



A - Z Quick Guide

	To Do	Contact
AfterBuild	<p>Our Out of Hours Emergency contractor during your defect warranty period.</p> <p>Failure of the heating or hot water system</p> <ul style="list-style-type: none"> • Uncontainable water leak • Complete failure of electrics • Threat of flooding caused by blocked drains • Loss of security to entrance doors <ul style="list-style-type: none"> • Monday – Friday 5pm – 8:30am • Anytime Saturday and Sunday • Bank Holidays 	0330 124 2788
Aftercare/Defects	<p>To report a defect, please call or email Customer Care.</p> <p>When emailing, please provide photos of the problem so we have a better understanding of the issue.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
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>	Complete the paperwork provided, register online, or call the manufacturer to register warranty
Bins	Please contact your local council to arrange delivery of.	Local Council
Blending Valve	<p>A blending valve is fitted to all baths as a safety precaution, and it restricts the temperature of the hot water to prevent scalding.</p> <p>We are unable to remove this as it's a Building Regulation, but we can arrange for it to be adjusted to the maximum temperature if needed.</p> <p>If you notice your bath water is running a bit lukewarm, please let us know and we can instruct our plumbers to attend.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
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.</p> <p>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>	<p>Customer Responsibility in first instance</p> <p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
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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>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</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.</p> <p>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>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</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 us and we can confirm for you.</p>	<p>Check on Land Registry and Title Deeds</p>
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.</p> <p>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>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p> <p>NHBC</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>	<p>Customer Maintenance unless faulty - Hoover and test regularly.</p>
Complaints	<p>We hope you don't encounter any problems with our service, but we do acknowledge sometimes things go wrong.</p> <p>We welcome all feedback and complaints so please send us your formal complaint in writing to our email address or please visit our website</p> <p>https://www.orbitcustomerhub.org.uk/contact-us/complaints/</p>	<p>Customercare.south@orbit.org.uk</p>

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<p>Complaints Procedure</p>	<p>Our complaints process is set out below;</p> <ol style="list-style-type: none"> 1. Investigation <p>Your complaint will be acknowledged within 5-days of its receipt. We will investigate and respond within 10-working days. In the event this may take longer, we will let you know within the same period.</p> <p>We will also ensure that we write to you again with 30-days of receipt of your complaint to update you or confirm our response.</p> <ol style="list-style-type: none"> 2. Review <p>If you are not satisfied with our response received following our investigation, then this will be reviewed by a senior manager who has not been involved in the initial investigation and will be approved by a Head of Service/Director.</p> <p>You can choose to escalate your complaint to the New Homes Ombudsman Service after receiving our final response, or after 56-days from when you made your complaint if it is still unresolved.</p>	<p>Customercare.south@orbit.org.uk</p>
<p>Condensation</p>	<p>Condensation is not a defect item as it is caused by humidity and poor ventilation. To prevent, we recommend:</p> <ul style="list-style-type: none"> • Using the extractor fans installed when bathing or showering • Opening windows to expel excess moisture • Keep trickle vents open • Make use of the cooker hood extractor fan when cooking to help reduce moisture levels (where applicable) <p>Dry washed clothes outside, but if you are drying clothes indoors, make sure the door of the room is closed with the window open, and with the extractor fan on if drying in the bathroom.</p>	<p>Customer Maintenance</p>
<p>Conservatory</p>	<p>Although certain work and extensions can be completed under the terms of a "Permitted Development", you will still require Building Control and Orbit Homes' permission.</p> <p>We require the below additional information prior to approval;</p> <ol style="list-style-type: none"> 1.) All details of the proposal and location i.e. scaled plans and elevations 2.) Approvals from any 3rd party i.e. Neighbours (if required) 3.) Approvals from the local Planning Authority (if required) 4.) Understanding and confirmation in writing that liability lies with yourselves and your architect, engineer, or builder 5.) Bacs payment to Orbit Homes 2020 Ltd for the amount of £120 (£100 + vat) - we are unable to accept cheque or phone payments. <p>Please note, we will not provide this paperwork retrospectively.</p>	<p>Please email us and mark FAO Technical Dept.</p> <p>Customercare.south@orbit.org.uk</p>

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Covenants	<p>Our homes and developments are subject to restrictive covenants which determine what a freeholder or leaseholder can or cannot do with their property or within the neighbourhood.</p> <p>These can include not building a conservatory without our written permission, running a business from home, or parking a caravan or boat to the front of the property.</p> <p>If any breach affects Orbit Homes directly, we will challenge this and once your development is finished, responsibility then falls to residents to act as they think appropriate.</p> <p>On developments involving a management company, residents may instruct the management company to challenge any breach on their behalf.</p> <p>Please consult your solicitor at the time of purchase to clarify covenant restrictions.</p>	Your Solicitor at time of purchase
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>Please be aware we cannot promise prevention but if the creaking is excessive, we will certainly do our best to resolve.</p>	Customer to monitor. 0800 145 6838 Customercare.south@orbit.org.uk
CML	<p>CML stands for "Certificate of Mortgage Lenders".</p> <p>It is more commonly known as the Benchmark Certificate on plots built under NHBC and refers to the official warranty provider sign-off the property is compliant, and a mortgage can be applied.</p>	Your Solicitor at time of purchase
Cosmetic Repair	Under the builder defects warranty, not all defect items require replacement and can undergo a cosmetic repair.	Warranty Provider
Cut keys	<p>If you find a cut key will not work in your lock, you will need to return to the locksmith who cut and arrange for them rectify.</p> <p>If the lock works with the keys provided to you at handover, the new cut key will be the problem.</p>	Customer Maintenance
Damages	<p>You must report any physical damage to your property on your Home Demonstration, and at Handover (day of legal completion).</p> <p>We will not accept any damages as defect items once you have taken ownership of the property, unless it can be evidenced Orbit Homes caused.</p> <p>Should you knowingly report any damages as false defects, please be advised we will seek to reclaim the cost of any associated visits from you, and your warranty will be void.</p>	Customer Responsibility

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Defect	<p>A defect is faulty workmanship or materials.</p> <p>Your warranty does not cover; general wear and tear, alterations, poor maintenance, neglect, abuse, shrinkage, blockages, or wilful damage.</p> <p>Should you knowingly report any false defects, please be advised we will seek to reclaim the cost of any associated visits from you, and your warranty will be void.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Defect	<p>A defect is faulty workmanship or materials.</p> <p>Your warranty does not cover; general wear and tear, alterations, poor maintenance, neglect, abuse, shrinkage, blockages, or wilful damage.</p> <p>Should you knowingly report any false defects, please be advised we will seek to reclaim the cost of any associated visits from you, and your warranty will be void.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Doors Sticking	<p>Before reporting a door sticking, please refer to the below.</p> <ul style="list-style-type: none"> • Is the weather hot? • Your internal doors are wooden and will swell in warm and hot weather conditions, and contract in cooler and colder weather. • 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. • If we attended to plane the door during a heatwave, you might end up with large gaps in the frame. • Are you hanging anything off the door? • You may opt to hang personal items, clothing, or towels via hooks on the back of the door, or with over-door hooks and hangers. • If you overfill these, the additional weight can pull at the hinges causing the door to drop, bow or bend, and this isn't covered under your warranty. 	<p>Customer Responsibility unless result of defect</p>
Door Scuffing	<p>Before reporting a door scuffing on the floor, please refer to the below.</p> <ul style="list-style-type: none"> • Did you install your own floors? • If so, please contact the flooring contractor you commissioned to install, as they will need to return to sufficiently plane down the bottom of the door to allow for your flooring choices. • If Orbit Homes installed any underlay and carpets, please contact us. 	<p>Customer Responsibility unless result of defect</p>

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Drainage	<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>Customer Responsibility in first instance</p> <p>0800 145 6838</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.</p> <p>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>	Customercare.south@orbit.org.uk
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>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Electricity Box	<p>Your electricity box can be found externally to the front of your property in a white cabinet and is usually marked with a lightning bolt in a circle.</p> <p>For any faults, please contact your electricity provider.</p>	<p>Electricity provider</p>
Emergency	<p>If you encounter any of the below;</p> <ul style="list-style-type: none"> • 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, <p>within normal working hours, Monday-Friday 8:30am – 5pm, please contact Customer Care directly;</p> <p>outside of our normal working hours, Monday Friday 5pm – 8:30am / Weekends / Bank Holidays, please contact After Build directly.</p>	<p>Monday-Friday 8:30am – 5pm</p> <p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p> <p>Monday Friday 5pm – 8:30am / Weekends / Bank Holidays</p> <p>0330 124 2788</p>

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<p>Extension</p>	<p>Although certain work and extensions can be completed under the terms of a “Permitted Development”, you will still require Building Control and Orbit Homes’ permission.</p> <p>We require the below additional information prior to approval.</p> <ol style="list-style-type: none"> 1.) All details of the proposal and location i.e., scaled plans and elevations. 2.) Approvals from any 3rd party i.e., Neighbours (if required) 3.) Approvals from the local Planning Authority (if required) 4.) Understanding and confirmation in writing that liability lies with yourselves and your architect, engineer or builder. 5.) Bacs payment to Orbit Homes 2020 Ltd for £120 (£100 + vat) - we are unable to accept cheque or phone payments. <p>Please note, we will not provide this paperwork retrospectively.</p>	<p>Please email us and mark FAO Technical Dept.</p> <p>Customercare.south@orbit.org.uk</p>
<p>External Tap</p>	<p>Your property may benefit from an external tap which will be installed near 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>
<p>Extractor Fans</p>	<p>A humidi-stat fan which constantly runs has been installed to your bathroom, ensuite and cloakroom (where applicable).</p> <p>When the light is switched on the system will boost, then return to trickle mode once the moisture levels have reduced (this can also be after the light has been turned off).</p> <p>Ideally this should not be turned off from the main isolator switch as the fan will kick-in when it senses humidity or condensation.</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.</p> <p>This shouldn’t be excessive, but please let us know if you do encounter this and we will instruct our electricians to attend to check the ducting.</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>Customer Maintenance unless faulty</p>

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Fence Panels	<p>Your fence is a natural product and needs protection from the suns UV rays in the summer and freezing/snow in winter.</p> <p>Your fence/gate should be treated annually to ensure maximum protection.</p> <p>Failure to do so will result in void warranty of your fence/gate.</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.</p> <p>Placing protective materials under legs on furniture may help prevent damage.</p> <p>Please note shoes with stiletto heels, metal heels, steel toecaps and stones trapped in shoes may also damage these floors.</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
Floor Coverings (Carpets/Vinyl's)	<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>	0800 145 6838 Customercare.south@orbit.org.uk
Flow Restrictors	<p>The 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

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<p>Front Door</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 let us know and we will attend to adjust.</p>	<p>Customer Maintenance unless faulty</p>
<p>Frost Protection</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 Responsibility</p>
<p>Fuse Box</p>	<p>How to check the MCB or RCBO (fuse box)</p> <ul style="list-style-type: none"> • MCB – miniature circuit breaker • RCBO – residual current circuit breaker with overcurrent protection <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>Customer Maintenance</p>
<p>Glazing</p>	<p>You should inspect your windows annually, wash surfaces with warm water and liquid detergent and ensure moving parts are kept clean and ideally free of grit and dirt.</p> <p>We recommend applying a lubricant spray to all moving parts annually (WD40 is fine to use, but it is paraffin based so will dry out after a while).</p> <p>We cannot cover cracked units as a result of damage, you will need to claim under your home insurance for this, but if the unit is faulty we will arrange replacement under your warranty.</p> <p>Please note, FENSA certificates are not required for new build properties.</p>	<p>Water Provider</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>

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Guttering	<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>Should you notice any leaks or loose guttering within the first 6-months of occupation, please let us know and we can instruct our plumbers to attend.</p>	Customer Responsibility
Handles and Hinges	<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>If your external front or rear doors are sticking or have dropped, please first try to adjust using a lubricant spray and the appropriately sized allen key on the hinges.</p> <p>If your doors or windows are sticking in hot spells of weather, this is perfectly normal. The doors will expand in the heat and once the temperature has cooled down the doors 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>	Customer Maintenance
Heating	<p>Please ensure your boiler is serviced every 12-months, including the first 12-months of occupation. You can choose your own Gas Safe registered engineer to attend.</p> <p>If your boiler needs re-pressurising or radiators require bleeding, please consult your user guide.</p>	Customer Maintenance Certified Gas Safe engineer
Homeowner Maintenance	General wear and tear, alterations, poor maintenance, neglect, abuse, shrinkage, blockages, or wilful damage.	Customer Maintenance

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In-House Customer Satisfaction Survey	<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-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>
Japanese Knotweed	<p>Japanese knotweed is not covered under your warranty. Please contact your warranty provider for further information if required.</p>	<p>Customer Responsibility</p>
Keys	<p>A set number of front door, rear door, personnel door, patio door (all where applicable) and window keys will be provided to you on completion.</p> <p>If any keys are lost, it is your responsibility to arrange replacement of. If you force entry causing damage to the door or lock and try to report it as a defect item to us, please be advised we will seek to reclaim any associated costs from you, and your warranty will be void.</p> <p>Should you have any keys cut and these do not work, you will need to refer back to the company who cut the keys for you.</p>	<p>Customer Maintenance</p>
Leak	<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>	<p>0800 145 6838 Customercare.south@orbit.org.uk</p> <p>Boiler manufacturer under warranty</p>
Light Fixtures	<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>

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Local Authorities	Please check with your Local Authority regarding Council Tax, bins and recycling, schools, education, and childcare etc.	Customer Responsibility
Locks	<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 and we will instruct the manufacturer to attend to rectify.</p> <p>If lubricant spray does not resolve and the door cannot be secured at all, please contact us and we will instruct a local locksmith to attend.</p>	<p>Customer Maintenance in the first instance</p> <p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Loft space	<p>This area is not designed to store any materials.</p> <p>The loft space is not designed for storage, boarding or as an area you can walk in.</p> <p>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>	Warranty Provider under your structural warranty
Management Company	<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 our Home Ownership Team who will be able to assist.</p>	HomeOwnership.Services@orbit.org.uk
Mastic	<p>The mastic sealant to your bath/shower tray may become loose after some time in the property.</p> <p>We will cover re-masticing following settlement within the first 3-months, and after this time it becomes customer maintenance.</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>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Minor Works Certificate	<p>This document is required if you decide to change your light fixtures.</p> <p>A qualified electrician must change the fixtures and provide you with a copy of this certificate to maintain your electrical warranty.</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>	Qualified electrician to provide
Neighbourly Disputes	Please note we will not have any involvement regarding neighbourly disputes.	Customer Responsibility

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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>	www.nhqb.org.uk
NHBC	<p>NHBC provide 10-years structural warranty on your home.</p> <p>Years 1 and 2 are the builder defect liability period, where the builder is responsible for rectifying any defects within the property as a result of their failure to comply with NHBC Requirements when building your home.</p> <p>From year 3, you should contact the NHBC directly regarding your property as they now take responsibility for any structural damage and repairs to your home.</p>	<p>Claims@nhbc.co.uk</p> <p>0800 035 6422</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>	
Opening Hours	<p>Our office is open Monday - Friday 8:30am – 5pm</p> <p>We close for Weekends, Bank Holidays and for Christmas.</p> <p>Please refer to AfterBuild for any emergencies during these times.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Oven bulb	If the bulb to the oven blows, you will need to arrange replacement of.	Customer Maintenance

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Paint	<p>Walls – Dulux Matt White Emulsion Ceilings – Dulux Matt White Emulsion Woodwork – Dulux Satin Finish Brilliant White</p> <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>	Customer Maintenance
Parking	<p>You will have been allocated parking spaces when purchasing your new home; allocated spaces include garages.</p> <p>Please ensure you park in your spaces and are considerate of your neighbours if you do have to park on the road or have visitors, and please be mindful of emergency service access to the site.</p> <p>We have no authority over poorly parked or possibly abandoned vehicles, please contact your local police authority regarding any vehicle concerns.</p>	Customer Responsibility Local Police Authority
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 • 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>	0800 145 6838 / Customercare.south@orbit.org.uk

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<p>Power Cut</p>	<p>If you lose power to your home, before contacting us please refer to the below steps;</p> <ul style="list-style-type: none"> • Have you fitted any new appliances or recently plugged something new in? <p>The fault could be with your new electrical product – you can check this by plugging in an alternative electrical product which you know works to see if it's the power supply to the socket or the new product itself.</p> <p>If the socket is working ok with the alternative product, the new product is causing the fault.</p> <p>When an electrical product has a fault, it will cut the power supply to the socket to prevent an electrical fire, so you'll need to return the product where you purchased it.</p> <p>You'll then need to reset the relevant switch on your fuse box to restore power to that socket.</p> <ul style="list-style-type: none"> • Check the age of your product <p>Sometimes older electrical products can cause the issue too. We would recommend you contact the manufacturer under the warranty or an electronic engineer for further assistance.</p> <ul style="list-style-type: none"> • Check your fuse box for any closed switches <p>This will be in either the hallway, cloakroom, or cupboard under the stairs.</p> <p>Any closed switches will be facing downwards.</p> <p>Please also consult your neighbours to see if anyone else has been affected. If they haven't, please contact your electricity provider for them to investigate.</p>	<p>Electricity Provider</p>
<p>Plumbing</p>	<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 • 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>	<p>0800 145 6838 / Customercare.south@orbit.org.uk</p>

	<p>To Do</p>	<p>Contact</p>
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<p>Radiators</p>	<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 defrost mode setting – if you go on holiday during the colder seasons, we recommend you turn the valve to this setting to keep the radiators temperature ticking-over.</p> <p>The main radiator fitted to the hallway, and sometimes to the landing, will not have a TRV fitted. 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>	<p>Customer Maintenance</p>
<p>Render</p>	<p>If you notice any staining to your render the cause will most likely be dust and element build-up.</p> <p>With a little bit of elbow grease, some warm soapy water (washing up liquid is fine) and a soft brush stains can easily be removed.</p> <p>Please be gentle when scrubbing the render finish as this could damage the face of render.</p>	<p>Customer Maintenance</p>
<p>Re-pressurising your boiler</p>	<p>Your boiler has a sealed heating system which is pre-pressurised and will not operate if the pressure falls to less than 0.5 bar.</p> <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 are two types of filling loop to combi boilers;</p> <ul style="list-style-type: none"> • External - a small silver hose will need to be attached. You should attach it during Step 2 and then remove it before turning the boiler back on at Step 6. • Built in – the loop will be one or two valves, usually blue or black in colour. <p>To re-pressurise;</p> <ol style="list-style-type: none"> 1. Ensure the boiler is off and the system is cool 2. Securely attach both ends of the filling loop (if boiler has an external filling loop) 3. Open the valves to allow the cold water to enter the system 4. Close the valves when the pressure gauge reaches 1.5 bar 5. Remove the filling loop (if it isn't a built-in one) 6. Turn the boiler back on and recheck the pressure. <p>Please refer to the manufacturer's guidance for further information.</p>	<p><i>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.</i></p> <p><i>If you request Orbit Homes to instruct a plumber and no defect is suspected, you will be asked to sign a disclaimer confirming you will pay the associated cost of the visit before we can instruct.</i></p> <p>.....</p> <p>Customer Maintenance</p> <p>Boiler Manufacturer</p>

	<p>To Do</p>	<p>Contact</p>
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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>	Your Solicitor at time of purchase
Service Charges	Please contact our Customer Service Centre (CSC) with any Service Charges queries who will be able to assist.	0800 678 1221 / ServiceChargeTeam@orbit.org.uk
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>	Customer Maintenance unless excessive
Shrinkage (Excessive)	<p>Any gaps larger than 4mm, or which you can fit a £1 coin in, are deemed excessive shrinkage and fall under our responsibility to rectify.</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>	0800 145 6838 Customercare.south@orbit.org.uk
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 annually and clean them regularly as per the manufacturer’s guidance.</p>	Customer Maintenance unless faulty - Hoover and test regularly
Snag List	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.	0800 145 6838 Customercare.south@orbit.org.uk
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 and we can arrange repair of.</p> <p>The streetlight column number can be found on a large white label attached to the streetlight and will consist of numbers and letters.</p>	0800 145 6838 Customercare.south@orbit.org.uk

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Stop-valve	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).	Customer Maintenance
Storm Damage	We do not cover any damages as a result of storm damage. Please ensure you have a buildings insurance policy which provides this protection.	Buildings Insurance
Structural Warranty	After the defect's liability period has ended, your warranty provider will directly provide insurance protection to your property. This cover is for structural damage to your property and can include the roof, flues and chimney, external cladding, and external render. Please note, warranty provision is dependent upon the year your property was built and the technical requirements provided by the warranty provider at that time. We recommend you check your own policy documents for specific cover, conditions and exclusions which apply to your home.	Warranty Provider
Taps (Internal)	If you notice a leak to your bathroom/cloakroom tap, please isolate the water using the isolation valve under the basin. If the leak is to the kitchen sink, please isolate the water to the valve under the sink until our plumber can attend. If you are unable to isolate, please contain any water spills with some plastic tubs, pots, or pans.	0800 145 6838 Customercare.south@orbit.org.uk
Tele-communications Setup	Your new home has been setup for internet, and your Sales Consultant will confirm the type of installation on your Home Demonstration. You are free to choose your own network provider, but you will need to apply for connection from the provider directly.	Customer Responsibility
Thermostatic Room Control Panel	This is usually located in the hallway and is battery operated. If your home has been installed with dual-zone control heating, an additional panel will be located in the main bedroom. If you notice the screen becomes blank the battery likely needs changing. We would recommend you change the batteries annually. Please refer to the manufacturer's guidance for further information.	Customer Maintenance unless faulty
Timescales	We aim for general defects to be rectified within 30-days. Where this isn't possible, we will keep you updated weekly as a minimum. Emergency items are prioritised on either a 4-hour or 24-hour timescale.	0800 145 6838 Customercare.south@orbit.org.uk

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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, we recommend you leave these open.</p>	Customer Maintenance
TV Aerial	We do not install TV aerials; please ensure you arrange installation of this.	Customer Responsibility
TV/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 so we can instruct our electrician to attend.</p>	<p>0800 145 6838</p> <p>Customercare.south@orbit.org.uk</p>
Turf	<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 under Turf Care.</p>	Customer Maintenance
Turf Care	<p>Water regularly and do not let the ground dry out</p> <p>Avoid walking over your newly laid turf for at least 3-weeks to prevent creating bumps or uneven areas</p> <p>If you have pets, keeping your lawn well-fed can help the grass cope with wear and tear.</p> <p>A high-quality and pet-friendly lawn treatment application every 6-8 weeks can help, but please do check the product is suitable for your pets first</p> <p>Avoid excessively close mowing as this can weaken the grass – mow with the blade set high</p> <p>Never mow wet or frosty grass as this can damage the turf</p> <p>The presence of mushrooms on a lawn denotes a healthy soil, not poor-quality turf – please collect the mushrooms to prevent the mower squashing or spreading.</p>	Customer Maintenance

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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
Utilities	<p>Your Sales Consultant will confirm your utility providers on your Home Demonstration.</p> <p>You can change these utility providers at any time.</p>	Utility Providers
Warranty	<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>	0800 145 6838 Customercare.south@orbit.org.uk Warranty Provider
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 blue-grey cover, and there will be a polystyrene frost protector on opening.</p> <p>For any faults, please contact your water provider.</p>	Water Provider

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<p>Water Pressure</p>	<p>The 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>	<p>Water Provider unless faulty</p>
<p>Water Temperature</p>	<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>Controlling the room temperature can be done by adjusting the thermostatic room control panel.</p> <p>Please refer to the manufacturer's guidance for further information.</p> <p>If your bath water feels lukewarm, please refer to "Blending Valve" on this guide.</p>	<p>Customer Maintenance</p>
<p>Wet Wipes</p>	<p>Do not flush wet wipes / make-up removal wipes / toilet wipes / toilet cleaning wipes / wipes in general down the toilet under any circumstance.</p> <p>Over a short period of time flushed wet wipes build up and cause blockages which you will be responsible to have unblocked at your own cost.</p>	<p>Customer Responsibility</p>
<p>Window Restrictors</p>	<p>Some of the windows in your home are fire escape windows and are fitted with window restrictors to limit the initial opening to 100mm (this provides protection to small children).</p> <p>To release the restrictor;</p> <ol style="list-style-type: none"> 1.) Open the window out as far as the restrictor will allow 2.) Pull the window back in slightly (10-12mm) 3.) Push down or push out the restrictor and pull inwards 4.) The restrictor will release the window, so it can be opened fully and will automatically engage when the window is closed. 	<p>Customer Maintenance unless faulty</p>
<p>Worktops</p>	<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>	<p>Customer Maintenance unless faulty</p>

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