventilation throughout the property, all internal doors require a specified clearance 'undercut' between the bottom of the door and floor covering. The undercut provided upon completion should be enough for the vast majority of carpets and underlays. However, if you choose a thicker combination, please do check the clearances (min 10mm required), or you may have to arrange to have the doors removed, planed and re-hung yourself. If we are fitting flooring for you we will ensure the door clearances are correct.



### TIP:

The most important thing to remember when cleaning PVCu doors and windows is to use a sponge or cloth, nothing that is abrasive or could scratch the protective PVCu coating.



## ▶ LOFT SPACE

Your loft has one very important job to do- keep the heat in your home.

We know the loft might look like a great place to store things, but please don't. It's not been designed to hold any weight apart from the roof itself. If you do, you might cause problems with your roof and ceiling. You could void your warranty too.

**Note:** that if your house has a 'room in the roof' (i.e. one with sloping walls that form part of the roof) you will have no loftspace, however there will be alternative storage, typically access to an eaves cupboard.

If you do need to venture up in the loft, here's what you'll find.

### TV coaxial

Your TV coaxial cable is in the loft (or eaves cupboard for room in the roof types), just around the hatch. You'll need an aerial connecting to it to get Freeview TV.

### Lots of insulation

To make sure your home stays nice and warm, there is thick insulation in your roof space. Please don't move or worse still, remove this, as it's a vital part of your home's energy-saving insulation.

### Condensation in your loft

The roof space is designed to keep heat in your home. When you open the loft hatch, cold air can mix with the warm air in your home and create condensation on the lining of the roof, this is normal but it can be reduced.

The loft needs to have free flowing air to avoid condensation. To do this we ask you not to store anything in the loft as this directly affects the flow of the circulation of air. We'd also advise that the loft hatch is not left open for long periods of time.



### Worth noting:

Boarding up your loft space and using it as a storage area may void your warranty.

## ▶ LOOKING AFTER YOUR GARDEN

It takes time to fully establish a new garden and as the homeowner you will need to undertake ongoing maintenance to help it flourish.

As standard, we provide a suitable garden with soil preparation, including top soil. And if you've chosen turf as an optional extra we will ensure this is laid before you move in (subject to weather conditions). It is your responsibility to put in the time to maintain and establish your new garden, so here are some things to note.

### Your lawn

Regular ongoing maintenance of your new turf is crucial, a new garden can require more maintenance than an established one.

Everyone loves a lush, green lawn. So, if you've had lawn laid, we'd recommend keeping off it for the first four to six weeks, this will allow it to settle down evenly and prevent lumps and bumps. Even small feet and paws can make a dent in the turf as it settles.

Mow your lawn regularly from late March until early October and try to keep the grass to 25 – 50mm long. Adjust the mowing height on your lawn mower as required to avoid scalping the ground. Keeping the lawn slightly longer on the last cut of the year will give it better protection over the winter months.

**Note:** Keepmoat is not responsible for the ongoing maintenance of your garden after legal completion.

Newly laid turf should be watered daily until well-rooted. Watering during the coolest part of the day, typically early morning or evening, to avoid boiling the turf. Water your lawn thoroughly during dry weather. As a guide, water your lawn if it has not rained for 5-10 days. If the lawn turns brown during the summer, don't worry, it should recover when the rain returns.

To keep the turf in good condition, use a lawn fertiliser late March to April and again in May to August to help. Fertilisers should be applied when the soil is moist, or when rain is expected. You can also apply a selective lawn weed killer in April to May and again in September. Rake out any dead moss, leaves and thatch to encourage healthy growth.

It's always a good idea to aerate the lawn now and again by spiking it with a fork as this improves drainage and encourages root growth. Remove any objects, toys or garden furniture from the grass after use.

### Pets

Pets are a delight to own but some can have a detrimental effect on your lawn. Bitches are notorious for 'burning' grass where they have urinated. Even 'next door's cat' can leave marks. The signs to look for are dead or burnt circles. The best remedy is to dilute the urine with water to lessen the scorching effect.



### Trees, shrubs and plants

If you have shrubs and plants in your garden it's a good idea to keep the soil around them moist from March until September until they are well established. Keeping them free from weeds and grass will help them flourish too.

It's worth noting that if you plant any trees or hedges, that they take moisture out of the soil, so if you have clay in your soil, new planting may cause the earth to shrink and removing trees and hedges may make the earth swell.

### Fencing

To keep your fencing looking good and to make sure it lasts longer, we recommend giving it a preservative treatment every other year. In the event of storm damage, you should refer to your home insurer.

### Paving

Any weeds that crop up can usually be pulled off the surface of most paving or scraped off using a hoe or similar tool. Removal of the weed often brings away some of the sand, and this should be replaced so the slabs remain in place.

The most straightforward way to clean your paving is to scrub with warm, soapy water. You can use washing-up liquid and wash off the area with clean water to ensure no soapy residue is left behind.

### Drainage and inspection chambers

Drainage for the property is often routed across gardens and frontages. The system also includes inspection chambers which may be located on paths or in the soft ground. These chambers have an important role in the maintenance of a free-running drainage system. Therefore, they must not be covered or overgrown with foliage.

Things to bear in mind about your new garden:

- **Garden levels** – The exact size and nature of a garden is unique to each new home, which means there can be changes in the finished level. You should be aware that no garden will be completely flat. Garden slopes may be used to overcome smaller level variances and retaining walls and structures may be used to overcome significant changes in level.
- **Soil condition** - The soils within your garden are naturally occurring and therefore the characteristics of the soil can vary. Clay-based soils are prevalent in many parts of the country due to our high levels of rainfall and you may experience some areas in your garden becoming saturated during and following periods of heavy rain.
- **Garden drainage** - Your garden drainage system mimics the pre-development drainage situation as closely as possible. Whilst we provide a drainage system for surface water from homes and roads, it is industry practice that green areas such as gardens are not drained as they contribute towards natural water attenuation of rainfall.



## ► OUTDOOR SPACES

We not only take great care in building your home but also your home's outside spaces.

### Driveways

Although they are designed to be tough and hardwearing, you'll need to take a little care of your drive when it's new, especially if the weather is hot. It can take many months for the oil-based bitumen in your drive to harden. Until then, try to avoid tight turning and heavy braking as this can damage the surface when it's new.

It's worth remembering that skips, ladders, motorbike stands, and even heavy plant pots can sink into the tarmac. As a rule of thumb, after the first winter, the materials in your drive will have oxidised and stiffened - although general care should be maintained.



### TIP:

If any liquids, such as oil or petrol are spilt on the drive, you can soak it up with sand or even cat litter. Then simply clean with detergent and rinse thoroughly.



### Garage (if applicable)

Our garages are generally constructed using a single skin of brickwork, not the fully insulated cavity wall of your home. For this reason, garages can become damp, therefore you shouldn't store anything that could be affected by damp in here. Garage doors are not sealed to be watertight, and depending on wind conditions, driving rain may penetrate. This is not a design fault and the walls will dry out.

### Brickwork and render

Bricks are made from natural materials. Therefore, they can have a slight variation in their colour.

Some bricks also contain salts, which especially in alternating wet and dry spells, can produce the white crystal deposits often seen with new homes. This is normal. You can remove these with a dry, stiff, non-metallic brush when it's dry if you wish, but they will eventually disappear on their own.

As with indoor shrinkage, outdoor shrinkage may also occur and is perfectly normal. However, if any cracks over 5mm wide appear, please contact your Customer Care team who will investigate.

### Damp-proof courses and airbricks

These are vital parts of your home and play an important part in keeping it dry and well ventilated.

To make sure they do what they are designed to, soil or garden material must not be placed against the exterior walls above the dampproof course. You'll see your dampproof course usually two bricks up from the floor. Look out for signs of the black waterproof membrane. Also, airbricks provide clean air circulation and should never be covered.

### Gutters and rainwater pipes

Don't worry if you're not a fan of ladders, your gutters won't need much attention. Simply avoid leaning anything against them as it can cause damage. And if you have a tall tree nearby, they may need cleaning out now and again.

Gutters are designed to expand and contract as they heat up and cool down. When they do this you may hear the odd click. This is perfectly normal.

### Drains

No one likes a blocked drain. But with a few measures, they can be easily avoided. Please don't flush down the toilet or put down the sink anything that could cause a blockage, for example, cooking oil and fat, nappies or baby wipes.

We are not responsible for unblocking drains unless there has been a construction fault.

### Bins

We do not provide your general waste, recycling or garden waste bins. These need to be ordered through your local council when you move in.

### Foot pathways and roads

These are usually finished at the end of the development, so may not be finished when you move in. We do, however, sweep and wash these regularly throughout the build process.



### TIP:

If you're checking your gutters, make sure your ladder is placed securely on level ground and, if possible, have an adult hold the base for you.



## ► SAFETY FEATURES

Keeping you safe is important to us. It's why your new home includes many safety features.

### Meters

Gas and electric meters are usually found outside your home, near your front door. The meters we install are smart meters. With smart meters you can set energy budgets – which will help you lower your bills. And, you don't have to send meter readings to get accurate bills – it happens automatically.

Your gas meter has a cut-off valve in case of a gas leak. The valve is usually one with a handle typically located between the main gas meter and your home. This is what you need to operate to shut off your home gas supply.



**\*Location of the water meter and stop tap can vary depending on housetype.**



### TIP:

To make sure your boiler is working efficiently, and safely, you need a boiler check every year. Always use a Gas Safe registered heating engineer.



### Water meter and stop tap

Your water meter is typically found outside your home along the footway or at the end of the drive. Your water stop tap will be under your kitchen sink- it's the big, blue lever. If you ever have a leak you can't contain, use this to turn the water off, then call our Customer Care team. If it's out of hours, call the emergency phone number.

Near the stop tap, you'll also find the isolator valve for the garden tap (where fitted). We suggest turning off the supply to the garden tap during winter to avoid freezing the pipes.

### Fuse box/consumer unit

This safety device controls your electrics. You usually find it in a downstairs cupboard. If a bulb pops it may trip the lighting or if you have a faulty appliance it may trip the sockets. To turn the power back on to the circuit, you simply have to flick the switch up to the 'on' position. If it keeps tripping, you will need an electrician to investigate why.

The main switch in your fuse box is designed to turn off the electricity supply in your home. It's important to know which switch this is, so you can turn it off in an electrical emergency.

### Smoke detectors

You will find a smoke detector on each floor. These are different from battery-powered ones. They are powered by the mains (with a built-in battery in case of a power cut). One of the main advantages of these is that they are all connected. So if one alarm goes off, they all go off.

We recommend you test them often to make sure each detector sounds when one is activated. It's also a good idea to vacuum the vent occasionally to prevent dust building up.

### Windows

Upstairs windows don't lock with keys. This is so they can be used as emergency exits if there's a fire. They do have safety catches to restrict the opening of a window for child safety and security.

## ▶ HOME SAFETY

We take your safety seriously. Whether that's staying safe in your home or in and around the development.

### Safety in the home

We don't want to tell you how to suck eggs. But here are a few scenarios where it's worth taking a little extra care.

### Hanging pictures and mirrors

Your home has a combination of solid and stud walls. During your home demonstration, you may have been told which is which. You can fix to both but will need different fixing devices.

To avoid any costly mistakes, we advise that before fixing anything to your wall, you read your NHBC Guide to Your New Home booklet. It's also worth buying a detector online or from a DIY store as this will make it easy to check for any pipework or cables in the wall.

If in doubt, employ a suitable tradesperson.



### Working at height

Whether you're cleaning the windows or checking the guttering, falls from height- even less than 2m- can cause serious injuries. Please take care when using ladders and stepladders. Make sure your ladder is placed securely on level ground and, if possible, have an adult hold the base for you. And, if in doubt, call in a professional.

### Roof space

Remember, there is no flooring in your roof space as it shouldn't be used for storage. The hatch is there to make inspecting the roof space easier. If you do need to go up there, disturbing the insulation will create dust. So, to avoid irritation, we recommend you wear a mask over your mouth and nose.

### Gas or electric alterations

DO NOT make any alteration to gas or electrical installations – by law a suitable qualified person must carry out this type of work. Regular maintenance and servicing of heating systems and appliances in accordance with manufacturers' guidance is essential.



## ► FIRE SAFETY



Most fires that happen in the home start accidentally. By following a few basic steps, you can stop these fires from happening – you are responsible for fire safety in your home.

### Smoke alarms

Test your smoke alarm each week by using the test button. At the same time, use your vacuum cleaner to get rid of any dust inside the alarm.

### The kitchen

More than half of all accidental fires in your home start in the kitchen. Nearly all of these involve the cooker. Here are a few simple rules to help you stay safe:

- Never hang tea towels on the cooker.
- Never leave the cooker unattended when it is switched on.

- Make sure the cooker is turned off when you have finished using it.
- Don't let leads from other appliances such as kettles or toasters trail across the cooker.
- Don't let fat and grease build up on the cooker, especially in the grill pan where it can easily catch fire.
- Never allow children in the kitchen unsupervised.

### Pan fires

If your pan catches fire – try not to panic. Here's what to do:

- Don't move the pan.
- Turn off the heat if it's safe to do so but never lean over the pan to reach the controls.
- NEVER throw water or use a fire extinguisher on the fire.
- If you can, drape a damp cloth or towel over the pan to smother the flames.
- Leave the pan to cool down for at least half an hour.
- If you can't control the fire yourself close the door to the room, get out and tell everybody else to get out the house. Then call the fire brigade. Don't go back inside for any reason.



### Electrics

Electrical equipment is also a common cause of fires. But there are some simple things you can do to reduce risks:

- At night turn off and unplug all electrical appliances, except those that are meant to be permanently switched on (like entertainment systems and fridges).
- Always make sure the electrical appliance has the correct fuse. Use a 3 amp fuse for equipment up to 720 watts and a 13amp fuse for equipment over 720 watts.
- Avoid multi-way adaptors. Overloading an electrical socket by using several adaptors can cause overheating and fire. One plug to one socket is best.
- Don't run extension leads or cables under carpets. You won't be able to see any damage to them.
- Ensure appliances are in good condition and repairs are carried out by an approved tradesperson.

### Fire doors

Your house may be fitted with fire doors in some locations. These doors should not be 'propped open', and if a replacement is considered (for any reason), the door must conform to a similar specification.

**Do not remove, tamper or paint over any of the seals fitted to the door or frame. These help prevent the spread of fire and are a vital safety feature.**



### TIP:

Closing internal doors at night, or when you are out of the home, is a simple way to slow down the spread of fire should one occur.

## ► STRUCTURAL ALTERATIONS

Your home has been constructed using the latest materials and construction methods, following the most rigorous building standards.

So, if you're planning any structural alterations, you must seek professional advice before any work is carried out. This is to make sure any alteration doesn't weaken the structure, which could be dangerous.

So, for example, before attempting to make new doorways or removing internal or external walls, you must obtain structural advice to ensure sufficient support is provided to prevent unintentional damage.



### TIP:

Before making any significant changes to your home, check your contract and seek planning permission.



### Buried services

Special care should be taken to prevent contact with services that are buried in the grounds of your home. But there's an easy way to make sure you don't dig down too far.

The electricity, gas, telephone/TV and water services normally enter the property from buried ducts at the front of the home. When constructing your home, we add a layer of topsoil above these services.

So to prevent coming into contact with the services buried beneath, **do not dig below this top level of soil.**

Gas and electricity supplies are generally laid in straight lines to the meter unit. Depths typically start at about 400mm.

Drainage for the property is often routed across gardens and frontages. The inspection chambers (manhole covers) give a clear indication of where the drains are situated.



## ► LIVING WITH CONSTRUCTION

The chances are, especially if you buy your home when the development is new, you'll experience some construction work near your home. We'll always provide you with unrestricted and safe access to your new home at all times.

If on the rare occasion we are planning to carry out significant construction works which may disrupt access to your home, we will let you know in advance and do everything possible to minimise disruption.

Our construction teams have your safety as their number one priority. It's worth remembering the rules to make sure you stay safe.



### **Please don't enter fenced off areas.**

These are for our construction teams only and public access is not permitted.



### **Watch out for construction vehicles moving around the development.**

They will be looking out for you and driving very slowly. But it's worth keeping your eyes out for them too.



### **Please stick to the development speed limit.**

This is to protect everyone on the development, including our construction teams.



### **Make children aware of the dangers.**

Construction areas make attractive play areas for some children. If you have children, please make sure they do not enter the construction area and that they are aware of the dangers on a building site.



### **Take care when moving around the development.**

Uneven path and road surfaces, mud and active construction areas mean extra care needs to be taken when moving around the development. Especially when the weather is bad.



Building new homes creates dirt, dust and noise. And while this can't be helped, we promise to do our best to keep our developments as clean and tidy as possible. We constantly monitor the condition of our developments and take action to keep mess and disruption to a minimum.



## ► CUSTOMER SATISFACTION SURVEYS

At Keepmoat, customers are our first consideration. Our processes and procedures have been developed so that we react in a speedy and efficient manner and within our agreed Service Level Agreements.

We are committed to delivering a high-quality home and an excellent customer experience to all our customers.

Once you've moved in, the NHBC would like you to tell them about your home- buying experience with us, helping them to continually improve housebuilding standards for homeowners like yourself.

The NHBC carries out two customer satisfaction surveys. The first is conducted on behalf of the Home Builders Federation (HBF), and typically you will receive this questionnaire about eight weeks after you have moved in. It asks about your experience of the buying process, your moving-in day and the early after-sales service you received from us.

The second questionnaire will come to you about nine months after you move in. By this time, you should have settled into your new home and any issues that may have arisen should have been resolved. This survey focuses more on the after-sales service you received from us.

Please look out for these surveys. They have been kept short so that they should take a matter of minutes to complete and help to improve standards across the industry.



### We're here to help

Details on how to contact us are on page 3. Plus, full details of our warranties and complaints procedure can be found in your handover documents.





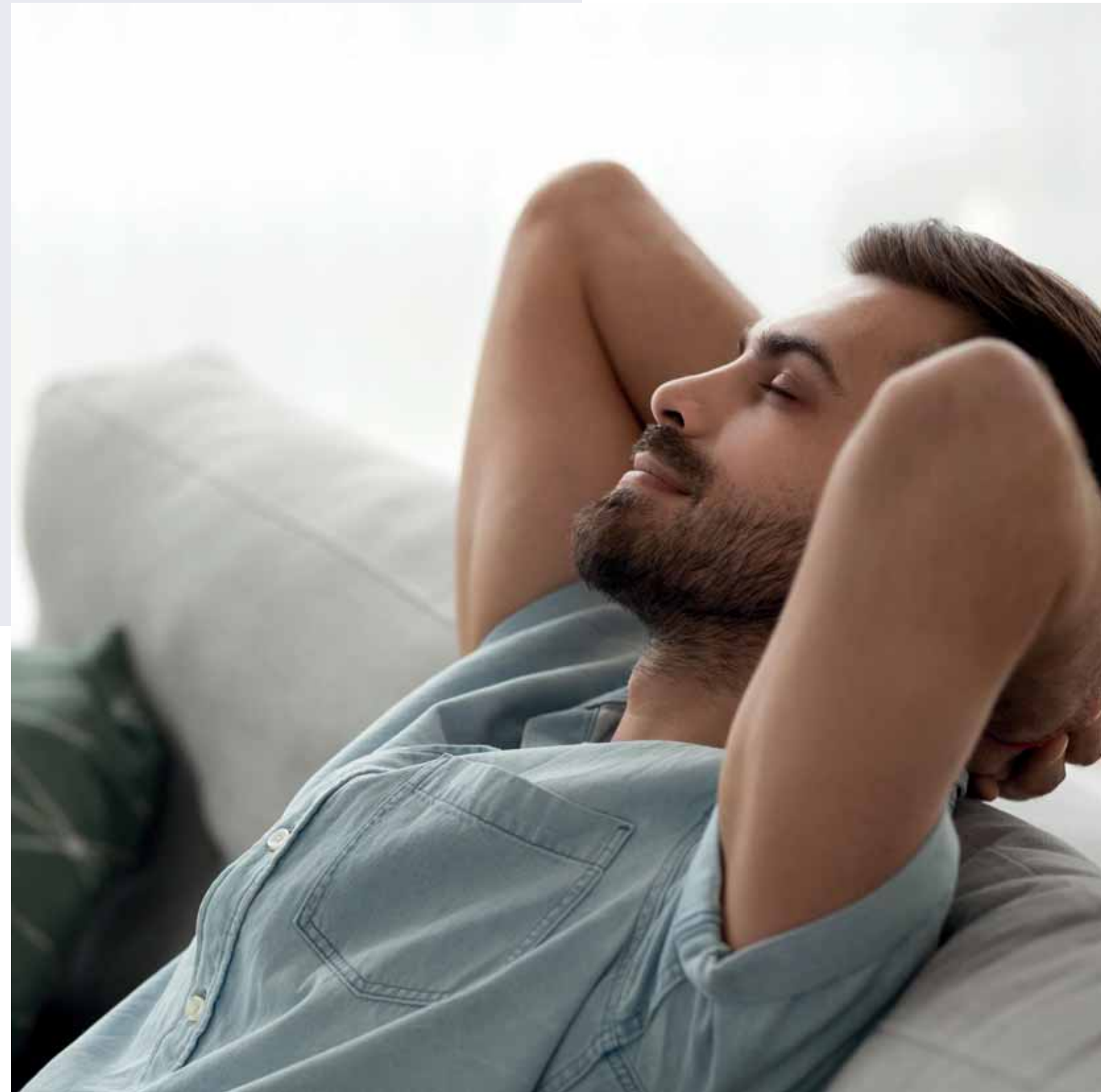
## ► ALL THE BEST

You don't stop being a valued customer once the keys are handed over, we are always here and happy to help.

We are committed to delivering a quality service and strive to ensure our customers are fully satisfied with their new home, so if you do have any problems your Customer Care team are here to help.

**We wish you every happiness in your new home.**

*Keepmoat*











[keepmoat.com](https://www.keepmoat.com)