

YOUR 10-YEAR WARRANTY:

*Peace of
mind for you*



Kew Bridge Rise, Brentford



Canalside Quarter, Oxford

WHEN YOU BUY YOUR NEW HOME FROM HILL, OUR RESPONSIBILITY DOESN'T END THERE.

You can relax in the knowledge that all our homes are covered by a 10-year NHBC warranty, with the first two years from the date of legal completion covered directly by us.

This means that if you need help with any matters regarding your new home, you can contact your Customer Services team directly during those first two years. Our highly trained and experienced staff provide an outstanding service and will be happy to assist you.

WHAT'S COVERED?

Hill has a proven track record of building quality into every home, with extensive checks in place to meet our goal of achieving zero defects. However, you can rest assured that on the rare occasion there is an issue with your home within the two-year warranty period, we will make good on it. If you have any queries or concerns about items you believe fall under warranty, please get in touch with your Customer Service team and they will do their best to resolve the issue as quickly as possible. Simply call **0808 178 6500** or email **customerservice@hill.co.uk**.

The warranty also covers items supplied as part of your new home, including fixtures and fittings. This doesn't affect your statutory rights – some manufacturers also offer warranties over and above the initial Hill two-year warranty. For these, contact the manufacturers' own customer service departments for more information.

There's no need to worry if you sell your home within the first two years either, as the remaining warranty cover is automatically transferred to the new owners.

WHAT'S NOT COVERED?

We don't protect you against every problem that may occur and several limitations and conditions apply. You have a responsibility to carry out maintenance on your new home.

It's also worth remembering that any alteration or extension you make to your new home following legal completion may adversely affect all, or part of, your two-year warranty.

Here's a list of items/issues that our warranty doesn't include:

- Problems with any workmanship, materials or appliances that you have bought or added to the property
- Damage caused by storms, accidentally, by negligence, abuse or poor maintenance of the property or appliances
- Blockages in pipes that are found to be caused by inappropriate disposals of waste
- Any problems caused by natural shrinkage or condensation
- Any inconvenience, distress or consequential loss of enjoyment, use, business or income caused by remedial works, assuming all reasonable steps have been taken to minimise disruption

Those items not covered when caused by a lack of annual service and maintenance include:

- Air Source Heat Pump
- Ventilation/MVHR (Mechanical Ventilation with Heat Recovery)
- Underfloor heating - manifold

Those items not covered when caused by lack of customer maintenance include:

- Immersion heater and hot water cylinder
- Mastic seals
- Shower heads
- Door and window locks
- Security alarms
- Outside taps
- Garage doors
- Leaking guttering
- Fences and gates

Those items not covered when caused by storm damage:

- Fences and gates
- Roof tiles

Those items not covered at all:

- TV aerial reception
- Normal shrinkage and condensation that can be reasonably expected during the drying out process
- Pest infestation
- Garden landscaping and turf
- Wear and tear throughout the home
- Neglect and failure to maintain
- Damage caused by neglect and failure to follow operating instructions
- Your own alterations

THE 7 DAY RULE

We know how exciting it is to get the keys to your new home and move in. We make every effort to ensure that when you do, your home is in its best possible condition, but there are times when new homes can have a few small snags. It's at this stage we encourage you to have a good look around your home and make a note of any cosmetic snags such as scratches, chips or marks. Our team will book a time to visit you 7 days after legal completion, where you can report any snags you have noticed since moving in, or you can submit these in writing to us before then. You must report these snags in **seven days** from legal completion, as outside of this time frame it would be difficult to prove how the damage was caused, so contact us about these issues as soon as possible. We will also book a 28 day visit after completion to confirm your satisfaction.

Items not covered if not reported to a Hill representative in writing within seven days after legal completion:

- Cosmetic damage to white goods/electrical appliances

- Cosmetic damage to kitchen units, worktops and sinks
- Cosmetic damage to sanitary ware, shower cubicles, trays and doors
- Cosmetic damage to ceramic wall tiling
- Cosmetic damage to all floor coverings
- Cosmetic damage to decorations, walls, ceilings, doors and woodwork
- Cosmetic damage to any fitted furniture eg wardrobes, fireplaces, bathroom furniture
- Cosmetic damage to sockets and switches
- Damage or scratches to glass

OUR PROMISE TO YOU

We follow a timeline to ensure minor snags are dealt with efficiently so you can get on with enjoying your new home.

- Minor snags noted on Home Demonstration Appointment
– Rectified before handover
- Minor snags noted on handover
– Rectified for the day 7 visit
- Minor snags noted on day 7 visit
– Rectified before the 28 day visit

NHBC WARRANTY

Your new home is covered by a 10-year NHBC warranty. As one of the major independent regulators in the industry, the NHBC (National Housing Building Council) endeavours to raise house building standards. The policy provides complete cover for new home buyers for the first two years after legal completion, plus a further eight years' protection against structural failure or core issues. For details on the NHBC warranty, visit nhbc.co.uk/builders/warranties-and-cover

0808 178 6500

customerservice@hill.co.uk

