

Moving in and enjoying
your new Linden home

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Welcome

This manual provides a step-by-step guide for your new home journey with Linden Homes.

From initial reservation, to final completion, you'll find detailed, informative resources for every stage. Whether it's essential top tips, information on customer service, or just how things work, this will ensure you have the very best start in your new home.





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About Linden Homes

Linden Homes, as part of the Vistry Group, is one of the UK's top five housebuilders, delivering new homes across the country. We build homes in prime locations, striving to create sustainable new developments.

We work with local people to create communities and we're passionate about building the right homes for our customers. As a responsible developer we are focused on providing new opportunities, support for charity projects, engaging with local actions groups and delivering necessary skills. Since 2010, over £132m has been committed to improving the local communities in which we build.

THE TEAM

From the moment you enquire about one of our homes, right through to handover, you will be under the wing of one of our sales consultants, who will be on hand whenever you need any help or advice

about buying your home. They will take you through the whole process, show you what to do and when, and support you until you're ready to move in. Once you're all moved in, our customer service team will contact you and will be there if you need them for help or to report a problem.



Our Customer Charter

At Linden Homes, we're committed to providing you with a first class service. Our Customer Charter, below, sets out how we do this.

- Procedures and systems are in place to meet all the commitments we've made in this charter
- Our team is trained to understand its responsibilities to you the customer and to know exactly what the charter means to you and us
- You will be provided with information to enable you to make an informed decision about buying the property
- Our sales team will be on hand to answer your questions
- There may be choices and options available to you when you buy and we will make sure you are aware of them
- Health and safety advice will be provided to minimise the risk of danger when visiting the development during construction and when living in your new home
- We aim to provide accurate and truthful information in all our marketing and advertising material
- Our contract-of-sale terms and conditions are fair and clearly set out
- You will also have our cancellation policy made clear to you
- Your purchase is covered by the 10 Year Buildmark Warranty and we will provide you with reliable information concerning this and any other guarantees and warranties from which you may benefit
- Your exchange deposit is protected and we'll explain how. We also recommend that you appoint a professional legal adviser to carry out the legal formalities of buying the property and to represent your interests
- Information about the timing, (our best estimate) of construction, legal completion and handover of the property will be provided. Once a completion date is confirmed we will offer you a demonstration of your new home
- Our after-sales and customer service procedures will be explained to you in detail
- There are procedures in place for dealing with customer complaints, including those concerning warranties, and we will cooperate fully with appropriately qualified professional advisers





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moving in!**

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What happens next

We understand that buying a new home can be a confusing time, so to make things run as smoothly as possible, in this section we have highlighted the key milestones during this process, including any meetings you need to be available for.



01 Reservation

Once you've made your reservation, signed a reservation form and paid your reservation fee, we can get everything up and running and we will send you a letter confirming the details.



02 Meet the Builder

You will be invited to a Meet the Builder appointment where you will have the opportunity to meet the team building your home whilst we talk you through all the details of your new home including:

- The purchase terms, including termination rights
- Price and deposit to be paid
- Heating, fittings and finishes
- Plans and layouts
- Covenants and parking arrangements
- Management Companies

This meeting is a chance for you to ask any questions you may have. Overall this session should take no longer than two hours.



03 Legal and financial assistance

To help you manage the legal side, we would advise you to instruct a conveyancing solicitor. If you're not sure where to start looking or need some help, our sales consultants will be happy to give you a list of suggested firms. This can often help the process run more smoothly if the solicitor you use is already familiar with our procedures. Your solicitor should:

- Carry out Land Registry checks on the new home
- Check the contract for your new home, and make sure it includes everything
- Explain the contract and transfer document to you, making you aware of anything important before you sign it
- Organise paying your money to us
- Deal with your mortgage (if you have one) and arrange for funds to be transferred on completion



04 Enhance

Depending on the build stage we're at when you reserve your home, you may be given the opportunity to choose the colours of the tiles, worktops etc.

Enhance is the name of this in-house service which offers you the chance to tailor your new home ready for the day you move in.

The range of potential options will vary depending on the home you have chosen and the stage of build. Our sales consultants will explain all of the choices available to you and the latest possible time for making them.

Depending on the home you have chosen, build stage and availability, your choices could include:

Kitchens

- Worktops
- Cupboards
- Appliance upgrades

Bathrooms

- Choice of tiles for walls and floors

Finishing touches

- Wardrobes
- Carpets
- Variety of flooring options

To avoid any disappointment, and to ensure you receive your preferred options, you will need to provide payment (if applicable) by the specified deadline.

Overall this session should take no longer than one hour.



05 Exchange of contracts

Prior to this, your solicitor will confirm they are satisfied with the details of the purchase and they will have explained the contract and transfer document to you, highlighting anything important or that you need to be aware of before you sign it. They will then advise you to exchange contracts with us. It is at this point you will need to ensure you have a mortgage in place and pay your deposit which will be a fixed percentage of the asking price.

You may also need to start thinking about contacting BT to arrange for your telephone line to be connected.





TOP TIP Please ensure that your mortgage is in place and ready to go for exchange of contracts and that your deposit is ready to be transferred.



06 Home Visit

You may be given the opportunity to come to site and see how the build of your home is progressing. This meeting will give you the chance to see your home taking shape and to be show the hidden quality of your home.

Overall this session should take no longer than two hours.



07 Build progress updates

We know you will want to be kept informed about how the building of your new home is going, which is why you will be kept in touch with regular updates. We will also try to give you a rough idea of when your home might be completing, but please be aware this is just our best estimate and it might change as the build progresses.

We will only be able to give you a definite date once notice to complete has been served in accordance with the contract (this is a fixed notice period in which to legally complete the purchase of your new Linden home).





08 Planning your move

As we're sure you will know, there are many things to think about and sort out before you move house. To help make this a bit easier, we've provided a helpful checklist of some of the most important things to remember in the run up to the big day.

Six weeks to go

- ☐ Contact BT to arrange for your telephone line to be connected

Three weeks to go

- ☐ Get a few quotes from removal companies and ask about extra services like providing packing boxes. Make sure the company you choose is fully insured in case they damage or lose any of your belongings
- ☐ Check that your home contents insurance covers you during your move and at your new address
- ☐ If you have especially big or awkwardly shaped pieces of furniture, make sure to measure them so you will be able to get them into your new home
- ☐ Arrange for your utility accounts to be finalised. Don't forget to register with your new providers at your new address, especially telephone and internet as these can sometimes take several weeks to be connected
- ☐ If you are taking existing appliances with you, book a qualified electrician, gas installer or plumber to disconnect and reinstall them in your new home
- ☐ Start packing up things you won't need until after you have moved. It's a good idea to label boxes so you can identify the contents easily

Two weeks to go

- ☐ Start throwing away anything you don't want anymore from the cupboards, lofts and sheds. Consider donating good quality items to a charity shop if you can and recycle where possible

☐ **Change of address notifications**

Arrange for Royal Mail to redirect your post, you can do this online at

www.royalmail.com. Then consider

telling the following organisations (if applicable) that you are moving.

It is also a good idea to take a look at **www.iammoving.com** – you can enter your old and new address details just once and the website will update all of the companies of your choice at the same time.

- Bank and Building Society
- Catalogues
- Clubs and associations
- Credit card companies
- Doctor and dentist
- DVLA – you can do this online at **www.gov.uk/browse/driving**
- Employers
- Gyms or health clubs
- HM Revenue & Customs – you can do this online at **www.hmrc.gov.uk**
- Internet provider
- Insurance companies
- Local authority's council tax department
- Magazine and newspaper subscriptions
- Mobile phone companies
- National Savings and Premium Bond companies
- Opticians
- Pension providers
- Professional associations and trade unions
- Rental companies

- Satellite TV companies
- Schools and colleges
- Store loyalty cards
- TV Licensing – you can do this online at **www.tvlicensing.co.uk**
- Telephone provider
- Utility suppliers
- Vets

One week to go

- ☐ Double check the arrangements you have made with your removal company
- ☐ Clearly label anything you're leaving behind, and remove anything fixed that you're taking with you
- ☐ Make up a toolkit with things like a screwdriver, pliers, knife, hammer, hooks, fuses, etc. and keep it handy for your move

The day before

- ☐ Finish your packing, except for things like clothes, toiletries, food and drink, etc., that you might need on the day
- ☐ Keep some cash available just in case
- ☐ Make sure your solicitor is aware of the time of your move, so they can transfer the right funds in time before you go to collect your keys

On the day

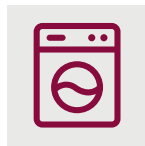
- ☐ Make a note of your gas, water and electricity meter readings
- ☐ Check all storage spaces for anything you might have left behind and lock all your windows and doors
- ☐ Check that you have received all the keys to your new home. As they are brand new, labelling may make them easier to identify



09 Notice to complete

Our solicitor will provide your solicitor with the notice of legal completion according to the contract. Legal completion takes place when the completion monies have been received by our solicitor.

Please note we are unable to hand over the keys until our solicitor has confirmed the completion monies have been received.



10 New home demonstration

Once the notice to complete has been served, you will be invited to a new home demonstration, which is ideally held a few days before final handover as this ensures a smooth move into your new home.

Your site manager or sales consultant will meet you, take you to your new home and run through all its facilities and functions, to ensure you're familiar with them. These will typically include:

- Hot water, heating and kitchen appliances
- How to ventilate your new Linden home
- Servicing and maintenance

There may be works on the development that still need to be completed when you move in. This could include things like roads, footpaths, landscaping, children's play areas, etc. Our sales consultants will let you know the arrangements to finish these. More information about living on a live development can be found on page 24.



11 Legal completion and handover

The day you have been waiting for! Once monies have been received by our solicitor the transfer will be completed and you will now become the legal homeowner.

Our sales consultant will meet you at your new home to hand over your new keys, take your meter readings and ask you to sign a move-in form to signify the handover of the home.

Congratulations, you can begin moving in!



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How we build

Linden Homes is committed to building new homes to maximise energy efficiency and minimise any other environmental impacts of the construction.

01

Wherever possible we source our bricks from the UK.

02

Every piece of timber in your house is sustainably sourced timber. This means that new trees are planted to replace those cut down.

03

The blocks we use to build your home are the most energy efficient available and 80% of material within the blocks is recycled – this saves heat loss from our homes and thus reduces CO2 emissions.

10

All of our toilets have a modern dual flush facility to conserve water usage.

04

Most of our homes come with smart meters. These have the capacity to automatically send readings to your energy provider.

09

We only use composite front doors which are insulated to lessen heat loss from our homes.

05

Our insulation process includes blowing insulation into cavity walls, which means our homes are better insulated with less air gaps. It's also more environmentally friendly as there is no wasted material.

08


Wherever possible the appliances fitted in our homes are 'A Rated' or higher for energy performance.

07

Linden Homes has won awards for Best Sustainable Developer four years in a row.

06

All of our floor joists are made in the UK using a carbon negative process and sustainably sourced timber.



Did you know?

SITE SAFETY

If you need to visit site, your sales consultant will arrange a convenient date and time for you to visit. Your safety is of paramount importance to us and regardless of whether our building sites are busy or quiet, they are dangerous places.

We insist you are accompanied at all times by a member of our sales team, so always

report on arrival as there may be a limit as to how far you can go on site.

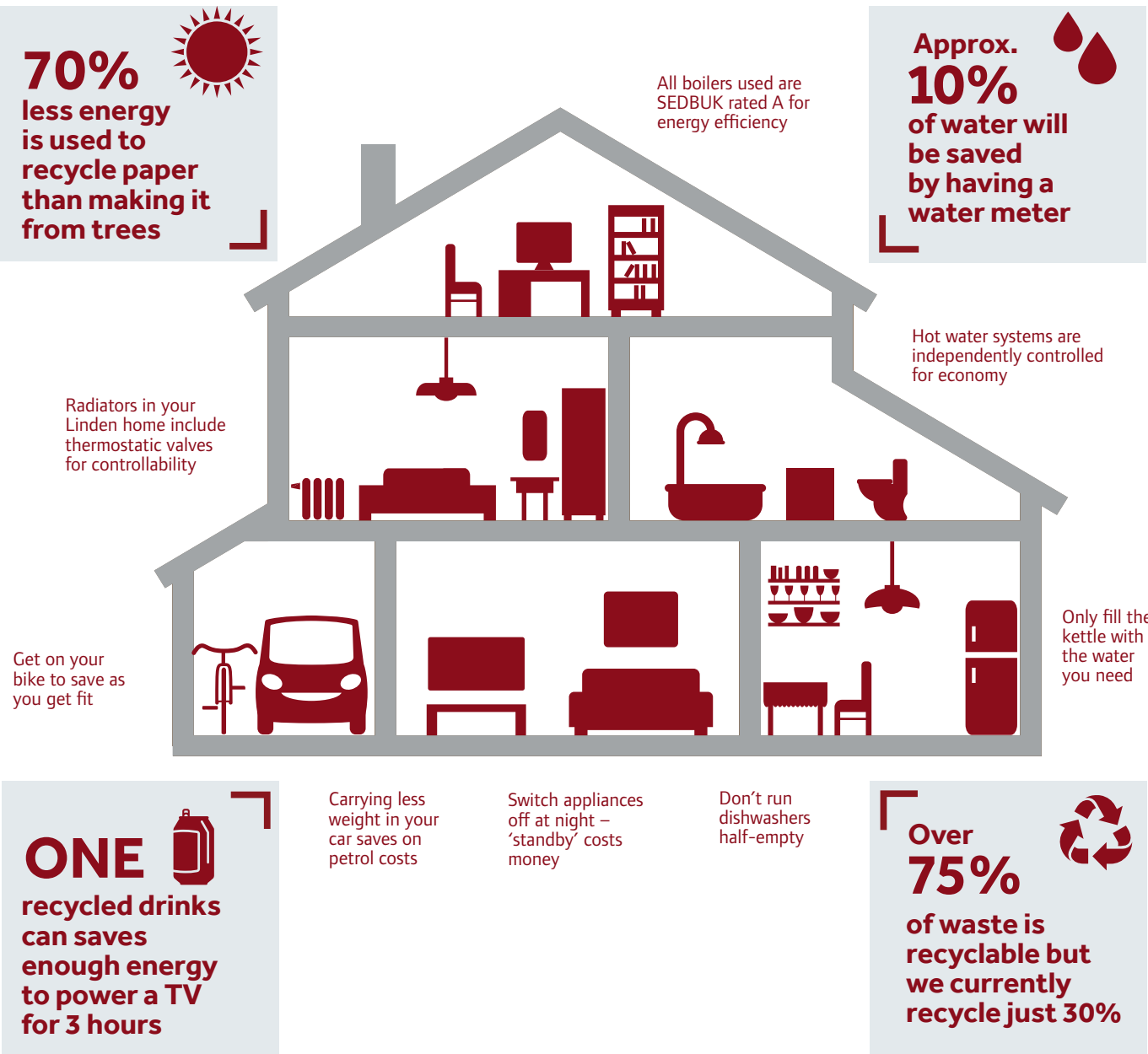
We will provide you with all protective equipment for your site visit. Here are a few common sense rules to follow and typical hazards to look out for:

- Wear the protective equipment we provide you with

- Always stay with the Linden Homes staff member who is showing you around – don't go anywhere on your own
- Be careful of things that could be dangerous, like trenches, falling items, machinery, scaffolding and piles of bricks
- Never go on site outside daylight hours
- Under 16-year-olds not permitted.

Helping you save

We care about the environment as much as you do, wishing to safeguard the sustainability of our planet for today and for the future. Energy efficiency can also make a huge difference to your household bills, so we've put in place a number of features to help you on your way.



LINDEN HOMES SUSTAINABILITY



Using local suppliers and tradesmen reduces energy costs and carbon emission



No rainforest products are used in constructing Linden homes



All waste building materials on site are recycled

10 year Buildmark warranty and Consumer Code

Linden Homes always designs and builds in accordance with building regulations. We are NHBC registered and also work with other recognised warranty providers, making sure we meet everyone's exacting standards, encouraging inspection at key stages to ensure our compliance.

10 YEAR BUILDMARK WARRANTY

Our Buildmark warranty providers have a wealth of experience and are leading independent regulators and standards setters for the new homes industry. Their standards are kept updated and supported by Good Practice Guidance Notes which are sent to us periodically and with which we comply.

Their objective is to reduce the likelihood of defects in new build homes, by working with us to promote good practice and the use of appropriate materials.

It is in their interest to eliminate defects as they provide us with the Buildmark warranty which we pass to you. You in turn may pass this on to whoever buys your home, should you sell it during the period of the Buildmark warranty.

Buildmark warranty covers the following:

- Before the property is completed you are protected against our insolvency
- For the first two years after completion you are covered against physical damage to the home caused as a result of any failure on our part to meet agreed standards
- For years three to 10 you will be provided with direct insurance cover for the full cost (if more than £750) of physical damage caused to the home by a defect in the structure of the building

Your solicitor will have received the Buildmark warranty proposal which must be completed by your solicitor and returned to the warranty provider with your details in order for the warranty to take effect.

Upon legal completion we will provide you with information on how to proceed if you have any problems with your new home.

CONSUMER CODE FOR HOME BUILDERS

The Consumer Code for Homebuilders, which came into effect in April 2010, is an industry-led code of conduct for home builders. It was developed to make the home buying process fairer and more transparent for purchasers.

The Code gives protection and rights to purchasers of new homes, ensuring that all new home buyers are treated fairly and are always fully informed about their purchase. It reinforces best practice among home builders to make sure the level of information and customer service provided is consistently high.

Linden Homes is proud to comply fully with the Consumer Code for Home Builders. If you need more information or would like details on the exact requirements of the Code, you can visit www.consumercodeforhomebuilders.com or speak to your sales consultant. A copy of the Code will be available in the marketing suite.



CONSUMER
CODE FOR
HOME BUILDERS

www.consumercode.co.uk





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Moving in

Even after you’ve moved in, we will still be on hand in case you need anything – we want to make sure everything is right in your new home. Our customer service team will get in touch shortly after you have moved in to see how you have settled in and answer any questions you may have.

Once you have received the keys to your new home we'll let the utility companies know that we are no longer the owner of the property. At this point we will supply you with meter readings to enable you to register with them as the new owner of the property. For data protection reasons this is something that must be done by you as the property owner.

While we definitely aim to get everything right first time, occasionally something may be missed. If you happen to spot something once you’ve moved in, please let us know and we will aim to deal with it within 28 days, subject to any materials we need being available. Please note that this does not cover damage caused during your move, or through normal wear and tear.

FITTING FLOOR FINISHES

We've left a gap between the bottom of internal doors and the floor, this is so that all doors close easily and do not drag across your flooring. If we're fitting your flooring then all doors will be automatically 'shaved' to ensure the correct gap. However, if you are purchasing flooring yourself you will need to pay a carpenter/floor fitter to do this for you. You might also need to do this if you're changing the flooring.

Under building regulations you must ensure that a 10mm gap is left between internal doors and floor finishes. This enables air to circulate between rooms efficiently.

A maximum of 6mm should be trimmed off fire doors, as this could affect their ability to stop a fire from spreading.

TELEPHONE SERVICES

There are so many telephone service suppliers out there all offering different packages. That's why we've left this to you to organise so that you get the service that suits your needs best.

In our experience it's probably best you start organising this several weeks before you are due to move in so that you are up and running shortly after your move.

You will need to contact BT initially to arrange for your telephone line to be connected. This is irrespective of who your chosen supplier will be.

It's also best to clarify exactly what your supplier will do as they can sometimes charge to connect extension/slave sockets.



TOP TIP *It's a good idea to start researching your phone and utility suppliers before you move, so you're ready to confirm meter readings, schedule appointments and get connected as quickly as possible.*



Living on a live development

You may be one of the first people moving onto your development, so we might still be building other homes. Unfortunately, noise and dust are inevitable parts of the construction process. We will work hard to keep disruption to an absolute minimum, where possible, and thank you for your patience and understanding.

Please take extra care when you're driving and walking around the development. The final finish to roads and paths is one of the last things we do, which means that drains and manhole covers might be higher than usual. Construction vehicles could also be moving around and we might have to temporarily change the road and pavement at certain points, so please follow any signs displayed.

We also suggest you keep an extra eye on any pets that are allowed outdoors – construction sites are full of places to hide in and we would hate for them to get stuck anywhere.

It's for everyone's benefit that our construction staff are focused on completing the development on time. If you do have a question, we appreciate that it seems quicker and easier to talk to

someone on the development, but please try not to distract our site staff. Instead, do call our customer service team – the team is there to help you settle in and answer any of your questions.

Please also be aware that while we will make every effort to have everything done by the time you move in, we might still have small jobs to complete, like laying turf if the weather hasn't been suitable.

Thanks again for bearing with us.



Customer service

Your new home is covered by a 10-year warranty provided by NHBC or another recognised warranty provider. During the first two years of this warranty, Linden Homes, as the developer, is liable to put right any defect that may occur as a result of failure in workmanship or materials.

Accordingly, for two years following completion, any customer service request you may have, routine or emergency, should be reported to the customer service team who will be available to offer assistance or advice on all queries Monday – Thursday 9.00am to 4.30pm and Friday 9.00am to 3.30pm.

In the unfortunate event that you suffer a home emergency outside of these hours you will be provided with contact details of our dedicated team who will be able to assist. An example of an emergency would be a total loss of electrical power, loss of heating, a drain blockage or a major water leak. Please be aware that if you call us in an emergency and your situation does not fit one of the categories, we reserve the right to charge you for the callout.

REPAIR TIMES

Repair times will depend on the severity of the problem and the availability of parts. Non-emergency issues will generally be resolved within 28 days of reporting.

In the event of an emergency, we will respond within 24 hours. Most issues can be resolved in this time, although on occasions we may have to make temporary repairs and arrange to return to complete the works.

Please note that Linden Homes reserves the right not to accept liability for any failure we consider to be the result of wear and tear, or deterioration caused by neglect, or a failure to carry out normal maintenance.

CUSTOMER SATISFACTION SURVEY

Feedback from our customers is important to us. We want to make sure that everyone is completely satisfied with the way we've managed the process of building and selling new homes. Our wish, too, is that each new Linden home will meet or, better still, exceed expectations. If there is anything we have done or neglected to do which has caused concern or upset, we'd like to know about it so that we can improve our practice in the future.

NHBC, on behalf of the House Building Federation, sends out a survey to all new home owners eight weeks after legal completion. Please take the time to fill it in. We take your responses seriously and will incorporate everything we learn into the way we work and into our staff training.

We would like to thank you in advance for taking the time.



TOP TIP *Our customer service team is available to offer assistance or advice on all queries Monday – Thursday 9.00am to 4.30pm and Friday 9.00am to 3.30pm*





Settling in

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Settling in

All new houses take a little time to settle down in their new location – just as you probably take a while to feel comfortable once you’ve moved in. House settling should not cause any major issues – at most a few cosmetic ones. We’ve outlined a few things which may happen so you know exactly what to expect.

EXCESS MOISTURE

There is water in practically everything that goes into building a home. While it’s perfectly fine to live in your home when it’s ready, it won’t be completely finished until all this water has worked its way back out and the structure of your home is totally dry. This will probably take around six to 18 months. Although it’s likely you won’t even notice it’s happening, you need to let it run its course to avoid damaging your home.

To allow the water to escape slowly and do as little damage as possible, we recommend keeping your home’s temperature as even as you can. This means keeping thermostats below 20°C, so your home doesn’t heat up too quickly and risk cracking as the moisture escapes.

Once all this moisture has freed itself from the fabric, it needs to get out into the atmosphere so it doesn’t damage your home. For this reason, we suggest you leave your windows open as much as possible, and leave trickle vents open when you go out.

You should also be aware that timber doors have a tendency to move if their moisture content changes. Minor warping that doesn’t affect their operation is not classed as a defect, but we will adjust anything worse for you, after you’ve been in your home for a reasonable amount of time so it’s stabilised.

CONDENSATION

While you might find you have got a bit more condensation in your home than usual while your home is drying out, moisture levels should be perfectly normal once this has finished.

However, please bear in mind that some everyday things you do in your home can cause condensation, such as cooking, washing clothes and having a bath or shower. This can lead to mould growing on walls and ceilings, especially in corners behind wardrobes and other furniture where air can’t easily reach.

If you don’t sort out the problem, it can damage floor coverings, bedding, clothes and paint/wallpaper. Condensation is one of the most common problems in houses of all ages, particularly newly built ones – here are a few simple things you can do to help avoid it:

- Keep your heating on a constant low temperature and don’t let your home go unheated for long periods of time
- Don’t use portable gas heaters, as these produce a lot of water vapour
- Leave as many windows open as you can when you’re in and leave trickle vents open when you go out
- Use the extractor fans in your kitchen and bathrooms
- Leave internal doors and wardrobe doors open so the air can circulate

SHRINKAGE CRACKS

As all the moisture escapes from your home, the building materials are likely to shrink slightly, which could mean small cracks appear in your walls or ceilings.

These cracks are normal and it’s very easy to fill them with an ‘off the shelf’ readily available product once your home has properly dried out. Please remember that Linden Homes is not responsible for repairing them.



TOP TIP *Please read through your lease to understand what you can and cannot do as a lessee in your home to avoid any misunderstanding in the future.*

IF YOUR PROPERTY IS LEASEHOLD

Please make sure you familiarise yourself with your lease – it's very important, as it tells you everything you can and can't do with your home, and what you're required to do as a lessee.

It is important to read the entire thing, but please be especially aware of the points below:

- **Subletting**

Before subletting your home, please refer to your lease manual to check for any permissions required. Please make sure your tenants read this manual too, so that they're familiar with how to clean and maintain everything. Linden Homes won't be responsible if they cause any damage. We strongly suggest you take on a good letting agent to organise the rent and look after tenants

- **Making alterations**

You will need to refer to your lease regarding any written permission from the freeholder before you make any changes to your home's structure.

Please also bear in mind the following:

- Pipes and cables are hidden behind the surfaces of walls and ceilings – be careful when nailing or drilling. We recommend using a detector
- Some walls might also be fire, acoustic or vapour barriers, and damaging them might put you or your neighbours in danger

- **Pets**

Please check your lease to understand whether you require permission from the freeholder to keep pets. Please note that if you're given permission but valid complaints are then received from neighbours, it might be withdrawn

- **Repairs**

It's your responsibility to make sure everything inside your home stays in good condition

- **Television equipment**

Ensure you refer to your lease for regulations on attaching an aerial, satellite dish or similar items to the outside of your home

- **Windows**

Check your lease for any regulations in relation to your windows. This could include restrictions on hanging anything from your windows, like clothes or flags



How things work

There's a lot to think about when you move into a new home, especially if this is your first. Suddenly, you'll have to start dealing with utilities – electricity, gas and water supplies. We've set down a few details which may help you to understand the whys and wherefores – and what to do if something goes wrong.

ELECTRICAL

Your home is connected to the electricity supply via a meter, which as you know, keeps track of how much you're using. This is also connected to your consumer unit, which contains a number of miniature circuit breakers (otherwise known as trip switches) – one for each circuit in your home. These will automatically turn off a circuit if a fault is detected, so if you suddenly lose power to a specific area of your home, this is the first thing you should check. They will have been labelled for you, so identifying the right circuit should be simple.

There are limits on changes you can make to the electrical system in your home – these are laid down in government legislation, specifically Building Regulation Part P – Electrical Safety. Unless a registered installer makes the changes, you need to get approval from your local council before they can be done. For more information, visit www.planningportal.gov.uk

Your home's original electrical system will also need to be inspected within 10 years to check it is still safe and working correctly. Linden Homes cannot be held responsible for any alterations you have made.

You will receive the Electrical Test Certificate for your new home on completion. This gives all the information and technical details about the wiring in your home, so you should keep it in a safe place.



TOP TIP *If you find your electricity, gas or water supply has stopped, before you contact us please ask your neighbours, the site office (if applicable) or your provider to check it's not due to works in the area.*

GAS (IF APPLICABLE)

The gas supply to your home enters through your meter. Please note that the earth-bonded cable fastened to the main pipe should not be removed under any circumstances – it prevents the pipe from becoming electrified.

WATER

Your water supply comes into your home via a stop-tap, which can be used to completely turn off the water to your home if you need to, for instance if you have a leak or if you go on holiday. There's also a stop-tap outside your home – you will be shown where both of these are when you move in.

If you find one of your drainage pipes gets blocked, it is very likely you will be able to solve the problem yourself without needing to call out a professional. There are lots of products that you can buy in supermarkets to dissolve and remove blockages in drainage pipes. Please be sure to follow the manufacturer's safety advice. If the problem is with a sink, you can also unscrew the trap underneath and physically remove the blockage yourself. Remember to put a bowl or container on the floor to catch any water.

Luckily, there are a few small things you can do to avoid blockages like this happening:

- Do not put cooking oil down your sink
- Do not put anything down your toilet that it's not designed for, such as cleaning wipes, nappies, sanitary products, cotton buds or medicines, etc. Please always read the manufacturer's packaging prior to flushing down your toilets
- Pull out any hair that gets trapped in your plugholes, check all wastes as part of your general maintenance

As you would expect, Linden Homes will not pay for a professional to remove blockages that have occurred because our or the manufacturer's guidelines and recommendations have not been followed.



TOP TIP *Please remember to register your boiler to ensure it is covered under the manufacturer's warranty.*

HEATING & HOT WATER

Your system

If you have a gas-fired boiler, this heats water that is circulated through radiators to provide central heating in your home. Cold water from the mains is also heated by the boiler to supply all your hot taps, and stored in a tank until it's needed. Because it comes straight from the mains, you won't have the need for any extra pressure.

Please remember to register your boiler to ensure it is covered under the manufacturer's warranty. Always get it serviced once a year by a Gas Safe registered engineer to make sure it keeps running smoothly and safely, failure to do so will invalidate the manufacturer's warranty and the initial two year warranty cover provided by Linden Homes.

The controls

- **Boiler thermostat**

It might be necessary to set this to a higher temperature during the winter because of the lower temperature of incoming water

- **Radiator thermostats**

Most radiators have thermostats which allow you to have more control over the temperature in individual rooms

- **Cylinder thermostat**

This should be set to no higher than 60°C to prevent scalding

- **Room thermostat**

This is usually wall-mounted in your hall or living room and will switch the heating on and off to keep your home at your chosen setting. Be careful of putting things such as lamps too near to the thermostat – the heat they give off could affect its sensors

- **Programmer**

Your programmer lets you choose the times that your hot water and central heating turn on and off throughout the day. Be aware that after the heating has turned on, it could take up to an hour for you to notice the effect, especially during the winter. The longer your heating is turned off, the longer it will take to warm back up

EPC

In this environment-conscious age, it's useful to know how well your new home uses the energy you're going to be paying for. When you move in, we will give you the Energy Performance Certificate (EPC) for your home, which shows how efficient your home is. Please keep it in a safe place, because you will need it if you sell your home later on.

The certificate gives two ratings:

1. Energy efficient rating

This essentially shows how much energy your home uses in relation to its size and gives it a score out of 100 – 100 being excellent, and 0 being very poor. A higher rating also means lower running costs and less of an impact on your bank balance!

2. Environmental impact (EI) rating

The EI rating is also scored out of 100 and related to how much carbon dioxide (CO₂) your home is expected to produce each year. A higher rating means your home will produce less carbon dioxide emissions and so will have less of an impact on the environment

UTILITIES

Television

TV points have been installed in your home. Don't forget to move your TV licence too – you can do this online at www.tvlicencing.co.uk

Telephone

Telephone points have been fitted in your home. Please note that while your master socket is ready for connection by your chosen supplier, you may be charged to make any further sockets live.

Suppliers

Your sales consultant will supply you with a list of your homes' current suppliers. Of course, you're free to change these to any other company you like once you have moved in. To switch, you will need to provide your MPAN and MPRN numbers which will also be demonstrated by your sales consultant. You can find more information at www.ofgem.gov.uk



Taking care of your new home

It is important to take care of your new home so we have provided you with some cleaning/care advice to help you out. Please note finishings vary so some of the below may not be applicable to your home.

WINDOWS

You can clean windows very easily using warm soapy water; avoid harsh cleaning products. Some of your windows might have easy-clean hinges, which let you clean both sides of the glass from inside your home – this is particularly useful for any windows above ground level.

DOORS

Your external door only needs an occasional wipe down with a cloth and some soapy water to make sure it doesn't get too dirty.

Internal doors are just as easy to maintain, needing nothing more than a wipe once in a while to remove any marks or dust that has settled.

IRONMONGERY

As you would imagine, your door handles, window handles, locks and latches go through a fair bit of wear and tear each day. This is why all the ironmongery in your home, both outside and inside, will have a coat of clear lacquer to protect the metal.

It is worth noting that this coating can be damaged by hard objects, especially jewellery such as rings. We also recommend that you don't use metal polishes to clean your ironmongery – instead, use soapy water and dry with a clean cloth.

REGULAR OILING

So that your home's hinges and handles stay working as well as they should and to avoid any irritating squeaks developing, make sure you oil them regularly.

KITCHEN

Cupboards

Your cupboards are very easy to take care of – just a wipe with a cloth dampened with washing-up liquid solution every so often is enough. Try to avoid getting too much water near the joints – this can cause them to absorb the water and swell up.

If your doors are lacquered, a bit of colour might come off on the cloth the first time you clean them. Don't worry – this is perfectly normal and should stop after one or two cleans.

Worktops

Below are a few simple points to help you look after your worktops and keep them looking good as new:

- Always use a heat proof mat for hot cookware
- Always cut onto a chopping board, never directly onto the worktop's surface
- You can clean your tops very easily with warm, soapy water and dry them with a clean cloth afterwards
- Wipe up any spillage immediately, especially strongly coloured or acidic food and drink

APPLIANCES

Warranties

Please be aware that you might have warranty cards for your appliances to fill in and send back to the manufacturer(s) to validate your warranties. Booking a service or repair under your warranty may not be possible if you have not registered first. You might also be able to do this online or by phone.

Troubleshooting

If you find one of your appliances is not working properly, there are a few simple checks you can do that might mean you don't have to book a repair. It's also a good idea to read through the instruction manual, so you will have a better idea of what to do if something goes wrong.

- Is the power switched on?
- Is the plug in the socket properly?
- Has an MCB (Miniature Circuit Breaker) on the consumer unit tripped?
- Has the fuse blown?
- Is the door shut properly?
- Is a water inlet hose squashed, bent or blocked?
- Is it stuck in programme mode?



TOP TIP Remember to fill in your warranty cards for your appliances to send back to the manufacturer(s) to validate your warranties.

BATHROOM

Before cleaning your baths, showers, sinks and taps, to avoid any damage please make sure the product you're going to use is suitable. It's best to clean all your bathroom fittings regularly, as the longer any dirt or limescale is left to build up, the more difficult it will be to remove. This especially applies to showerheads, which can get completely blocked if limescale is not removed.

Also, you should not use any harsh or coarse cleaning products on your fittings – these can remove part or all of the protective finish and damage the material underneath.

Please avoid putting bleach blocks in your toilet cisterns – these can damage internal parts. Hanging a bleach freshener's block from the bowl, however, won't cause any problems.

If heated rails have been fitted in your bathrooms, please note that they're designed to act like radiators and heat the rest of the room too, so if they're constantly covered with towels, they won't be able to do this effectively.

FLOORS

Depending on which floor you have in your new home, below are some helpful guidance notes on how to keep them in good condition.

Carpets

It's a very good idea to vacuum your carpet frequently to get rid of any dirt or grit, as this can cause wear and discolouration. You should blot small stains as soon as they occur and you can buy a range of products from supermarkets to help remove them completely. For bigger or tougher stains, we suggest that you get advice from a professional carpet cleaner.

Laminate

The best way to look after your laminate flooring is to sweep it with a soft broom frequently to remove dirt and grit which

can scratch the finish. Equally, dragging heavy furniture will also scratch it. You can mop your floor, but wring the mop out as much as you can first, as too much water can seep in and damage the wood.

Karndean

It's best you clean your floor often with Karndean Routine Cleaner by following the instruction on the packaging. Remember to sweep first with a soft broom to get rid of any loose grit. You will find more information on Karndean's website, www.karndean.co.uk

Floating floors

Some of your floors might have a layer of felt, cork or polystyrene insulation underneath, which are known as 'floating floors'. They are designed to give slightly as you walk over them, so please be aware this is not a fault.



Safety in your new home

It is important to be safe in your new home so we have provided you with some safety advice to help you out. Please always seek the help of a professional before attempting anything you are unfamiliar with.

FIRE SAFETY

Detectors

Even though the chances of there being a fire in your home are remote, it's always better to be safe than sorry. We will fit at least one smoke alarm in your home, so that you will always be alerted straight away if there's a fire. The alarm will be powered by the mains, but there will also be a battery as a back-up so it will still work if you have a power cut.

Your smoke alarm is there to save your life, so please don't try and dismantle it or paint over it. It's best to test it around once a week to check it's working – just hold the 'test' button until the alarm sounds. It will also benefit from a vacuum once in a while to get rid of any dust that might have settled on it.

To save the smoke alarm going off every time you cook a meal, a heat detector is installed in your kitchen instead, which will sound an alarm if the temperature of the room rises more drastically than it would if you're just cooking.

Prevention

The smallest thing can sometimes start a fire, so please make sure you take note of these points:

- Make sure your smoke alarm and heat detector are working properly
- Don't overload your plug sockets
- Put out candles or cigarettes properly
- Use a convector heater instead of one with a flame or element
- Be extra careful when cooking with oil
- Don't store things too close to your electrical consumer unit

If there is a fire in your home, make sure you get everyone outside, close doors and windows if you can and call the fire brigade as soon as possible. If there is a fire in a home close to yours you only need to leave if smoke or heat affects your home too.

It's a good idea to think about your escape routes in advance, so you can get to safety easily. Make sure you plan at least one alternative and keep the keys to locked windows within easy reach in case you need to use them to get out.

ELECTRICAL SAFETY

In spite of its obvious usefulness, electricity can be extremely dangerous if it's misused. Although we are sure you're already well aware of this, below are a few pointers to help make sure nothing goes wrong:

- Have a quick check of the plugs on all your appliances – they should have the right fuse and be properly earthed
- Replace any cables that have split – don't just repair them with tape
- Try not to use adaptor plugs – they can be dangerous
- Don't stretch power cables – use an extension lead if you have to
- If you have a power cut or local power emergency then you will need to contact your local/chosen supplier

GAS SAFETY

If you smell gas:

- Don't smoke or light naked flames
- Don't use electrical switches
- Open any doors and windows you can
- Turn your supply off using the stop valve
- Call the National Grid's free 24 hour gas emergency number: 0800 111 999



TOP TIP Invest in a cable detector which you can buy from DIY shops. This will enable you to detect any cables and pipework, you'll find further information in your 'Guide to Your New Home'.

DIY SAFETY

We know you will want to put your stamp on your new home and hang some pictures on the walls, but please be careful – there is an entire network of cables and pipes behind them and it could be disastrous if you accidentally drill through one. We suggest you use a cable detector, which you can buy from DIY shops or larger supermarkets. We generally use plastic pipes, and therefore fit metal tracing stripes to them. These will help any pipework to show up on a cable detector and you'll find further information in your 'Guide to Your New Home'.

Generally, when doing DIY it's worth making sure none of your tools are damaged and you're using any safety equipment you need to, like a dust mask and eye protection.



HEALTH AND SAFETY FILE

Under the Construction (Design and Management) Regulations 2007, we have to provide you with health and safety information relating to your new home so future construction projects can be carried out safely.

This is available to view at our regional office if you need to.

SECURITY

As you will know, your home is especially vulnerable when you're away from it for longer periods, so please bear in mind the following points:

- Don't leave small, valuable items, like car keys, mobile phones or tablets, where they can be seen
- It's also a good idea to make sure you've photographed and added your details to valuable items so they can be traced if they are ever stolen. You can do this using a marker pen, or an 'invisible' pen that only shows up under a special type of lamp. You can also make a note of their serial numbers, which are unique to each item
- Finally, make sure all your belongings are insured against fire and theft, so you're not left out of pocket if the worst does happen

You might like to look at the following website for some more information:

www.securedbydesign.com

Customer Complaints Policy

In the unlikely event that you are dissatisfied with any aspect of the service you have received from us, or have specific concerns relating to your home, we would request that you refer to the following procedure.

1. IF YOU HAVE A COMPLAINT

If you have a complaint, then in the first instance you should contact the regional Customer Service team.

If you are a customer who is yet to complete on the purchase of your new home, any queries should be directed to our sales teams at the appropriate development.

All complaints will be acknowledged **within 4 days**. **Within 10 days** of receipt, our team will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

Within 28 days a complaint assessment and full response will be provided.

We aim to resolve all complaints at step 1. However, we acknowledge that this may not always be possible.

We kindly request that if you remain unsatisfied with the outcome, that you inform us within 5 days so that we can escalate your complaint.

Please **CLICK HERE** to see a list of all the regional offices and the relevant email addresses. Alternatively, this information can be found in your online account at **mynewlindenhome.co.uk**

When contacting us, please provide us with your full contact details and as much information as possible. This will ensure that we are able to respond to you quickly and fairly.



2. WHAT IF I AM NOT SATISFIED?

If you are still not satisfied then you should ask for your complaint to be referred to, or directly contact, the regional Sales or Customer Service Director depending on whether the complaint relates to a matter pre-completion or post-completion. They will acknowledge all complaints **within 4 days** of escalation. **Within 14 days** of escalation, they will either reply fully or advise you of the steps they are taking and give a date by which they will be able to respond in full.

3. WHAT HAPPENS IF THE DIRECTOR CANNOT RESOLVE THE MATTER?

If the regional Sales or Customer Service Director is unable to resolve matters to your satisfaction, then you should escalate this further to the regional Managing Director (based at the regional office that you have been dealing with). They will review your complaint and determine the best course of action, acknowledging the complaint escalation **within 4 days** and responding in full **within 10 days** of escalation.

WHAT HAPPENS IF WE ARE UNABLE TO RESOLVE YOUR COMPLAINT THROUGH THESE 3 STEPS?

We will always do our best to deal with our customers in a fair and responsible manner. If, however, after going through the steps outlined above, you are still unhappy with our response, you may wish to refer to your Home Warranty provider (NHBC) under their claims and dispute resolution service. The NHBC will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside the NHBC warranty dispute resolution scheme, offer you the opportunity to refer your complaint to the Independent Disputes Resolution. Full details of this scheme and its provider are part of the Consumer Code for Home Builders document given to you at reservation.

Full details of this Code can also be found by visiting: **www.consumercode.co.uk**

If you would like further details of the NHBC resolution services please visit: **www.nhbc.co.uk/homeowners** or call **0844 633 1000**





Useful information

- 42** Useful contacts
- 43** Utilities information
- 44** Appliances information
- 46** Homebuying terms



Useful contacts

Here are some contact details you may find useful.

Linden Homes

For a list of our regional offices, please visit
📧 lindenhomes.co.uk/contact

NHBC

📞 0800 035 6422
🌐 www.nhbc.co.uk

Consumer Code for Homebuilders

🌐 consumercodeforhomebuilders.com

Address

📧 Your new address is

Development office

📞 Telephone:

@ Email:

Customer services

📞 Telephone:

@ Email:



Utilities information

Electricity

Supplier:

 Telephone:

 Website:

MPAN:

Meter Reading:

Date Recorded:

Consumer Unit Location:

Gas

Supplier:

 Telephone:

 Website:

MPRN:

Meter Reading:

Date Recorded:

Water

Supplier:

 Telephone:

 Website:

Meter Reading:

Date Recorded:

Stop-tap Location:

Appliances information

All the instructions and warranties regarding your home will be found in your warranty box which will be given to you on the day of legal completion. Please read them carefully, especially any instructions regarding their operation.

For your convenience we would recommend that you record all your appliance details below for future reference. This information can be found on the information label inside the appliance. We would recommend that you complete any specific warranty documentation provided with your appliances.



WASHING MACHINE

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:



DISHWASHER

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:



FRIDGE

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:



OVEN

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:



FREEZER

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:

OTHER

Make:

Model:

Serial Number:

Warranty Expires:

Parts Cover:

Additional Information:

Homebuying terms

If you've not bought a property before, some of the terms used might be unfamiliar to you. We've explained the most common ones below, but if you need any more help, please get in touch with us or your solicitor.

Building warranty

An insurance-backed building warranty on your new home.

CHAPS

(Clearing House Automated Payment System) . An electronic, bank to bank payment system that guarantees same business day payment provided the funds are released before 3pm.

Charge

An entry in the Land Registry title that shows that the property has been used as collateral for a loan, e.g. mortgage.

Collateral/Security

An insurance policy or property pledged as a guarantee of repayment of a loan.

Completion

When a transfer of property from vendor to purchaser takes place and in exchange for the balance of the purchase price, the necessary documents are handed over. This is the point at which ownership is transferred to the purchaser.

Conveyance

The deed which in the event of a freehold property having unregistered title, transfers ownership of said title to the purchaser. If the property is leasehold, the deed remains the same but is called an assignment. The title is then registered and the deed is called a Transfer.

Enquiries before contract

Prior to the purchaser's solicitor allowing the purchaser to sign a contract, either party is fully entitled to ask a collection of detailed questions regarding many aspects of the prospective property for purchase and the vendor or his solicitor is requested to answer these fully before any contracts may be signed. These may also be called Preliminary Enquiries.

Exchange of contracts

The contracts become legally binding at the stage in the transfer of a property when the signed parts of both the purchaser's and the vendor's contracts are exchanged.

Freehold

The outright and absolute ownership of land and any property which stands on it.

Ground rent

A payment made at specific times as required under the terms of the lease.

Land Registry

An official government office which registers and maintains all details of land ownership and any changes relating to that ownership.

Land Registry fee

A fee related to the value of the property being purchased for registering the ownership of the property in a new owner's name.

Lease

Document recording the terms of ownership of a leasehold dwelling.

Leasehold

Where a property is built on land owned by a person or organisation other than the owner of the property on the land. The leaseholder will have occupational rights for a fixed term in accordance with the conditions contained within the lease.

Lessor

The person or organisation who authorises and grants a lease.

Local authority search

A search commissioned by your solicitor to determine any entries recorded against your new property, such as proposed road or traffic schemes.

Managing agent

Linden Homes appoints a professional Managing Agent to administer the service charges required to run any common services and ensure that you're charged a reasonable sum for the services provided. Their aim is to ensure that both your building and estate areas (if applicable) are managed to a high standard and at a reasonable cost. Provision of services is structured within the terms of the lease.

Mortgage

Also called a legal charge. A legal document which pledges freehold or leasehold property as security for a loan. If the mortgage payments aren't paid in full on the due date, it gives the lender (such as the bank or building society) well-defined rights to the property, including the power to sell it if the lender so wishes. In accordance with the agreed terms of the mortgage, when the loan advanced is repaid with all due interest, these rights are completely cancelled.

Mortgagee

Any person or organisation that lends money for a mortgage, e.g. a building society, insurance company, bank or private individual.

Mortgage Interest

In return for the loan that has been advanced on a property by the lender, you'll pay a certain sum in interest. The rate of this interest can be affected by economic conditions prevailing at any given time and the general financial state of the lender. This will therefore lead to a fluctuation of rate unless you have a 'fixed rate' mortgage.

Mortgagor

This simply means the borrower, i.e. you.

Mortgage protection policy

An insurance policy taken out against a mortgage, which ensures that, in the event of your death or sickness, the full outstanding amount of the loan will be paid off. It's also possible to take out a similar policy, which ensures that in the event of the borrower's redundancy, the mortgage repayments are met for a fixed period.

Mortgage term

When a mortgage is arranged it'll be for a fixed time period.

Principal

Also known as capital sum, meaning the amount of the loan on which interest is calculated over the mortgage term.

Redemption

The mortgage is finished when the final payment is made by the borrower. In the event of a mortgage being repaid earlier than the agreed fixed term, some organisations make a specific charge called an early redemption fee. If applied, this fee will vary, depending on the lender's terms.

Searches

Questions asked by solicitors on behalf of a potential purchaser of various bodies, e.g. Local Authority or Environment Agency, about a property and the land on which it's built.

Stamp duty land tax

This is a government levy and payable by the purchaser on the property. When the stamp duty land tax has been paid, an official embossed stamp will be placed on the document of sale. Payment is based on the purchase price of the property and is on a sliding scale. For further information please visit the government's website, www.direct.gov.uk. Stamp duty is levied (but at a lower rate) on some mortgage deeds and some insurance policies.

Survey

Action carried out by way of inspection of a property by an independent surveyor, usually on behalf of the person intending to purchase the property or financial body.

Title

Legal documents confirming your entitlement to ownership of a property.

Valuation report

A professional assessment of the value of the property as it stands at the time of inspection for mortgage purposes, made by a person nominated by the organisation that has received the mortgage application.

Vendor

Either an individual, company or organisation that owns a property and wishes to sell it.

