ARKLE COURT

Customer Manual

Houses

WAVENSMERE
HOMES

Welcome to Arkle Court

Welcome to Arkle Court and many congratulations on purchasing your brand-new home from Wavensmere Homes. This customer care manual is designed to provide you with the information you need to maintain your home. We have included within this manual all the information that you will need to guide you on how best to maintain your new home.

Please ensure that you keep this manual in a convenient and safe place for your future reference.

Within the manual you will find lots of useful information which you can refer to. It would be useful for you to print the document, so you have relevant contact details to hand.

WAVENSMERE HOMES

Index to the Customer Care Manual

Welcome	Page 1
Index	Page 2
Introduction – The Building	Page 3
Mains Services	Page 7
Emergency Procedure	Page 8
Care of your new home	Page 9
Aftersales Procedure	Page 11
Customer Complaints Policy	Page 12
Electrical Safety	Page 13
Appliance and operation index and leaflets	Page 14
Product references	Page 15
Operating and maintenance information leaflets	Page 17
Certificates	Page 18

Introduction – The Building

Structure

Arkle Court houses have been constructed utilising a traditional construction method comprising of a blockwork inner skin, cavity and brickwork external leaf. The roof is of timber truss construction with concrete interlocking roof tiles. Some roofs have been constructed from concrete precast planks and are finished with amenity slabs.

Ventilation

Ventilation is the supply of “fresh” outdoor air into a building and the removal of “stale” indoor air from a building. It is required for a variety of reasons:

- To provide air for breathing
- To remove bad odours and any pollutants generated in the home
- To prevent condensation becoming a serious problem
- To provide thermal comfort in the summer months

Bad odours are generated by humans (and pets) from daily activity. Condensation problems arise from steam and water vapour cooling on cold surfaces and reverting back to water droplets. In order to control bad odours and condensation the following features are installed in your home:

External fans – There are fan system vents in all wet rooms where ventilation is required.

Windows - for rapid ventilation the windows should be opened. Opening is by manual operation.

Mechanical extract hood above the cooker unit. This will remove odours associated with cooking. Please follow the guidelines within the Kitchen Manufacturers information.

⚠ *The ventilation system must always remain on in accordance with manufacturers guidelines – failure to do could result in condensation and/or mould build up. Please follow the guidelines within the manufacturer's information.*

Kitchen Appliances

All appliances come with a 2-year warranty, but it is your responsibility to register this immediately. Unfortunately, we are unable to assist you with the warranty of appliances. Failure in you registering your own appliances immediately after moving may

Isolation points for Kitchen Appliances and equipment

All kitchen equipment can be isolated at the main distribution board for your home. Alternatively, all appliances are connected locally to the appliance through either a switched socket outlet or a switched fused electrical spur.

Hot water and heating

Hot water and heating is provided from an air source heat pump (ASHP). There is an external unit located on the rear patio area, or rooftop terrace and the water storage tank and associated manifold is located within the kitchen cupboard. The user manual for system and programmer is at the back of this manual. Please take the time to read and understand how the system should be operated for optimal performance.

⚠ *The air source heat pump must always remain on – Turning off may subsequently result in error codes and failures within the system. Switching off should only be carried out for maintenance purposes only.*

Controlling Condensation

Condensation can become a major problem in your home. In addition to the ventilation systems noted above you can reduce the possibility of condensation occurring by:

- Producing less moisture in the first instance – pans should be covered and switched off as soon as the water inside has boiled. As far as possible portable gas heaters should not be used.
- Stop moisture spreading – bathrooms should be closed when in use (depending on the type of your home) to prevent moisture escaping into other parts of the home.
- Ventilate moisture away – Ventilate rooms whenever they are in use by keeping trickle vents open and using mechanical extract fans where appropriate.

Sanitary Appliances

Please refer to manufacturers and installation information supplied within this manual for specific items of sanitary-ware, their maintenance and cleaning. All foul waste is generally piped vertically throughout the building into an external foul water drainage infrastructure system.

Rainwater Drainage

All rainwater is removed from roofs by a gutter and vertical downpipe system and any surface water drainage within the property's curtilage is catered for within the site wide drainage strategy.

Lofts

If the property has a loft access point, please do note that the lofts are not to be used for any storage of any kind as they are designed to be accessed for inspections or maintenance operations only, not for general storage.

Disabled Access

All new build properties within the development comply with Part M of the Building Regulations and a level access or other measures are provided to one of the entrances to the home.

Storage and disposal of refuse

As your property is a house rather than an apartment, you will need to apply to the Local Authority to obtain the required bins for your area.

These bins will need to be kept within the curtilage of your own property and put out for kerbside collection on the day specified by the local authority for your area.

Please note that it is your responsibility to keep the front and rear of your property litter and rubbish free.

If you are a landlord please ensure that your tenants are informed of the obligations to always keep the immediate surroundings of the property clean and tidy.

Mains Services

Your home is served by mains water and electricity.

Water (Provider: Independent Water Networks)

Water services enter your home from the outside and meters are located in the stop tap within the footpath.

A shut off valve for water within the home is provided under the kitchen sink.

Independent Water Networks
Customer Service: 02920 028 711

Electricity (Provider: British Gas)

Mains electricity enters your home through the consumer unit, which is located within your home, either within a store or in the hallway. The meter is located on the external wall of the property within a meter box.

If you propose to install any equipment which has a high electricity demand, please ensure that you do not exceed the maximum demand capacity.

British Gas
Customer Service: 0333 202 9802

Phone Line/Fibre (Provider: Open Fibre Network OFNL)

The site will be serviced by Open Fibre Network who provide an integrated phone and fibre line to each property. Please note, there may be rare occasions where the Open Fibre Network may not have the infrastructure fully in place at the time of moving in. Alternative temporary means should be considered by the purchaser until such time the infrastructure has been completed.

Open Fibre Network (OFNL)
Customer Service: 02921 678550

OFNL Internet Service Providers can be found at:
https://www.ofnl.co.uk/residents-businesses/available-isps

Care of your new home

A new home needs to adjust to being occupied and there are ways you can help this process. By following the guidelines below you can significantly reduce the chance of problems occurring.

Many of the materials used in building a home are mixed using water e.g. concrete, mortar and plaster. You may not be able to see it or feel it and it won't do you any harm but it does need to evaporate and be ventilated away. This process is known as 'drying out'. There is no set period for drying out; how long it takes will depend on the home's construction and the time of year you move in. Usually, it takes about 6 months.

As the home is lived in and heated, the timber and plaster will shrink at different rates causing small cracks to appear. These are not structurally important and can be permanently cured in the normal process of redecoration. During this drying process, you may experience some 'nail pops' in the plasterwork which show as a small piece of plaster (about a 5 pence coin size) that falls off or cracks over a plasterboard screw fixing. Again, these are quite normal and a side effect of the drying process.

Because such cracks or nail pops are inevitable your developer will not rectify them and they are to be remediated by the purchaser as general maintenance. Also, as the new building begins to dry out, vapor will be drawn out of the materials, and may cause condensation. You can however minimise cracking and condensation by following the advice below:

- Minimise cracking by maintaining a reasonable even temperature at all times.
- Use central heating sparingly during the first few weeks.
- Keep a constant temperature. If you move in during winter, try not to have the heating on too high. If you are out of the house all day keep the heating on at a lower temperature.
- Dealing with shrinkage/cracking: The developer will probably have painted the walls with a light paint that lets moisture work itself out during the drying out period. Further coats of emulsion and oil-based paints or wallpaper can be used after the walls have dried.
- Minor cracks: These should be left for a few months and then sealed after your new home has dried out. When you redecorate, use a good filler to make good any gaps.
- Built-in storage cupboards should be kept slightly ajar during the drying out period, especially if the cupboard is on an external wall to allow regular airflow.
- Wipe condensation away immediately if you find it on windows etc.

Efflorescence is another consequence of drying out and is the result of salts coming out of the building materials. It is entirely normal and may result in the appearance of white deposits on the inside or outside walls. Externally the salts should eventually disappear; internally they may be brushed or wiped away.

Opening and Cleaning Windows

All new opening windows are fitted with restrictors for safety purposes, to prevent anyone from falling out of an open window. Please do not disable these restrictors unless absolutely necessary for cleaning or maintenance.

Customer Complaints Policy

If 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.
Most complaints can be dealt with by contacting our dedicated customer service team at: customerservice@wavensmere.co.uk
Where this is not the case and you're not satisfied that the matter has been resolved satisfactorily then we would request that you escalate this in writing via our Customer Service department to a Director. This complaint will then be passed on to the Director responsible and investigated.
You can contact us by:

- Email: customerservice@wavensmere.co.uk
- Telephone: 01564 781 453
- Letter: Wavensmere Homes, 53 Calthorpe Road, Edgbaston, Birmingham B15 1TH

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.

How do we deal with your complaint?
We will acknowledge your complaint within 10 working days, and we will endeavour to respond within 30 working days.
Once your complaint is acknowledged and passed to either our Customer Service Department or the Director responsible for managing your complaint (if escalated), we will do our best to:

- Fully investigate, which may necessitate obtaining further information from you
- Keep you advised of progress where relevant
- Do everything we can to resolve the complaint if it is found to be valid

What to do if you remain unsatisfied
If you are a homeowner and are not satisfied with our final response to your complaint you may refer the matter to either your warranty provider (Global Home Warranty) or where appropriate you may refer it to the Consumer Code Independent Dispute Resolution Scheme, www.consumercodeforhomebuilders.com
Your legal rights are not affected by this process.

Electrical Safety

The whole of the electrical installation at Arkle Court has been installed in accordance with the current Building Regulations, and NICEIC Certification has been achieved. Full copies of NICEIC Certification are available through the managing agent.

A copy of the Electrical Installation Certificate of Compliance is provided with this manual. The original of this Certificate will have been given to your Solicitor during conveyance.

It is recommended that you have your home's electrical installation checked for safety periodically, at least every 10 years, by a registered electrician. You can find a registered electrician by contacting NICEIC at Warwick House, Houghton Hall Park, Houghton Regis, Dunstable, Bedfordshire LU5 5ZX telephone 0845 454 0454 or www.niceic.com

Avoid water coming into contact with electricity at sockets and appliances. Check that leads and appliances are in good condition before using them.

Only use an extension lead which was bought ready assembled and is not more than 15 metres long.

DO NOT

Use any electrical equipment or switches with wet hands
Wrap cables around any equipment that may still be warm
Clean an appliance whilst it is still plugged in
Use mains powered portable equipment in bathrooms
Use multi way adaptors regularly
Overload sockets with too many appliances
Put electric heaters near curtains or furniture, or dry clothes on them
Cover the air vents on storage or fan heater
Trail flexible cables under rugs or carpets
Use a bulb with a higher wattage than the one noted on the fitting or lamp shade.

Advice on electrical safety can be obtained from the Electrical Safety Council www.esc.org.uk.

Operating and maintenance information leaflets

Kitchen Appliances

Air Source Heat Pump Unit & Programmer

Smoke & Heat Sensors

Extractor Fans

Home EV Charger

⚠️ Please note – all Electrolux appliance warranties are to be registered online via Electrolux by the purchaser – we cannot take responsibility for this if not registered.

Certificates

Domestic Electrical Installation Certificate

Fire Detection & Alarm Certificate

Energy Performance Certificate

Building Control Final Certificate

Warranty Provider Insurance Certificate