



A - Z Quick Guide

Aftercare/Defects

To report a defect, within the first 2 years of being in your new home, please call or email your Regional Customer Care Team.

Our offices are open Monday - Friday 8:30am – 5pm

When emailing, please provide photos of the problem so we have a better understanding of the issue.

A defect is faulty workmanship or materials.

Your warranty does not cover:

- General wear and tear
- Alterations
- Poor maintenance
- Neglect
- Abuse
- Shrinkage
- Blockages
- Wilful damage

Emergencies

An emergency is:

- Failure of the heating or hot water system
- Uncontainable water leak
- Complete failure of electrics
- Threat of flooding caused by blocked drains
- Loss of security to entrance doors

Within normal working hours, Monday-Friday 8:30am – 5pm, please contact your Regional Customer Care Team

Outside of our normal working hours,
Monday Friday 5pm – 8:30am / Weekends / Bank
Holidays, please contact After Build directly on

0330 124 2788

South Region

0800 145 6838

Customercare.South@orbit.org.uk

East region

0800 145 6828

Customercare.East@orbit.org.uk

Midland's region

0800 145 6818

Customercare.Midlands@orbit.org.uk

	To Do	Contact
Appliances	<p>Your appliance warranties are held with the manufacturer directly - please ensure you register all of these within 30-days of occupation.</p> <p>In the first instance you should contact the manufacturer regarding any performance issues, and they will arrange for an engineer to attend.</p> <p>If the bulb to the oven blows, you will need to arrange replacement of the bulb.</p>	Complete the paperwork provided, register online, or call the manufacturer to register warranty.
Bins	Please contact your local council to arrange delivery of bins.	Local Council
Blockages	<p>If you notice your sinks, shower, bath, or toilets are slow to drain, it is likely to be specific to your property with hair, product build-up or flushing incorrect items often the cause.</p> <p>Before contacting us, please attempt to unblock the issue yourself in the first instance.</p> <p>Wet wipes, cleaning wipes, nappies, cotton buds, sanitary products, tooth floss and kitchen paper should never be flushed – please make sure you dispose of these items correctly rather than flushing to prevent blockages. If your neighbour has the same problem, please contact us and if you live on an active building site, we will ask our ground workers attend to check the external drains.</p> <p>If we are no longer building on your site, the blockage is likely to be caused by unsuitable products being flushed, and you will need to arrange for a drains company to attend. If the problem is found to be a builder's issue, we will cover the cost of attendance.</p>	Contact your regional Customer Care Team
Blown Bulbs	<p>Regrettably we cannot guarantee the life expectancy of any bulbs and it falls under customer maintenance to change the bulb in the first instance.</p> <p>If after changing the bulb the light fixture still isn't working, and you haven't altered the fixture in any way, please contact us and we can request our electricians investigate.</p>	<p>Customer Responsibility</p> <p>Regional Customer Care Team</p>
Boiler	<p>Your boiler warranty is held with the manufacturer directly - please ensure you register this within 30-days of occupation.</p> <p>Your boiler must be serviced every 12-months of the boiler commissioning date to maintain the warranty; this includes within the first 12-months, and this is your responsibility to arrange.</p> <p>The commissioning date can be found on the sticker attached to the boiler, or on your Gas Safety certificate. You can choose your own Gas Safe registered engineer to attend.</p> <p>In the first instance you should contact the manufacturer regarding any performance issues, and they will arrange for an engineer to attend.</p> <p>For repressurising please refer to Re-pressurising your boiler</p>	Boiler Manufacturer

	<p>For Orbit Rented Customers Orbit will service boilers/heating systems each year in accordance with Gas Safety Regulations for Affordable Rented properties only. A copy of any required testing certificates will be made available to you. It is your responsibility to provide access to your property for servicing.</p> <p>Do not obstruct the Boiler Flue.</p> <p>Please refer to the user guides at the back of this booklet for further information.</p>	
Boundaries	<p>Any perimeter fences and walls in your ownership fall under your responsibility to maintain.</p> <p>If you ever require clarification, please contact your solicitor</p>	Check on Land Registry and Title Deeds
Builder Warranty	<p>The initial 2-years of your new-home warranty is known as the builder warranty period, where the builder is liable to cover any defects found. This does not cover general wear and tear, alterations, poor maintenance, neglect, abuse, shrinkage, blockages, or willful damage.</p> <p>A Resolution Service is provided by the warranty provider should Orbit Homes dispute any items you may report to us.</p>	<p>Regional Customer Care Team</p> <p>Warranty provider</p>
Carbon Monoxide Alarm	<p>Your Carbon Monoxide alarm is mains operated with battery backup.</p> <p>Please test these weekly to ensure it is working correctly, change the backup battery annually and clean them regularly as per the manufacturer's guidance.</p>	Customer maintenance unless faulty
Cooker connection	A qualified electrician or competent person is required to carry out the installation of both gas and electric cookers.	Customer Responsibility
Condensation/Mould	<p>A lot of water is added during construction, particularly by activities like concreting, laying screed floors, bricklaying, plastering and painting. Up to 8000 litres of water (about 800 full buckets) may be included in mixtures and materials as construction proceeds, though this varies depending on the design of the home.</p> <p>This construction moisture will steadily dry out over time with much escaping directly to the outdoor air.</p> <p>It can take up to 18 months in normal weather conditions for your home to 'dry out'. During this time you may experience some minor signs of condensation.</p> <p>We have attached a leaflet that gives tips on how to manage the drying out process.</p> <p>If you experience excessive mould or condensation, please contact your Customer Care Team.</p>	

Complaints Process	<p>We welcome all feedback and complaints so please send us your formal complaint in writing.</p> <p>Further information can be found on the Orbit Homes website https://www.orbithomes.org.uk/customer-care/</p>	
Creaking Floors	<p>After a few months living in your new home, you may notice the first level floors develop a squeak.</p> <p>This is perfectly normal as it is partly due to the house drying out but is predominantly caused by the additional weight the floor must bear from your furniture.</p> <p>If you have concerns this may be excessive, please contact us.</p>	<p>Customer to monitor.</p> <p>Regional Customer Care Team</p>
Cosmetic Repair	<p>A cosmetic repair is an imperfection. Under the builder defects warranty, not all defect items require replacement and can undergo a cosmetic repair. This will be discussed when you report your defect.</p>	<p>Regional Customer Care Team</p>
Damage	<p>You must report any physical damage to your property at your Home Demonstration or when you are given the keys to your home.</p> <p>We will not accept any damages as defect items once you have taken ownership of the property.</p>	<p>Customer Responsibility</p>
Doors (Internal)	<p>Before reporting a door adjustment, please refer to the below:</p> <p>Are you hanging anything off the door? The additional weight from items can pull at the hinges causing the door to drop, bow or bend, and this isn't covered under your warranty.</p> <p>Before reporting a door dragging on the floor, please refer to the below.</p> <p>If you installed your own floor coverings, please contact the flooring installer, as they will need to return to sufficiently plane down the bottom of the door.</p> <p>If Orbit Homes installed the floor coverings, please contact us via email.</p>	<p>Customer Responsibility unless result of defect</p>
Electrics	<p>We will cover any electrical fault under your warranty providing:</p> <ul style="list-style-type: none"> • It is not the result of changes you have made to the property • It has not been caused by any faulty appliances you may have installed • It is not the result of damage 	<p>Regional Customer Care Team</p>
External Tap	<p>Your property may benefit from an external tap which will be installed near to where your kitchen is situated.</p> <p>We recommend external taps are isolated in the winter months to prevent freezing water and potential water damage.</p>	<p>Customer Maintenance unless faulty</p>
External Services	<p>All existing services should have been removed or diverted; however, some may remain where removal is not practical.</p>	<p>Customer Responsibility</p>

	<p>It is unlikely you will locate any services unless you are digging very deep, which should be avoided in any event.</p> <p>You should never dig deeper than 450mm (18") in your front or rear garden without prior consent from your utility provider. It is quite normal to find services in your front garden as these are likely to be servicing your home</p>	
Extractor Fans	<p>An extractor fan been installed to your kitchen, bathroom, ensuite and cloakroom (where applicable). This may turn on / off with the light or may run all the time and boost with the light. Do not turn off the individual fan isolator switches unless for maintenance.</p> <p>In the colder months you may notice condensation forming around the unit or a few droplets of water dripping from the fan – this is perfectly normal and is due to the warm air from the shower/bath meeting the cold air in the ducting in the loft space. This shouldn't be excessive, but please let us know if you do encounter this.</p> <p>Please make use of the cooker hood extractor fan installed to your kitchen when cooking, as this will also help to reduce moisture levels (where applicable).</p> <p>To keep your extractor fans working correctly, you should clean them regularly as per the manufacturer's guidance.</p> <p>PLEASE MAKE SURE YOUR EXTRATOR IS SET PROPERLY BEFORE REPORTING IT TO CUSTOMER CARE.</p>	Customer Maintenance unless faulty
Fence Panels	<p>Your fence is a natural product and may have knots in the wood, some minor splits and cracks in it. It will be affected by cold and warm weather and needs protection from the suns UV rays in the summer and freezing/snow in winter.</p> <p>Your fence/gate should be treated regularly to ensure maximum protection. Failure to do so will result in void warranty of your fence/gate.</p> <p>Your gate lock bolt needs to be engaged, as this will stop the gate from dropping and the bolts moving out of line from their catch.</p>	Customer Maintenance
Floor Care	<p>New carpet has an increased level of fibre which will be noticeable during the first few vacuums.</p> <p>Any spills should be cleaned up quickly, and we recommend you refer to the manufacturers guidelines before attempting to clean with any cleaning agents.</p> <p>Laminate, vinyl, and wooden finished floors can be prone to impact damage and scratches so should be treated with care. Please note shoes with stiletto heels, metal heels, steel toecaps and stones trapped in shoes may also damage these floors.</p> <p>Placing protective materials under legs on furniture may help prevent damage.</p> <p>Tiled floors should be treated the same as wall tiles and we recommend cleaning regularly with a damp cloth and appropriate cleaning agent as per the manufacturer's guidelines.</p>	Customer Maintenance

<p>Floor Coverings (Carpets/Vinyl's)</p>	<p>If you purchased your carpet or vinyl through our Sales Team and believe the flooring to be defective in any way, please contact us.</p> <p>If you had your own flooring installed, you will need to contact your installer.</p> <p>In the event of flooring damaged during a leak within your warranty, please contact us.</p>	<p>Regional Customer Care Team</p>
<p>Front / Rear Doors</p>	<p>If the door is sticking in hot spells of weather, this is perfectly normal. The door will expand in the heat and once the temperature has cooled down the door should return to normal.</p> <p>If you report this issue during hot spells, we will ask you wait until the weather conditions return to normal and monitor to see if it was a result of the heat.</p> <p>If your door is sticking during normal temperatures, please first try to adjust using a lubricant spray and the appropriately sized Allen key on the hinges, if the problem persists, contact you Regional Customer Care Team.</p> <p>If your front, rear, or patio door locks jam, please first attempt to clean and lubricate the lock using a lubricant spray – sometimes the issue is simple to resolve as it is caused by dirt and dryness.</p> <p>If lubricant spray does assist and the door can be secured but is a bit stiff and needs adjusting, please let us know.</p>	<p>Customer Maintenance unless faulty</p>
<p>Fuse Box</p>	<p>Please refer to Power Cut</p>	
<p>Garage Storage</p>	<p>In most cases your garage will be of a single brick construction, with a concrete floor. This will be prone to fluctuating temperatures and possible damp and moisture. We suggest you consider these potential conditions before storing anything that could be affected.</p> <p>If you choose to store items in your garage, keep them off the floor and away from walls, ideally covered up or in an insulated storage unit to reduce the risk of damage.</p>	<p>Customer Responsibility</p>
<p>Glazing</p>	<p>You should inspect your windows regularly.</p> <p>We cannot cover cracked units as a result of damage, you will need to claim under the home insurance for this, but if the unit is faulty i.e. misted between the panes, we will arrange replacement under your warranty.</p> <p>Please note, FENSA certificates are not required for new build properties.</p>	<p>Customer Responsibility</p>
<p>Grout</p>	<p>Any cracks which appear in the grout due to shrinkage/general wear and tear through use after the first 12-months should be rectified by you quickly to prevent water seeping into the wall</p>	<p>Customer Maintenance unless faulty</p>
<p>Guttering</p>	<p>We advise your gutters are cleared every 6-months to prevent a build-up of leaves and debris which can cause blockages and damage, preventing it functioning correctly.</p> <p>For customers living in particularly leafy areas, we would recommend this is completed every 3-months.</p>	<p>Customer Responsibility</p>

<p>Handles and Hinges</p>	<p>Your window and patio door handles and hinges will require basic maintenance every few months using a lubricant spray – please ensure you have a cloth to hand to avoid getting oil in unintended areas.</p> <p>Internal door handles may have a grub screw on the handle which may require periodic tightening to hold the handle in place.</p>	<p>Customer Maintenance</p>
<p>Heating</p>	<p>If your boiler needs re-pressurising or radiators require bleeding, please consult your user guide.</p> <p>If you are leaving your property unoccupied during spells or seasons of cold weather, we recommend leaving your thermostatic room control panel on constant, and your room thermostat set to 15°C.</p> <p>This will ensure your central heating system continues to run at a lower demand when needed whilst you are away.</p>	<p>Customer Maintenance</p>
<p>In-House Customer Satisfaction Survey</p>	<p>We appreciate all feedback, and all our customers are invited to complete a telephone survey conducted by In-House.</p> <p>In-House will contact you 4-8 weeks after occupation to ask a series of open questions.</p> <p>Please be honest about your Orbit Homes experience, good or bad, as this feedback helps us improve our service.</p>	<p>In-House will contact you directly via telephone</p>
<p>Leak</p>	<p>Please refer to Plumbing</p>	
<p>Light Fixtures</p>	<p>If you wish to change your light fixtures, you will need to obtain a Minor Works Certificate from the qualified electrician who installs.</p> <p>Our electricians will honour your warranty with this certificate, but without it voids your electrical warranty on the property. If there was a house fire as a result of the changed fixture, your home insurance would not cover any claim, so it's vital you have this certificate.</p>	<p>Customer Maintenance</p>
<p>Locks</p>	<p>Refer to Front / Rear Doors</p>	
<p>Loft space</p>	<p>The loft space is not designed for storage, boarding or as an area you can walk in. It is your responsibility, if access is needed, to ensure this is done safely.</p> <p>If the loft hatch is left opened for prolonged periods of time, this can cause condensation.</p>	
<p>Management Company</p>	<p>If your property is on a development where shared or communal facilities are included, on-going management and maintenance of these facilities is required.</p> <p>This can apply to developments with shared areas and services, to homes with communal parking bays, to communal grounds or gardens, and to storage areas and lifts.</p> <p>If you have any estate concerns or complaints, please email the Customer Support Hub for assistance.</p>	<p>Orbit.info@orbit.org.uk</p>
<p>Mastic</p>	<p>The mastic sealant to your bath/shower tray may become loose after some time in the property.</p>	<p>Customer Maintenance if over 3 months</p>

	<p>We will re-mastic following settlement within the first 3-months, and after this time it becomes customer maintenance.</p> <p>New mastic needs at least 24 hours to dry before the area is used or subjected to water.</p> <p>To prevent mould the mastic sealant should be dried after each bath/shower.</p>	<p>Customer Maintenance if over 3 months</p> <p>Regional Customer Care Team</p>
Meters	<p>You will be shown where your meters are. It is your responsibility to notify the suppliers that you have moved into your home and give them a meter reading.</p>	<p>Customer Responsibility</p>
Neighbourly Disputes	<p>Please note we will not have any involvement regarding neighbourly disputes. Please visit the Orbit Group website where you can report ASB.</p>	<p>Customer Responsibility</p>
New Homes Quality Board (NHQB)	<p>The New Homes Quality Board is an independent not-for-profit body which sets out and redresses mandatory requirements all home builders, selling outright market sale homes, must meet when marketing and selling their homes, and for their after-sales service.</p> <ul style="list-style-type: none"> • Customers are treated fairly • Know what service levels to expect • Are given reliable information on which to make their decisions • Know how to access low cost, quick dispute resolutions if they are dissatisfied <p>Please note, nothing in the New Homes Quality Board affects Home Buyers' existing legal rights.</p> <p>For further information relating to the NHQB please visit their website.</p>	<p>www.nhqb.org.uk</p>
NHBC	<p>Please refer to Warranty Provider</p>	
Ombudsman	<p>Housing Associations for Rented and Shared Ownership customers are governed by the Housing Ombudsman.</p> <p>Recently, private builders who registered with the NHQB are now governed by the New Homes Ombudsman.</p> <p>If you are not satisfied with a complaint outcome you can contact the Housing Ombudsman directly.</p>	<p>Rented & Shared Ownership Customers www.housing-ombudsman.org.uk 0300 111 3000</p> <p>Outright/Market Sales Customers www.nhos.org.uk 0330 808 4286</p>
Paint	<p>We recommend you do not redecorate your property within the first 12-months of occupation as this is the properties drying-out period.</p>	<p>Customer Maintenance</p>
Parking	<p>Please ensure you park in your allocated spaces / garage and are considerate of your neighbours if you do have to park on the road or have visitors. Please be mindful of emergency service access to the site.</p> <p>.</p>	<p>Customer Responsibility</p>
Plumbing	<p>We will cover any plumbing fault under your warranty providing;</p> <ul style="list-style-type: none"> • It is not the result of changes you have made to the property 	<p>Regional Customer Care Team</p>

	<ul style="list-style-type: none"> It is not the result of damage or general wear and tear. <p>If you notice a leak during your warranty period, please contact us as soon as possible for us to arrange for a plumber to attend.</p> <p>Whilst you are waiting for us to attend, please do not use the area, isolate the water to the affected area if you can, or contain the leak with some plastic tubs, pots, or pans.</p> <p>If this is the only source of bathing available, to minimise damage, please place water-absorbent cloths over the area the water is pooling to until we can attend.</p> <p>If the leak is coming from your boiler, please contact the manufacturer under their warranty.</p>	
Power Cut	<p>If you lose power to your home, before contacting us please check your fuse box for any closed switches.</p> <p>MCB – miniature circuit breaker. RCBO – residual current circuit breaker with overcurrent protection</p> <ol style="list-style-type: none"> 1.) Switch the MCB or RCBO back on 2.) If the MCB or RCBO trips again, please unplug all equipment on this circuit 3.) Switch the MCB or RCBO back on and plug each appliance in one by one, until the switch trips again 4.) When the MCB or RCBO trips again this will identify the faulty appliance, which now needs to be switched off and unplugged 5.) Switch the MCB or RCBO back on and contact a qualified electrician. <p>The fault could be with your electrical product – you can check this by plugging in an electrical product you know works to see if it's the power supply to the socket.</p> <ul style="list-style-type: none"> Check the age of your product <p>Sometimes older electrical products can cause the issue too.</p> <ul style="list-style-type: none"> Check with neighbours <p>There may an area issue, please contact your electricity provider for them to investigate.</p>	Electricity Provider/Regional Customer Care Team
Radiators	<p>The radiators to your home are fitted with Thermostatic Radiator Valves (TRV's).</p> <p>These control the temperature of the radiator on a 1-5 scale of heat, 1 being the lowest and 5 being the highest.</p> <p>There is also a Frost setting to prevent the pipes from freezing in extreme cold weather.</p> <p>The radiator located in the same room as the wall thermostat will not have a TRV. If the central heating system requires draining, this is the radiator used. We do not recommend removing the central radiator during any renovation works as it will affect the main systems functionality.</p>	Customer Maintenance
Render	<p>If you notice any staining to your render the cause will most likely be dust and element build-up.</p>	Customer Maintenance

	<p>With a little bit of elbow grease, some warm soapy water (washing up liquid is fine) and a soft brush stain can easily be removed.</p> <p>Please be gentle when scrubbing the render finish as this could damage the face of the render.</p>	
Re-pressurising your boiler	<p>Boilers naturally lose pressure over time, and re-pressurising the boiler is usually a non-defect item unless there is a leak present.</p> <p>By re-pressurising your boiler, you're allowing more water to enter the system from the mains water supply via a filling loop.</p> <p>There is a helpful video on the Orbit Homes Website https://www.orbithomes.org.uk/customer-care/homeowner-support/</p> <p>Please refer to the manufacturer's guidance for specific information for your boiler.</p> <p>If you are unable to resolve the issue yourself, or the boiler continues to lose pressure, or you notice water leaking from the boiler, please contact your boiler manufacturer under their warranty for an engineer to attend.</p> <p>If you request Orbit Homes to instruct a plumber and no defect is suspected, you could be charged the associated cost of the visit.</p>	<p>Customer Maintenance</p> <p>Boiler Manufacturer</p>
Re-sale	<p>If you wish to sell your property, you will need to contact your solicitor at the time of purchasing for any copy documents required in the first instance; your solicitor will have this information archived.</p> <p>If they are unable to assist, please email us which documents you require, and we will help where we can.</p> <p>Please note, as this information will have been archived by us you may incur a charge for copy documents and time taken to source. Please allow 21-working days for us to provide the information we can.</p> <p>For selling your shared ownership home, please contact the Homeownership Team.</p>	<p>Your Solicitor at time of purchase</p> <p>0800 678 1221 / homeownership.services@orbit.org.uk</p>
Service Charges	<p>Please contact our Customer Service Centre (CSC) with any Service Charges queries who will be able to assist.</p>	<p>0800 678 1221 / ServiceChargeTeam@orbit.org.uk</p>
Shrinkage (General)	<p>The first 12-months of occupation are often called the "drying-out period" and we advise you do not decorate the walls with oil based or silk paints, or wallpaper until your second year of occupation.</p> <p>During this time, you may start to notice small cracks in the walls, gaps in the carpentry work and white circular marks to the ceilings – this is all perfectly normal.</p> <p>Any gaps which look like pencil lines or nail pops fall under Customer Maintenance – these areas just need filling, sanding down and painting over.</p>	<p>Customer Maintenance unless excessive</p>
Shrinkage (Excessive)	<p>Any gaps larger than 3mm, or which you can fit a £1 coin in, are deemed excessive shrinkage and fall under our responsibility to rectify.</p>	<p>Regional Customer Care Team</p>

	<p>After your first 12-months please contact us if you feel the shrinkage is excessive and we can arrange rectification as required.</p> <p>Please be advised we do not carry out a 12-month snagging or shrinkage inspection.</p>	
Smoke Alarm	<p>Your smoke alarms are mains operated with battery backup.</p> <p>Please test these weekly to ensure they are working correctly, change the backup battery and clean them regularly as per the manufacturer's guidance.</p>	Customer Maintenance unless faulty
Snag List	<p>We do not accept snag lists following the handover of your property, we prefer defects are reported as soon as they arise, so we can rectify as swiftly as possible.</p>	Regional Customer Care Team
Streetlights	<p>These fall under Orbit Homes' maintenance until the site is adopted.</p> <p>If any lights are faulty, please contact us with details of the streetlight column number This can be found on a large white label attached to the streetlight and will consist of numbers and letters.</p>	Regional Customer Care Team
Stop-valve	<p>This is used to shut off all water to the property in an emergency and can be found under the kitchen sink (this will be labelled).</p>	Customer Maintenance
Structural Warranty	<p>After the defect's liability period has ended, your warranty provider will directly provide insurance protection to your property.</p> <p>This cover is for structural defects to your property and can include the roof, flues and chimney, external cladding, and external render.</p> <p>Please note, warranty provision is dependent upon the year your property was build and the technical requirements provided by the warranty provider at that time.</p> <p>We recommend you check your own policy documents for specific cover, conditions and exclusions which apply to your home.</p>	Warranty Provider
Taps (Internal)	<p>Please refer to Plumbing</p>	
Tele-communications Setup	<p>Your new home has been setup for internet, and your Sales Consultant will confirm the type of installation on your Home Demonstration.</p>	Customer Responsibility
Thermostat Room Control Panel	<p>This is usually located in the hallway and could be mains or battery operated.</p> <p>If your home has been installed with dual-zone control heating, an additional panel will be in the main bedroom.</p> <p>If you notice the screen becomes blank the battery likely needs changing. We would recommend you change the batteries annually.</p> <p>Please refer to the manufacturer's guidance for further information.</p>	Customer Maintenance unless faulty

Timescales	<p>We aim for general defects to be rectified within 30-days. Where this isn't possible, we will keep you updated.</p> <p>Emergency items are prioritised on either a 4-hour or 24-hour timescale.</p>	Regional Customer Care Team
Trickle Vents	<p>These are vents fitted to the top of some of your windows to allow ventilation.</p> <p>To prevent condensation and to enable the property to dry out naturally, these should always be left open.</p>	Customer Maintenance
TV Aerial	<p>We do not install TV aerials; please ensure you arrange installation of this.</p>	Customer Responsibility
Telephone & Aerial Points	<p>These should all be connected by our electricians via the media control panel to your lounge.</p> <p>If any telephone points are not connected, please let us know.</p>	Regional Customer Care Team
Turf & Turf Care	<p>New turf requires regular maintenance, particularly regular watering to ensure the roots take.</p> <p>Poor maintenance is not covered under your warranty, and to help keep your new garden in top condition, we recommend you follow the guidance provided in the video on the Orbit Homes Website https://www.orbithomes.org.uk/customer-care/homeowner-support/</p>	Customer Maintenance
Turf Care Seasonal Maintenance	<p>Spring Mow once a week</p> <p>Summer Mow twice weekly or once a week during periods of drought</p> <p>Autumn Mow once a week</p> <p>Winter Unless the weather is mild and the grass is still growing, mowing is not usually necessary</p> <p>We recommend you mow occasionally with a high cut setting, but please do not attempt if the ground is very soft or frozen, or during spells of cold drying winds.</p>	Customer Maintenance
Washing Machine Connections	<p>For Rented Customers</p> <p>Your property is plumbed for a washing machine.</p> <p>Please ensure that the waste pipe is not capped prior to connection.</p> <p>Flexible hoses may be connected in accordance with the Manufacturer's instructions.</p> <p>Please ensure that the hoses are in good condition and that the connection rings and washers are watertight after connection.</p> <p>The waste hoses are to be clipped or wired to the connecting pipe to prevent displacement.</p>	Customer Responsibility

	<p>Washing machines should not be connected to sink or basin taps.</p> <p>Remember that the combination of electricity and water is dangerous. Observe the usual precautions with regards to electric plugs & leads. Inspect the machine hoses and connectors frequently for deterioration.</p> <p>You will be responsible for any damage caused to your home or a neighbouring property caused by flooding from your machine.</p>	
Warranty Provider	<p>You have been provided with the Warranty information on your home.</p> <p>Years 1 and 2 are the builder defect liability period. This is where the builder is responsible for rectifying any defects within the property because of their failure to comply with the warranty provider regulations when building your home.</p> <ul style="list-style-type: none"> • Year 1 includes minor and major items. • Year 2 covers major items. <p>We will not cover, general wear and tear, alterations, poor maintenance, neglect, abuse, shrinkage, blockages, or wilful damage.</p> <p>From year 3, you should contact your warranty provider directly regarding your property as they now take responsibility for any structural damage and repairs to your home.</p>	Warranty Provider Leaflet
Water Meter	<p>Your water meter can be found either in your front garden or in the footpath close to the boundary of your property.</p> <p>It will be protected by a circular black cover, and there will be a polystyrene frost protector on opening.</p> <p>For any faults, please contact your water provider.</p>	Water Provider
Water Pressure	<p>Water to your baths, showers and sinks is delivered under pressure from the mains water supply.</p> <p>This flow of water is controlled by flow restrictors fitted to your taps which provide a constant flow of water irrespective of the demand or the flow of pressure.</p> <p>If you find your water pressure is too low, please first check there are no partially closed internal stop taps or leaks.</p> <p>If you cannot find a problem, please contact your water supplier who can take pressure and flow measurements to determine the cause of the issue.</p>	Water Provider unless faulty
Water Temperature	<p>The hot water temperature is adjustable using the guidelines set out in the manufacturer's boiler instruction manual, which can be found in your completion box.</p> <p>You will be shown the controls and how to control the room temperature on your Home Demonstration.</p> <p>Please refer to the manufacturer's guidance for further information.</p>	Customer Maintenance

	If your bath water feels lukewarm, please contact us.	Regional Customer Care Team
Wet Wipes	Please refer to Blockages	Customer Responsibility
Window Restrictors	Where fitted window restrictors limit the initial opening to 100mm (this provides protection to small children).	Customer Maintenance unless faulty
Worktops	<p>Take particular care where joints in the worktops are visible with regards to placing heat sources and water, as this can result in damage to the joints which is not covered by your warranty.</p> <p>Worktops can be cleaned with non-abrasive cleaning products.</p>	Customer Maintenance unless faulty

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