

Part of Sanctuary

HOME OWNER GUIDE





OUR PROMISE TO YOU

Beech Grove Homes is committed to ensuring that through every step of your home buying journey our teams are there for you. From when your search with us begins to when you close the front door, kick off your shoes and start creating memories in your new home, our teams will be on hand to listen, guide and give straight-forward advice.

This Home Owner Guide gives information on how to look after your home, your home warranty and what to do should you need help.

Please remember, even though you have now moved in that doesn't mean it's the last you will hear from us. If you have any questions about your new property or you require help please contact our Customer Care Team at Customercare@beechgrovehomes.co.uk.



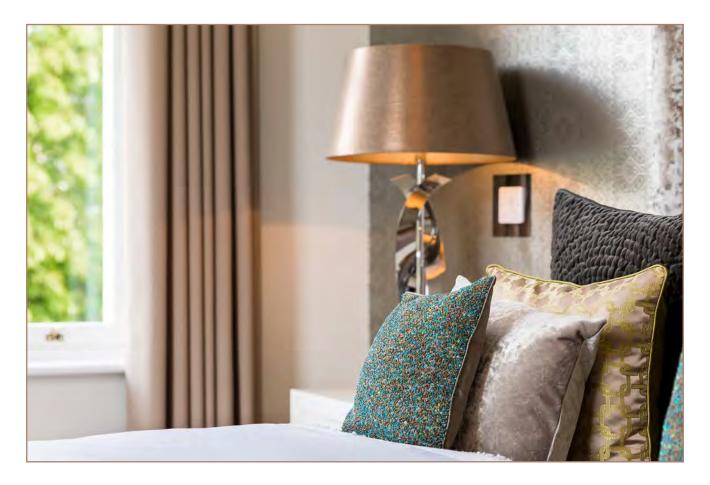
Welcome

Now that you have shut your front door, taken your shoes off and are recovering from your big moving day, we would like to take this opportunity to welcome you to your new home.

Quality and service are two areas that our Beech Grove Homes teams are passionate about. From the construction partners who carefully build your home, through to our customer service agents who are at the end of the phone, they are there to ensure that your new home is as exactly as it should be.

With the best intentions we know that it can be difficult to remember how everything works when moving into your new home, which is why we have created this Home Owner Guide to help act as a gentle reminder. The guide gives you information and advice on getting the best from your home, including any on-going maintenance, what to expect with a new build property, as well as what's covered under your Home Warranty. Please take time to read this guide as it contains details on how to report problems and contact numbers for both day-to-day issues and emergencies.

You will also find your new appliance manuals in the folder that accompanies this guide. Please remember to register your ownership of each of the appliances supplied in your home by completing the warranty cards, or register on line at **www.registermyappliance.org.uk** as this is needed by the warranty provider.







Moving day can be a complete blur, surrounded in boxes, coupled with the excitement and at times stress, remembering all the things you need to do in your first couple of days can be a challenge.

To make things easier we have provided a quick reminder of things to do over the next day or so.

Moving in day

On moving day, take care to protect your new floor finishes from dirty or potentially damaging footwear.

Every care has been taken to ensure your home is ready for you, however, we suggest before you start filling your home, you need to inspect it thoroughly for any cosmetic defects or any damage such as scratches, chips or marks.

Please pay particular attention to:

- Windows, mirrors and shower screens
- Sanitary ware (baths, basins, toilets)
- Kitchen units, worktops, sinks and appliances
- Fitted bathroom and bedroom furniture
- Tiling
- Flooring, including carpets, tiles and vinyl
- Decoration

If you do need to report any cosmetic defects including damage, please report these in one consolidated list within 3 calendar days from the date of legal completion to **customercare@beechgrovehomes.co.uk** and where possible, include photographs, in order for us to take the next steps for you.

We would advise that your home warranty does not cover you for any cosmetic defects and damage that have not been reported within three days from legal completion.

Within two days from your completion date, our Customer Care Team will give you a call to check your move went well and to deal with any queries you may have.

On the day you moved in, a representative from our Sales or Construction team took your meter readings. Your utility supplier information can be found on your Home Information Form in your Welcome Pack.

The first few days

- Familiarise yourself with the consumer unit.
- Locate the water and gas stop cocks.
- Familiarise yourself with the operation of smoke detectors and carbon monoxide detectors and check that they are working by pressing the test buttons.
- Check that you have been given operating instructions for all systems and fittings and know how to work them.
- If not already provided, contact your local authority to arrange for your refuse bins to be delivered.

Setting up Accounts

When you move into your new home you will need to contact all service providers to set up your accounts and to pay any connection fees.

Details of your electric, gas (where applicable) and water providers can be found on your Home Information Form.



Peace of mind from the day you move in

During key stages of the construction of your new home, a series of independent quality inspections are carried out to ensure your home is meeting our quality expectations as well as being compliant with building standards. These standards provide guidance on every part of the build process from foundations to decoration including performance and technical standards. By conducting these regular reviews you can have the peace of mind in knowing that we have been looking after your home from the moment a spade first enters the ground.

YOUR HOME WARRANTY

Your new home comes with a 10 year warranty, usually from the National House Building Council (NHBC). Occasionally we may select another provider, such as Premier or Local Authority Building Control. Our sales team will ensure you know which provider you are covered with during the purchase of your new home. The main point to remember about your home warranty is that it is different to your building and contents insurance. This is because it provides you with cover for a wide range of structural defects that could, although rarely, occur during the first 10 years after your home is built.

Your warranty is typically split into two parts:

Defects Warranty

Beech Grove Homes Defects Warranty lasts for two years. During these two years, Beech Grove Homes Customer Care Team will assist to rectify problems in accordance with the terms of the Home Warranty policy. Please refer to the Warranty Checklist below:

This is not a defect

This is a defect, contact Customer Care and report

Check with Customer Care

This is household maintenance and is the homeowner's responsibility

Item	Issue	Comments
Kitchen appliances	Failure	Contact the manufacturer and follow instructions in your appliance warranty cover
Kitchen appliances	Damage	All damage is the homeowner's responsibility
Blockages	Wastes / drain / traps	Contact Customer Care. Blockages caused by homeowner are not covered.
Cracks to bricks / mortar	Less than 5mm	Minor cracking due to shrinkage is normal and can be expected in a new build home
Cracks to bricks / mortar	Exceed 5mm	Contact Customer Care
Underfloor heating	Failure	Contact Customer Care

Chips and scratches	Glass / sanitary ware / cabinets / w/tops / floors	All damage is the homeowner's responsibility
Colour variations	Wood, marbles etc	Colour and tone variations in natural or like natural materials are normal and to be expected
Condensation		Some condensation is normal and due to the drying out process. It can be eased by adequate ventilation
Cracks to drylining, ceiling and internal paintwork	2mm or less (4mm or less for stair strings)	Some minor crackling due to shrinkage is quite normal and can be expected. Maintenance and touch-ups are homeowner's responsibility
Doors	Lock/latch adjustment	Contact Customer Care
Doors	Warping and easement	Contact Customer Care
Doors	Catching	Contact Customer Care if the door is catching on Beech Grove Homes fitted flooring.
		If the flooring had been fitted by homeowner, this is the homeowner's responsibility
Ironmongon		All damage is the homeowner's responsibility
Ironmongery		Contact Customer Care if the ironmongery is defective
Electrical	Transformer, circuits, sockets, and switches	Contact Customer Care
Electrical	Supply failure	Contact utility supplier directly
Electrical	Damage to fittings and blown bulbs	Homeowner's maintenance
Extractor fans and Mechanical Ventilation Heat Recovery system	Failure	Contact Customer Care
Floor Finishing		Damage after occupation is not covered
Kitchen units	Door alignment	Homeowner's maintenance
Meters and essential services		As homeowner, you should contact your service provider directly



Structural defects		Contact Customer Care
Shower doors	Loose	Check with Customer Care
Telephones	Line	Line connection is the homeowner's responsibility
TV	Service	It is the homeowner's responsibility to make arrangements with the service provider
TV	Communal aerial	Contact Customer Care
Water services	Leaking pipes/taps	Contact Customer Care
Windows	Frames and furniture	Contact Customer Care
Wood		Minor separations, shrinkage and/or warping are normal and can be expected
Planting, lawns or external finishes		Check with Customer Care
Cosmetic Items		This is homeowner maintenance.

• The Structural Warranty for Years 3 - 10

During this period, your home is insured through your Home Warranty provider against physical damage caused where specific parts of the property have not been built to technical requirements. Parts typically covered may include roofs, stairs, foundations, ceilings, retaining walls, drainage, double or triple glazing panes to outside windows and external doors. Please be aware that claims may be subject to a minimum claim value.

Full details of your warranty provider, effective dates and the cover provided will be given to you by your solicitor. It is very important that you familiarise yourself with your Home Warranty and are aware of what it covers and what is not included.

Alteration of your home

Any alteration or extension made to your home following legal completion may adversely affect all, or part of the building warranty. Your warranty will not provide cover for any alterations or extensions to your home along with any damage or problems caused by those alterations or extension. This is important to bear in mind when considering any changes and always best to seek advice from architects and engineers.

If you are a leaseholder, you may need our written permission before undertaking any alterations or improvements to your home. Please refer to your individual lease. If you have any queries or issues our Customer Service Team can be contacted on **0300 1233 585** or via **customercare@beechgrovehomes.co.uk**.

Change of ownership

The warranty is not affected if you sell or let your home. To make things easier for all involved parties it would be beneficial if you could pass on the details about the

warranty and what it covers to tenants or subsequent buyers. If you sell your home, whilst it is still within the warranty period, the cover automatically transfers to the new owners. To ensure your Home Warranty covers you at all times, you must arrange regular maintenance and servicing of your appliances and heating system as advised by the manufacturers. Failure to do so, may invalidate the warranty.

For more detailed information please refer to the full policy document as it covers all exclusions and limitations that apply in greater detail. If the policy document does not give you the answer you are looking for please contact the provider directly.

Your rights

The Home Warranty does not affect your statutory rights.

Manufacturers' Warranties

Appliances/Boiler/Air Source Heat Pump

Many of the integral appliances including your boiler/air source heat pump within your new home are also covered by a manufacturer's warranty details of which can be found in your Home Owner Welcome Pack. You must register your appliance by completing the warranty cards, or register on line at **www.registermyappliance.org.uk.** For some appliances, you may also be given the option to extend the warranty.

Windows/Doors

Windows and doors are also covered by a manufacturer's warranty and can cover any manufacturing faults, but it does not include claims for damage. All double glazed units have an extended warranty covering any defective sealed units. Details can be found in your Home User Pack.

To ensure your Home Warranty covers you at all times, you must arrange regular maintenance and servicing of your appliances and heating system as advised by the manufacturers. Failure to do so, may invalidate the warranty.

Please refer to your Home Information Form for more information regarding warranties.

For more detailed information please refer to the full policy document as it covers all exclusions and limitations that apply in greater detail. If the policy document does not give you the answer you are looking for please contact the provider directly.

Reporting a Problem

When something looks to be going wrong, the first instinct can be to pick up the phone, yet in a lot of cases some simple actions can actually 'fix' the problem. We have pulled together some quick trouble shooting tips which we recommend trying before you call.

No heating	If your central heating or hot water isn't working, try the steps below.	
Gas Boiler Air Source Heat Pump	 Check the room thermostat (if you have one) is turned up and the clock timer is on. Check your boiler's pressure gauge (if you have one) is around 1 bar, you should find it on the front panel. Try putting your heating on full for a while to see if this triggers any heat. Check the boiler timer's set to the right time. Set your heating to come on in 15 minutes - if there's been a power cut recently, your central heating timer might have returned to its factory settings so you'll need to reset it. See if you have a reset switch on the front of your boiler. You can check your user manual to see what to do. Try turning the boiler on and off. The switch is usually nearby or in an airing cupboard. Check your pipes haven't frozen. If it's been very cold, the condensate pipe of your boiler can freeze. Check your heating user manual for any advice on diagnosing possible faults. 	
Appliance socket not working	Check the consumer unit has not tripped. If not, check whether the fuse in the spur has blown and if so, replace the fuse.	
Lights not working	Using a torch, check whether the MCB in the consumer control unit has switched "OFF", switch circuit breaker to "ON", identify faulty lamp; switch circuit breaker to "OFF" replace faulty lamp; switch circuit breaker back to "ON"; ensure lamps do not exceed the rating for that fitting.	
Smoke detector beeping	Should your smoke detector start beeping for no reason, check that the consumer unit has not tripped. Do not tamper with the rechargeable batteries or try to replace them.	

Blocked drains and pipes	Common causes of blocked drains and pipes include the flushing of nappies, sanitary products, face wipes, etc causing blockages. The main culprits in the kitchen are users using the sink to discard grease and cooking fat. If a blockage occurs and the sink is full of water, try to remove the blockage by using a suction cup plunger to force water up and down the waste pipe. Bathroom pipe blockages are normally caused by a build-up of hair and soap and become noticeable when water drains away more slowly. You can try to remove the obstruction by using a proprietary DIY drain cleaner, following the manufacturers instructions.
Water leak	As soon as you spot a water leak you must isolate the supply. If you are unable to contain the leak, turn off the water using the stopcock valve.
Partial or complete loss of power supply to your property	Check with neighbouring properties and street lights to see if the problem is isolated to your home. If yes, check with a torch whether the MCB in the consumer control unit has switched "OFF" due to a possible fault. If it will not stay "ON" unplug all devices on that circuit one by one until the faulty appliance is identified. If the problem persists report the matter.

WHAT IS A DEFECT?

Although your home was inspected before you moved in, some defects can develop or become apparent over a period of time. Beech Grove Homes will undertake to remedy defects within the 2-year period specified as long as the property has been cared for and maintained as recommended in this guide.

Each and every house is different - that's what makes a house a home. Yours has been individually built by human beings. That means there will inevitably be some variation in the finished appearance of different elements of the construction. This is due to the nature of the materials and the ways in which they are applied. Slight variations are normal and to be expected - complete uniformity is quite rare. However, there are certain standards of finish that are to be expected.

Types of defects

Any defect requiring action within the warranty period falls within three categories:

- **Emergency** respond within 24 hours
- Urgent respond within 7 days
- Routine respond within 28 days

Some defects may become chargeable if caused by accidents, neglect or misuse.

Examples of emergency defects:

Central heating and hot water

Complete failure of the combined central heating/hot water system is classed as an emergency. Before calling, please check that this has not been caused by local electricity or gas supply problems. Other items to check before reporting the issue include checking your timers or thermostats have been set correctly along with any other shut off device that can be reset by the user (please refer to the boiler/cylinder instructions for further details).

Water supply

A complete loss of water supply. Before calling, please check that your water supplier has not turned off the water to carry out repair work in the area.

Water leak

When a leak cannot be contained and is causing damage, particularly if it is leaking into an electrical fitting.

Gas leak

Please contact your gas supplier on the emergency number 0800 111 999, before calling us. They will be able to isolate the meter and make your home safe.

Loss of power supply to socket outlets

When there is a total loss throughout the property and it cannot be solved by resetting the master trip switch, or if the loss is partial but there is a potential safety hazard (such as in a communal hallway). Please check that your electricity supplier has not turned off the mains to carry out repair work and that there is no local power failure.

Blocked drains

When they are causing a flood or overflowing internally or externally.

If you experience an emergency you must contact our Customer Service Centre immediately on **0300 1233 585**.

Examples of urgent works:

- blocked sink, bath or basin where not caused by misuse
- partial loss of electrical power
- partial loss of water supply
- total or partial loss of heating or water heating (between 31 October and 1 May)

If you experience an urgent issue, please contact our Customer Service Centre on 0300 1233 585.

Examples of routine defects:

- dripping taps
- doors or windows that are sticking
- minor plumbing leaks
- leaking gutter

Please contact our Customer Care Team via email at customercare@beechgrovehomes.co.uk.

Repair response times depend on the severity of the problem and the availability of spare parts, but most problems are solved within 28 days.

CONTACT US:

EMERGENCY/URGENT DEFECTS INCLUDING OUT OF HOURS:

Customer Service Centre on 0300 1233 585

TO REPORT A NON-EMERGENCY:

email: Customercare@beechgrovehomes.co.uk



SAFETY IN YOUR HOME

Home safety should never be overlooked. It's really important that you think ahead and familiarise yourself with any safety equipment or systems that exist in your home – a thorough understanding could make all the difference in an emergency situation.

Here are some home safety issues for you to consider.

FIRE SAFETY

Smoke detector

All properties are provided with smoke detectors wired directly to the mains electricity supply. These smoke alarm detectors are fitted with a battery backup system, which should power the unit for a short time if the mains power in the dwelling fails. You should regularly test your alarm.

You should regularly test your alarm by pressing the test button to activate the alarm. Please refer to the manufacturer's instructions for your smoke alarm.

Escape

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

Apartments

If you live in an apartment block it is important that you familiarise yourself with the communal escape strategy.

Fire doors

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

Fire prevention

Simple steps can be used to help lower the risk of a fire starting in your home:

- Keep matches and lighters out of children's reach
- Dispose of cigarettes and smokers materials properly
- Switch off appliances when not in use
- Do not overload electrical sockets
- Look out for damaged cables or wiring
- Use a deep fat fryer rather than a chip pan
- Make sure candles are kept away from curtains and extinguish them when leaving the room or going to bed.

For more information and helpful tips visit www.gov.uk/firekills

ELECTRICAL SAFETY

Electrical alterations / maintenance

All electrical alterations or maintenance work should **ALWAYS** be done by competent electricians who are fully trained and registered.

Never interfere with earth bonding cables that are connected to pipework, sinks and radiators. They are there for your safety. Simple things like, avoiding the overloading of electrical sockets sound obvious but really can help to keep your home safe. Switch off electrical equipment when not in use as this not only helps keep your home safe but also makes sense from a cost perspective. Wet hands and electricity do not mix so never use electrical appliances with wet hands or in the bathroom.

Circuit breakers

Your consumer unit contains the main on/off switch for your electricity and has a number of MCBs that protect individual circuits. Tripping of these MCBs may occur due to a faulty appliance. To rule this out, unplug all of the electrical items, reset the switch to the on position and, one by one, plug in the appliances to see which one causes the MCB to trip. The faulty appliance should be repaired or replaced to avoid the system to keep tripping.

In addition, your home may have a Residual Current Device (RCD), which can provide additional shock protection.

Circuit breakers are there for your safety. If they repeatedly trip and you have eliminated a faulty appliance, do not persist in resetting an MCB or RCD, as it may mean that there is a problem with the electrical installation, which would need to be investigated by an electrician. On the front of your consumer unit you will see the date for the next recommended safety test.

GAS SAFETY

Gas alterations/maintenance

Actual repairs, alterations or servicing of any gas pipes or appliances should always be left to an expert. If you need any works that involve gas systems, including boiler servicing and gas fire installations and repairs, you should always call a gas engineer who is listed on the Gas Safe Register. You can check the register online and get further information about gas safety at **www.gassaferegister.co.uk.** It is the homeowner's responsibility to arrange for a gas safety check to be carried out after 12 months from the last gas safety check, and to arrange regular servicing as recommended by the manufacturer.

Gas leaks

Smell gas? Call the Gas Emergency Services on 0800 111 999.

Turn off your gas

If you think you have a gas leak, you need to turn off your gas supply at the meter.

- 1. Find your emergency control valve. In newer houses, the emergency control valve is normally outside with the gas meter in a meter box. If it's not there, try looking under the stairs, beneath the kitchen sink or in the garage.
- 2. Turn the handle so the lever is at 90 degrees to the upright gas pipe.

Next steps

- 1. Open all your doors and windows to let gas out and some fresh air in.
- 2. Don't switch anything electrical on or off.
- 3. Put out all naked flames. Don't smoke, strike matches or do anything which could make the gas catch fire.
- 4. If you have any electrical security entry phones or locks, don't use them. Open your doors manually.

General safety

Radon

Radon is a colourless, odourless radioactive gas formed by the radioactive decay of the small amounts of uranium that occur naturally in all rocks and soils.

Do not block or obstruct air bricks around your home. These airbricks are required to ventilate the void under your floor to remove moisture laden air and also possibly radon gas which naturally occurs in some parts of the country.

If your property is built in a very high radon area it may have been built with under floor radon collection sumps which may be connected to an extract fan. If this is the case you will be given details of how to maintain these fans when you moved into your home.

For more information about Radon, or to check if your home is in a radon Affected Area visit Public Health England's website **www.ukradon.org**.

Unvented hot water cylinder

An unvented hot water cylinder operates under high pressures and should be serviced annually. You should never attempt to service, adjust or alter them yourself, as this could cause an explosion. Instead, call out a specialist for servicing of the unvented hot water cylinder. It is important to call a qualified boiler engineer if your tundish is dripping.

Carbon Monoxide Detector

A Carbon Monoxide Detector has been fitted in close proximity to a gas boiler, gas cooker or other fuel burning appliance, which will detect if there is a build-up of carbon monoxide from gas using appliances such as the boiler or a future gas cooker. Like with the Smoke Detector, this detector runs off the power mains. Instructions for this Carbon Monoxide Detector can be found in your Home Owner Welcome Pack. If your Carbon Monoxide alarm is beeping, open all windows and doors, switch off the gas appliances, evacuate the home and call the gas emergency helpline on **0800 111 999.**





The following provides some practical information about your new home

Water

Cold water is brought into the building beneath the ground and distributed throughout the property so that you are able to have water in all key areas of your home; bathrooms and kitchens.

Each property is separately metered for water. The water meter is located externally in an inspection chamber in the footpath and is labelled with your property number.

The Water Stopcock is the shut off point for the water in your home. Should there be an emergency (i.e. a leak) then use this to turn off the water. Please familiarise yourself with its location and test whether you are able to turn off the water or not.

Minor leaks such as dripping taps or radiator valves can usually be dealt with without isolating the whole water system. It is, however, important that the problem is dealt with immediately. Monitoring your usage of water via your water meter can assist in identifying a leak at an early stage.

Where isolation valves have been fitted, these can be operated using either a screwdriver or small coin to turn the spindle until the slot is at 90° to the pipework

Issues can be reduced by regularly checking for:

- Leaks
- Loose waste connections under sinks and appliances
- Shrinkage and settlement to bath and shower sealants

HEATING AND HOT WATER

Gas boiler

The boiler provides heating and hot water throughout the house servicing radiators with an integrated programmer. The boiler should be serviced on an annual basis, or as otherwise dictated by the Boiler Manufacturer's instructions. Engineers should be Gas Safe registered.

An operating and instruction manual is included in the folder that accompanies this guide.

Air Source Heat Pump

Your property may have an Air Source Heat Pump installed. The heat pump will continuously heat your hot water and provide heating. As the heating is constant, your radiators will run at a lower temperature than would be expected from a gas boiler. The heat pump should be serviced by a qualified engineer on a yearly basis as specified in the manufacturers instructions.

An operating and instruction manual is included in your Home Owner Welcome Pack.

Programmer

The heating system programmer can be set to automatically suit your requirements. The thermostats within the property can be adjusted to set the general temperature in the house. You may find you have to experiment with the settings and timings before you find the settings which suit your household.

An operating and instruction manual is included in the folder that accompanies this guide.

Radiators

Every radiator throughout the property has a thermostatic radiator valve (TRV), however there will be at least one radiator in your property which will not have a TRV fitted. This is normal practice as this is the bypass radiator for your heating system. The numbers on the radiator valves are to set the temperature. 1 being the coolest and 5 being the warmest. Should the radiator not heat up you will need to adjust the main thermostatic control in the hallway and main bedroom.

The bleeding of radiators and the repressurising of a boiler are not considered to be a defect and should be undertaken by homeowners.

Bath water

Bath water is blended to a maximum of 48C to prevent scalding and the blending valve under the bath should not be removed.

Ventilation

The house has been equipped with mechanical ventilation i.e. Extractor Fans. These fans prevent the build-up of moisture in the areas such as the bathroom or kitchen, and must be used to avoid problems of condensation or mould.

Some extractor fans can run 24 hours a day on trickle speed with boost facility operated by washroom lights and kitchen switch.

An operating and instruction manual is included in the folder that accompanies this guide.

Telephone

Your home is provided with at least one telephone socket. The telephone line is not 'live' when you first move in, which means it is your responsibility to contact a provider to arrange line connection. There may be a cost associated with this.

Television

You can connect your television to the sockets provided. The sockets are connected to a cable which runs up to your loft space. You may need to arrange for an aerial to be fitted.

If you live in an apartment, it is likely that a communal aerial has been fitted.

Kitchen appliances

Un-switched power sockets are fitted below the worktop level in the spaces provided for appliances. These are controlled by switches above the worktop level allowing the appliances to be easily switched off.

For more information on the kitchen appliances found in your new home please refer to the Operating manuals in the folder that accompanies this guide.







Due to the way your home has been constructed there will inevitably be some variation in the finished appearance of different elements of the construction. This is due to the nature of the materials and the ways in which they are applied. Slight variations are normal and to be expected – complete uniformity is quite rare.

Like most new things, a home needs to be taken care of. In the first few months, it's especially important that your home is allowed to 'settle'. This phase includes allowing the property to dry out gently.

Most building materials will have absorbed moisture during the construction phase. This moisture is in the fabric of the building and will usually dry out gradually during the first twelve months of occupation.

During this period, you may notice minor cracks in walls, gaps in joinery and white deposits on the external walls; all of which are completely normal in new homes, and may occur regardless of the measures you take to ensure that they do not. However, you can certainly reduce the chance of this happening by following the steps outlined in this section.

Drying out

As the building dries out the materials in it will shrink, possibly causing small cracks to appear on the wall and ceiling finishes. Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery. Such minor cracks are common but are not classified as defects and Beech Grove Homes is not obliged to rectify them.

Shrinkage can occur in places:

- Around door frames and mitres/achitraves
- Around skirting boards
- Around windows particularly those with radiators under them. Sockets/switch covers may become loose
- Ceiling and wall joints
- Taped joints above doors
- Where two different materials meet
- Around light fittings, sockets and switches
- Bath sealant and shower surrounds

Nail pops can occur when a property drys and settles over time. Nail pops are bumps caused by the screws that hold the plasterboard in place standing proud of the surface as a result of the drying out process. These are common but are not classified as a defect and Beech Grove Homes is not obliged to rectify them.

To keep cracks and gaps to a minimum, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied. Please be aware that if you choose to heat your home to a high temperate you may experience more noticeable shrinkage.

Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Leave windows or, at least the trickle vents (slotted vents in the window frame) open for as long as you can each day.

Leaving your windows open (or at least the vents within their frames) will help to ventilate your home and allow moisture to evaporate more naturally. The length of time your house takes to dry out depends on how it was built and what sort of weather conditions there are when you first move in and the time of year you move in. Generally speaking, it will take around nine months to a year.

Moisture, condensation & ventilation

Condensation can be the result of evaporation of moisture from building materials, which is quite common in new homes. If allowed to persist, condensation can result in the appearance of mould on interior surfaces and even on furnishings.Condensation will gradually reduce as the building dries out, but you should avoid contributing to it if you want prevent the appearance of mould on walls and ceilings. There are a number of things you can do, even after the building itself has finished drying out, to protect your home against condensation:

- Open windows or window vents to allow trapped moisture to escape.
- If a mechanical ventilation or heat recovery (MVHR) system has been installed in your home, ensure that you familiarise yourself with the manual and manufacturer's guidance. It is important to understand how these systems operate in order to run your home effectively.
- Cover pans when cooking to reduce steam and use the extractor fan where possible.
- Extractor fans should always run on trickle where installed.
- Always use the extractor fan when bathing or taking a shower.
- Stop moist air spreading around your home by keeping doors closed when cooking or bathing.
- Avoid drying clothes indoors, especially on radiators.
- If you have one, make sure your tumble dryer's venting duct leads outside (unless it is a self-condensing dryer).
- Heat your home evenly and consistently. Ideally, you shouldn't leave your heating off all day, as when you return home in the evening and start cooking or washing, moist warm air will be created, which will settle on the cold surfaces and create condensation. Our top tip would be to programme your central heating to come on shortly before you return.

Don't let condensation mould become a problem. Preventing it is much easier than getting rid of it!

Condensation in your roof space

It is not recommended to store items in your roof space as this could restrict ventilation routes and increase the risk of condensation. Any items stored could be susceptible to damage caused by condensation. In cold weather, you may notice some moisture on the underside of the felt beneath your roof tiles. This is due to any warm, moist air from your home passing into the roof space and settling on the cold surface of the felt and timbers. As the roof space is ventilated this should gradually disperse without any issues arising. By following the general tips on reducing condensation will also help keep any moisture in the air that does escape into the roof down to a minimum.

Efflorescence

Efflorescence is the appearance of a white deposit on external walls. It is caused by natural salts coming out of the wall materials during the drying out period. This is a natural process which is not a defect, and should disappear over time.



Caring for Your home

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It's important for your home to be well-maintained so that you and your family remain safe, healthy, warm, dry and comfortable. It can also help to reduce your household running costs if your home is kept in a good state of repair.

Decorating your new home

During the first year, walls are subject to stress as various construction materials expand, contract and stabalise within their new environment. As a result you may see screws 'popping' through plastered walls and ceilings and minor cracking may appear in the walls and ceilings. A crack that is 2mm or less (4mm if on the stairs) is generally regarded as being cosmetic and won't affect a property's structural stability or safety. You can repair it using a suitable filler, grout or sealant the next time you redecorate your home.

You may find the crack reappears after a year or so, but this is likely to be due to thermal movement and isn't anything to worry about - unless it's getting progressively wider.

A lot of water is needed in the construction of a building and eventually it will dry out causing slight shrinkage and minor cracks. These cracks are not serious and they can be filled in quite easily before decorating.

We advise you delay decorating until the drying out and settling in process is complete in approximately nine to twelve months to ensure that your home has finished settling down.

Fixing to walls and ceilings

Extreme care needs to be taken when carrying out work around your home. Even if you're just hanging a picture or putting up shelves, there might be electrical devices, gas pipes and/or cabling in the way. Before undertaking any work, please always take care to establish the exact position of cables which are embedded in walls or under floorboards by using a cable detector.

The type of wall fixing that you need to use depends on the weight of the item you want to hang and the construction of the wall that you want it to hang from. Here's an overview of what to use, where to use it and how to use it.

In masonry (blockwork) walls - These are the strongest walls in your home and can therefore support heavier items. Here, you'll need screws with wall plugs, and you will need to ensure that both the screw and plug penetrate right through the plasterboard and deep into the blockwork.

In timber frame walls - Timber frame walls can also support heavier items, so long as the fixings are attached to the timbers within the wall and not just the plasterboard. Vertical timber studs are typically found at 600mm spacing across the width of the wall, but you should use a detector to determine their exact position (the detector will be able to pick up the metal fixings). If the studs are not in a suitable position, you might find it necessary to spread the load by screwing a piece of wood between the two studs and fixing directly onto that instead.

If the timber studs are not in a suitable location and the item you are wishing to hang is lightweight, proprietary products are available from DIY stores that may be suitable.

In proprietary partition walls - Partition walls are not suitable for heavy items; however, they can accommodate relatively light loads, providing you use the right fixing device (available from DIY stores). Some proprietary partition walls are not suitable for any fixings – if in doubt, check with us first.

Unsure as to which walls are masonry and which are partitions? Your floor plan may indicate this but, if not, check with our Customer Care team.

Door Furniture

Recommended Cleaning

Generally common multi-purpose cleaners and household disinfectancts and alcohol based cleaning solutions (no more than isopropanol 70% alcohol) are ok to use. However! ALWAYS check with the hardware manufacturer PRIOR to using cleaning agents to ensure they are suitable and do not introduce any other potential problems.

Remember; Cleaning is only effective if built into a frequent and regular regime and this should consider frequency of use.

NOT recommended

- Do NOT use bleach solutions in high concentrations to prevent reaction with the metal and subsequent corrosion
- Avoid high alkaline cleaners including sodium carbonate, sodium hydroxide and ammonia, as these can damage metals and plastics.
- Do NOT use cleaners typically used on bathroom fixtures and industrial solvents, as these may damage the protective finish.
- Do NOT use abrasive products to apply the cleaner such as scouring pads or steel wool.
- Avoid spraying the cleaning solution directly onto the product

Floor care

Laminate and vinyl finish floors can be prone to scratching and impact damage, so should be treated with care. Placing protective materials under metal legs on furniture may prevent damage. Other things to watch out for include shoes with metal heels, steel toecaps, stones trapped in shoe treads and stiletto heels as these may also damage your floors.

With all floor coverings, please refer to the manufacturers guidelines.

Vinyl

Vinyl is best cleaned with a solution of warm water and a general purpose floor cleaner.

Never use an abrasive powder or alkaline detergent and cleaners which claim to need no rinsing as they may cause permanent damage.

Laminate

Your laminate flooring can be vacuumed using a specific hard floor attachment for everyday cleaning. Stubborn dirt can be cleaned using a slightly damp mop which has been thoroughly wrung out.

Any tiled floors

These should be cleaned regularly with a damp cloth or mop and a degreasing agent to remove staining.

Carpet

Carpet has a higher level of fibre which will be noticeable during the first few vacuums. Carpets are fitted and stretched in such a way that they need no further maintenance beyond vacuuming. Any spills should be cleared up quickly and refer to manufacturers and carpet cleaning agent guidelines before attempting to clean. Heavy objects resting on the carpet should be moved periodically to avoid matting and permanent marking.

All cut pile carpets are liable to shading; light and dark patches due to uneven crushing on the surface. Please note, crushing is not a defect but a natural occurrence of this soft material.

In the unlikely event that we do need to replace any flooring due to it being faulty, we are unable to guarantee a perfect match.

If you have fitted your own carpets, you may need to arrange for doors to be trimmed.

It is most important that gripper rods are fitted in accordance with manufacturer guidelines, especially on stairs where gripper rods should be screwed or glued, and not nailed. Beech Grove Homes will not attend to any defects caused by the incorrect fitting of gripper rods.

External Fixtures

PVCu doors and windows

- Frame wipe the frame regularly both internally and externally using warm soapy water and a sponge. Do not use any form of abrasive cleaners or scouring pads...
- Glass is not scratch resistant, so take care when cleaning and remove any jewellery. Use any household glass cleaner applied with a soft cloth to clean or polish, alternatively use soapy water applied with a sponge and remove with a soft cloth. Do not use abrasive cleaners.
- Handles generally common multi-purpose cleaners and household disinfectancts and alcohol based cleaning solutions (no more than isopropanol 70% alcohol) are ok to use on a sponge or soft cloth, then buff with a clean cloth. Around once a year check the moving parts of the window fittings and (if required) apply silicone lubricant the moving parts so the window continues to move smoothly. Likewise check that none of the screws in the fittings are loose – tighten them if necessary.

External doors

To prolong the furniture and the paint finish of the door, regular dusting with a soft cloth or brush, supplemented by occasional washing with warm water and multi-purpose cleaner, is recommended. Lubricate door mechanisms with silicone lubricant as required.

Bathroom care

You should use a good quality bathroom cleaner for your bathroom suites and ceramic tiles and always give them a thorough rinse to remove all traces of the cleaner. Shower heads should be descaled periodically to remove any limescale from the spray holes.



Any cracks that appear in the grout/sealant due to shrinkage and/or use should be rectified quickly by the homeowner to prevent water seeping into the wall.

Kitchen care

The kitchen manufacturers supply specific information on the care of their products, so please refer to these for full maintenance details.

The following information is a quick reference guide only:

- Stainless steel sinks, splash backs and worktops should always be wiped after use with a damp cloth. Never use abrasive or corrosive cleaners.
- Always use cutting or chopping boards to protect work surfaces.
- Avoid placing hot pans direct from the oven, or hob, onto work surfaces.
- Use the extractor during cooking periods to reduce excess moisture and help prevent condensation.
- Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge.
- We would advise you to fill any shrinkage cracks in tile grouting and sealant as soon as possible to stop liquids/water penetrating through to the wall
- When deciding on the position of your kettle, ensure that the steam does not directly hit unit doors/pelmets as they could warp and or discolour.
- Please remember that accidental damage or neglect is not covered under your warranty.

Outside taps

If you have an outside tap fitted to your home it is important that as winter approaches you turn off the shut off valve on the pipe and drain off all water to prevent pipes freezing and bursting.

Damp-proof courses and air bricks

To maintain ventilation and discourage damp getting into your home, ensure that no garden material or soil is piled up against the outside walls above the damp-proof course, or is allowed to cover the air bricks.

Roofs

Any work carried out on your roof should be carried out by a skilled person using full safety equipment.

Anyone working on the roof, for example to install a television aerial or window cleaners, must use suitable access equipment.

Flat roofs are not designed to take heavy loads and can be easily damaged. Do not allow window cleaners or decorators to use the roof for access without protecting the surface.

Brickwork and render

Variations in the colour of bricks can sometimes occur on the outside of your home. As your property settles, small cracks may appear. Please contact our Customer Care Team if you have any concerns regarding cracking.

Garages

Garage walls constructed from a single leaf of masonry will not be impervious to wind driven rain and consequently could become damp.

Garages are not designed to be used for storage of valuable items or anything that could be damaged by moisture and we will not be responsible for any damage caused to items stored in the garage.

Garage doors are not sealed to be watertight and depending on wind conditions driving rain may penetrate.

Gutters and downpipes

All gutters, drains and downpipes need checking regularly and cleaning once a year to ensure they are free of all debris. If gutters are left unattended, rainwater may spill over and saturate the brickwork, which in turn, may allow dampness to penetrate through the wall. Take care not to lean anything against gutters and downpipes as this could cause damage.

Take care when checking or cleaning gutters by using suitable access equipment.

Driveways

These are designed to take domestic and light commercial vehicles, and may be damaged if heavy vehicles are driven over them.

If your house has a block paving drive this is a finished surface and should require little or no maintenance. However, the joints between the paviors are filled with sand and persistent hosing or cleaning with a jet washer would remove the sand and encourage weeds to grow in the gaps it is recommended to re-sand your driveway when gaps are visible.

Power steering and wheel turning can also wear the surface of some drives especially in hot weather; 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 should be aware that the whole area may not be resurfaced.

Fencing

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



Caring for newly turfed lawns

If your new home comes with a turfed garden you will need to carry out some essential tasks to maintain your lawn.

The following notes offer guidance on protecting your new lawn:

- We recommend that if possible, you refrain from walking or letting children and pets on the lawn for at least 28 days after the lawn has been laid, this will allow the lawn to settle down.
- If it hasn't rained within 24 hours of moving in, water the turf. You should ensure that the turf does not dry out, or it will shrink and die. The whole area will need watering every day for about eight weeks after it has been laid, until it is fully settled and rooted.
- Once the turf has bedded in it's a good idea to start gently with your mowing regime. For most lawns you can mow after 10-14 days. In winter time, the bedding-in may take a little longer. When mowing for the first time please ensure the mower is set to its highest setting.
- Regular mowing discourages course grasses and weeds and makes fine grasses produce fresh shoots.
- A lawn needs nitrogen (this greens the grass and stimulates leaf growth), phosphates (to build up the root system) and potash (this stimulates healthy growth). These can be obtained by buying a lawn fertiliser. All fertilisers should be well watered if no rain occurs within 48 hours.

Garden Drainage

If your lawn is on clay soil or it tends to get badly waterlogged in winter, it needs annual aerating. Any lawn that's been in place for several years and gets lots of heavy wear also benefits from being aerated every autumn to alleviate the natural compaction that results from walking on the grass. Spiking or slitting is the antidote, opening up drainage channels, making it easier for roots and worms to penetrate, and generally improving growing conditions for grass. Use a mechanical or electric spiker or alternatively use an ordinary garden fork and push it into the turf to a depth of three inches every four to six inches all over the surface of the lawn.

Home Warranty Cover - Waterlogging

In most circumstances, your Home Warranty covers you for areas immediately around the home (up to 3 meters from the habitable parts of the home). It does not cover you for any areas outside of 3 meters.

Trees

There may be an approved landscaping scheme for the development which may require the builders to plant trees or shrubs in your garden during the appropriate season.

New trees and shrubs require daily watering, especially during the summer. Sapling trees should not be planted close to your home, or your neighbour's home, as in time their roots can damage the foundations.







Constructing and maintaining environmental, sustainable developments is a key objective for Beech Grove Homes. Our aim is to provide homes which are well insulated and provide the perfect safe place for you and your family. We achieve this by investing in a high quality building fabric, which incorporates sustainable design focusing on high levels of insulation and energy efficiency.

Homeowners can also play an important part in terms of sustainability and in this section we provide you with some useful tips on saving energy and the best way to reduce, reuse and recycle your waste.

Below are some suggestions to help you maximise the efficiency of appliances in your home, potentially help you to save money whilst reducing your carbon footprint.

For further information on energy-saving tips visit www.energysavingadvice.co.uk

Heating tips

- Turn the room thermostat down by 1 degree. This can save you around £30 a year.
- Make sure your radiators are not obstructed by curtains or furniture.
- Draw your curtains at dusk to help keep the heat inside your rooms.

Electrical appliances

- Use energy efficient light bulbs which use less energy and last up to ten times longer than standard bulbs.
- Turn off household appliances such as microwaves, TVs, videos, music systems, and computers when not in use, as they continue to use energy when they are left on standby.

Refrigeration

- Don't leave the fridge door open and try to avoid putting hot or warm food straight into the fridge as this increases the energy required to keep the contents cold.
- Defrost your fridge frequently and check the door seals. Avoid putting your fridge next to heat generating appliances such as an oven or boiler.

Washing Machines, Tumble Dryers and Dishwashers

- Use a low temperature setting and only wash full loads or use a half-load or economy programme.
- In summer, dry your clothes outside rather than using a tumble dryer.
- When drying your clothes indoors, use a clothes rail instead of a radiator as this stops the heat from reaching the rest of the room.
- Modern dishwashers use less energy and water than washing up by hand.

Cooking

- Use a pan which is the same size as the cooker ring to prevent heat loss.
- Use a lid on saucepans where possible, so the contents heat up faster and require less energy.
- Consider using air fryers, pressure cookers, steamers and microwaves which use less energy.

Hot water

- When using a kettle, only boil as much water as you need.
- If you live in a hard water area, limescale can effect the efficiency of your kettle. Look out for a build up of limescale in your kettle. If it appears treat with vinegar or descaling solutions.

Water saving advice

- If you have a standard shower it will use around 40% of the water required for a bath.
- Turn off the tap while brushing your teeth, shaving or washing; a running tap uses over 6 litres of water per minute.
- Ensure taps are properly turned off and if a tap starts dripping change the washers promptly. A Leaking tap can waste over 5000 litres of water a year.

REDUCE, REUSE AND RECYCLE YOUR WASTE

We cannot stop waste production entirely, but everyone can make a significant contribution. Think before you bin! It saves energy and natural resources, helps to reduce pollution and reduces the need for landfill.

All local authorities now have recycling facilities and there is also plenty that homeowners can do within their own homes and gardens in support of a more sustainable lifestyle.

The following information lists some ideas to help you reduce, reuse and recycle your waste:

Reduce

- Avoid heavily packaged foods and other goods and where possible buy loose food rather than pre-packaged
- Stop junk mail through the Mailing Preference Service
- Keep your own shopping bags or boxes for reuse at the supermarket

Reuse

- Reuse scrap paper for writing
- Reuse envelopes stick labels over the address
- Buy rechargeable items instead of disposable ones
- Buy items in refillable containers (i.e. washing powders) and reuse empty food jars.
- Take old clothes / books etc. to charity shops

Recycle

- Choose products in packaging which you know can be recycled
- Buy products from recycled materials
- Recycle at home using your local authority's recycling facilities provided
- Recycle at local facilities (i.e. bottle banks)

For further information on refuse, recycling and collection for your home, contact your local authority.







Unless you are the last to move into a home on a new development, it is likely that construction works will still be on-going when you move into your new home and unfortunately, a certain amount of dust and noise may be inevitable.

Construction sites can be dangerous areas and although all our sites are securely fenced and supervised, there may still be contractors working in the area operating heavy plant, lorries and machinery.

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

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

Building work by its very nature creates dirt, dust, mud and noise and these are all unavoidable effects. Beech Grove Homes and our development partners will endeavour to keep the development clean and tidy, but unfortunately there may be occasions when the build programme does create unavoidable disturbance or inconvenience to you.

We will always provide you with unrestricted and safe access to your new home. If we are planning to carry out significant construction works which may disrupt access to your home we will give you prior notice to avoid any last minute disruption.

If you're concerned about any disturbance caused by the building work then please talk to our Customer Care Team.







Unhappy with our service?

We put the same high standards of care into looking after our customers as we do into building our homes. However, we do appreciate that sometimes things can go wrong and so we take complaints very seriously.

If you do have a complaint, we ask that you let us know so that we may have the opportunity to resolve the issue for you and learn from it.

Reporting an issue

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously
- Failed to comply with the Consumer Code or New Homes Quality Code

Then please do contact us and allow us the opportunity to put it right.

Informal Complaints

If you are able to resolve any issue informally with us and are happy with the outcome, then you need not use our formal complaints procedure. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out opposite.

Normal Complaints Process

We have a robust process to ensure that your complaint is properly investigated and followed up.

We want to make it easy for you to tell us if you are unhappy with something.

The easiest way to complain is to send an email to Customercare@beechgrovehomes.co.uk.

You will need to provide as much information as possible to help us investigate your issue, including:

- What has happened
- When it happened
- What the impact on you and your family has been
- What you would like us to do to put things right

Your complaint will be logged and assigned a reference number.

Acknowledgment

We will acknowledge all complaints within 5 calendar days of the complain initiation date* and advise you of who will investigate your concerns.

• Pathway to Resolution

We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.

Complaint Assessment

We will send a full complaint assessment response by no later than 28 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.

• Closure

Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.

Keeping you updated

We aim to resolve complaints as quickly as possible and with minimum delay, however, in the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date*, we will send a further response to provide information on:

- What has caused the delay
- What are the next steps and the anticipated date for resolution

We will also keep you updated no less than every 28 calendar days until the matter is resolved.

* The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).

Unhappy with how we have dealt with your complaint?

We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint for independent review to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.

Referrals can be made after 56 days have passed from when the complaint was first raised with us.

Where you direct your referral depends on when you reserved your home:

- If you reserved your home before 7th May 2024 then you will be covered by the **Consumer Code for Home Builders**
- Under the Consumer Code for Home Builders (www.consumercode.co.uk), if you are unhappy with how we have dealt with your complaint, you may refer the matter to your Home Warranty Provider in the first instance, e.g. NHBC.
- If appropriate, they might refer you to the Consumer Code for Home Builders who run an Independent Dispute Resolution Scheme (IDRS).
- The IDRS will follow an adjudication process. This is entirely independent and will consider the evidence provided by you and Beech Grove Homes to reach a decision.
- If you reserved your home on or after 7th May 2024 then you will be covered by the **New Homes Quality Code**
- Under the New Homes Quality Code, if you are unhappy with how we have dealt with your complaint, you may refer the matter to the New Homes Ombudsman Service (NHOS) (www.nhos.org.uk).
- The NHOS, whose decisions will be entirely independent, will consider the evidence provided by you and Beech Grove Homes to reach an adjudication.

It is within the New Homes Ombudsman Service's discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

Using our formal complaints process, the Independent Dispute Resolution Scheme or New Homes Ombudsman Service does not affect your normal legal rights.



CONSUMER CODE FOR











www.beechgrovehomes.co.uk

Beech Grove Homes Limited

Registered office: Sanctuary House, Chamber Court, Castle Street, Worcester, WR1 3ZQ A company incorporated in England and Wales, Registration No. 11966303 Beech Grove Homes Limited is a subsidiary of Sanctuary Housing Association, an exempt charity