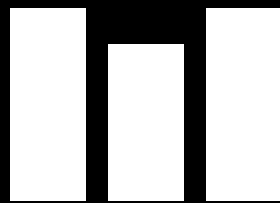


Elevate Property Group



Homeowners Guide

Version 1 August 2022

*The developer of your new home is Gooch Street (Birmingham) Limited which uses the trading name 'Elevate Property Group' under licence from Elevate Property Group Limited. Whilst Gooch Street (Birmingham) Limited is a company within the Elevate Property Group, Elevate Property Group Limited is not involved in the development of your new home and Elevate Property Group Limited offer no warranty or guarantee in respect of it. Any reference in this document to Elevate Property Group (or in any other literature relating to the development of your new home) means Gooch Street (Birmingham) Limited.

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Introduction to your new home

Congratulations on purchasing your new home developed by Elevate Property Group*

To help you get the full benefit from your home, we have compiled this Homeowners Guide that will:

Give you information and advice on getting the best from your newly-constructed home.

What is and isn't covered under your Elevate Property Group two-year warranty.

Provide details on the aftercare process.

The ongoing maintenance required, what to expect with a new building, and what recommended actions you should take.

Information on how to activate your appliance warranties.

Contains Key building certification that you should keep safe.

Useful tips and links to operating your new property.

Please keep this guide and the certificates somewhere safe within your new home, you will need these certificates should you decide to sell or rent your home in the future.

It may be prudent to scan all the certificates and retain an electronic version as a backup for future reference.

You will also find additional information on our website www.elevatepropertygroup.co.uk/customerservice including 'how to video's' that can help you to troubleshoot common issues you may be experiencing, a selection of operating manuals, frequently asked questions, warranty information, and other information, including an electronic version of this Homeowner's Guide.

On this development, we have employed an external managing agent company.

It is the managing agent company's role to manage and maintain communal and shared spaces (outside of each individual property), including the building fabric, primary services, access, and security.

More information on this can be found within the Managing Agent section of this Guide.

You will also receive a welcome booklet from Scanlans Property Management LLP on legal completion of your property.

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Aftercare service

Quality Check Sheet

Prior to you moving into your property, a thorough quality assessment was carried out using the 'Moving In Inspection Certificate'.

The 'Moving In Inspection Certificate' aims to identify and rectify any final quality/snagging issues prior to the handover of the property from the contractor to Elevate Property Group.

Prior to the occupation of your property, you (or your nominated authorised representative) will also be given the opportunity to inspect the property to make sure you are satisfied with the condition and quality of the property at handover.

Once this inspection is complete, you will be asked to complete and sign the 'Moving In Inspection Certificate', the original signed copy will be retained by you – or your nominated representative – and a further copy will be retained by Elevate Property Group for our own records.

Reporting Issues

If the issue(s) relate to the communal areas, car park, entrance, or any other area outside the demise of your property, please contact the managing agent direct – contact details are provided in the Managing your development section of this guide.

If you are a tenant, please first refer to the 'Important Information Relating to the Aftercare Process' before proceeding to Step One below.

Elevate Property Group are committed to providing the highest level of service and quality so that you have everything you need to get settled into your new home, such as understanding your warranty, the rectification of defects and your defects period.

Your property comes with a two-year warranty as standard and covers any unforeseen or emerging 'defects' to your property – a guide to what is classed as a defect – and covered under your two-year warranty – is included in warranties section of this guide.

After Care/Resolution process

Step One – Please refer to the website www.elevatepropertygroup.co.uk/customerservice to establish if any of the 'how to video's / manuals or any other information on this site can help in the identification and rectification of the issue.

Step Two – If it's a defect or issue relating to kitchen appliances – assuming you have completed the appliance warranty process as instructed – refer to the warranty section of this guide to contact the manufacturer directly. Elevate Property Group cannot resolve any kitchen appliance issues, it is the homeowners/landlords' responsibility to register the warranty for these appliances.

Step Three – Use the 'Warranty Term Guide' (included in this Homeowners guide) to determine if the issue is covered by the Elevate Property Group Warranty. If you are unsure, please contact Customer Service at customerservice@elevatepropertygroup.co.uk

Step Four – Once Step Three has been verified, Elevate Customer Service will be in contact to arrange a home visit to discuss/rectify the issue(s).



Aftercare service

Important Information relating to the aftercare process

Elevate Property Group will endeavour to resolve any issues prior to arranging an actual home visit. However, for transparency, please be aware that should any home visit be requested or required to diagnose the problem, and the issue reported is not a defect, Elevate Property Group reserve the right to charge a minimum call-out assessment fee of £250 per visit – note this does not cover or count towards any subsequent cost of the rectification works.

It is therefore important for owners to familiarise themselves with their new home, systems, and appliances. If you are unsure as to what may or may not qualify as a defect, please contact customerservice@elevatepropertygroup.co.uk for clarification prior to agreeing to any home visit.

Owners are reminded that they should always follow manufacturers recommendations to ensure the warranties remain valid. Should any electrical or mechanical items be altered in any way by a third party, the warranty on these items could be null and void.

To ensure your warranty always covers you, you must arrange regular maintenance and servicing of appliances such as boilers, the hot water cylinder, ventilation heat recovery systems, MVHR System (where applicable) and heating systems. Your boiler must be serviced after one year and we recommend that you register with your local gas supplier on their maintenance contract.

Important:- if your annual boiler and cylinder service is missed, your warranty becomes invalid.

Landlords/Tenants

For tenants who are renting, it is important to note that it remains your landlord's responsibility to maintain the property. Elevate Property Group are not responsible for the ongoing maintenance of the property including furniture assembly, changing light bulbs, or dealing with preventable blockages in toilets and sinks.

It is the landlord's responsibility to register the appliances warranties and ensure all other important information relating to the operation and maintenance of the property is passed to the letting agent/tenant.

If a tenant is satisfied that there is a defect that needs resolution, this can be reported to Elevate Property Group using the step-by-step guide above. Please be aware that any call out assessment fee for a non-defect will be payable. Do not assume that your landlord will pay this, and we recommend you discuss this call out assessment fee with your landlord in advance.

For the avoidance of doubt, Elevate Property Group aftercare services do not include: furniture assembly, repairs, cleaning, fitting blinds, or curtains, changing light bulbs, replacing lost keys or general maintenance.

Warranties

10 Year Structural Defect Warranty

To safeguard your new home, Elevate Property Group have purchased a Build-Zone 10 Year structural warranty for this development, that is backed by an 'A' Rated insurer.

This gives buyers the comfort that their home has not only been designed and built-in accordance with current building regulations but also to the standards of Build-Zone.

At the end of construction Build-Zone issues a certificate of insurance, a copy of this can be found in the Homeowners Guide folder, please retain and keep this certificate safe for your records.

The 'New Home Warranty Guide' produced by Build-Zone can be found at www.build-zone.com/home-buyers and contains further information on the warranty.

Should you require any further information you can contact Build-Zone at [www.homebuyer@build-zone.com](mailto:homebuyer@build-zone.com) or alternatively call 0345 230 9873

Appliance Warranties

Many of the integrated kitchen appliances in your new home are covered by a manufacturer's warranty.

Your paper operating manuals and warranty registration cards are normally left within the appliances, alternatively they will be left in one of the kitchen drawers/cupboards.

You must register your kitchen appliances to activate your two-year warranty using the contact details below. Please make sure you have your appliance serial numbers to hand – these can be found on your appliances. Once you have activated the warranty should you experience any problems, please call the customer priority lines:

An electronic version of the kitchen appliances can also be found on www.elevatepropertygroup.co.uk/customerservice

Indesit/Hotpoint appliances

T:03448 937 382*

For further information, please visit
indesitservice.co.uk hotpointservice.co.uk

Bosch appliances

T:03448 928 979*

For further information, please visit
bosch-home.co.uk/customer-service/repair-service

Elevate Property Group cannot be held liable for any repair or replacement of kitchen appliances if the manufacturer's warranty has not been completed.



Elevate Property Group two year warranty

The warranty guide below provides you with some details and examples as to what is and is not a defect covered under your two-year Elevate Property Group warranty.

Item	What's the issue?	What should I do?	Covered?
Appliances	Appliances failure and/or damage	<p>It is your responsibility to register the warranty for your appliances. If you do not register your appliances, you will not have a warranty and you will be responsible for the cost of a repair or replacement.</p> <p>To register you can go to the website of the appliance manufacturer. Note you will need your serial numbers to hand. These can be found within the appliances themselves. For more information refer to the aftercare and warranty section of the homeowner's guide.</p>	✗
Blockages/ Drainage (Major)	Major leaking within home or outside drainage, problem with water threatening or entering.	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Out of Hours, if possible, isolate the cause of the leak /blockage and if required contract emergency plumber. Note if the cause is due to occupier actions or misuse you may not be reimbursed for any out of hours fees/charges.	✓
Blockages/ Drainage (Minor)	Minor Leak that can be contained	Contact customerservice@elevatepropertygroup.co.uk Please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Blockages/Slow Draining of Water in Shower and Sinks	Water not draining quickly in showers and pooling in shower tray/likewise in sinks.	In shower trays please check that the filter/ drain is clear from hair and debris as this can cause slow draining. Do not dispose of fats and oils in kitchen wash hand basins. In bathroom wash hand basins hair and other cleaning products can cause blockages and prevent free flowing drainage. Contact customerservice@elevatepropertygroup.co.uk Please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse – as outlined above – any costs will be charged back to the occupier.	✗

Item	What's the issue?	What should I do?	Covered?
Blockages and Toilets	Overflowing, slow draining	Wet wipes, face wipes, nappies, floor wipes etc should not be flushed down the WC. Any charges incurred because of blockages due to misuse will be charged to the occupier. Contact customerservice@elevatepropertygroup.co.uk Please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse – as outlined above – any costs will be charged back to the occupier.	✗
Brickwork (External)	Cracks to the bricks/ mortar less than 15mm	Minor cracking as results of shrinkage is perfectly normal in a new home it is not necessary to report this to us.	✗
Brickwork (External)	Cracks to the bricks mortar more than 15mm	If the diameter is greater than 15mm contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Brickwork (External)	Serious movement, cracks, or complete failure	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Central Heating (Gas fired Boiler)	Central heating failure (gas central heating in townhouses)	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Central Heating (Gas fired Boiler)	Central Heating – Unsure how to operate controls	Please refer to your heating control manual or user guide. If you still need assistance in how to operate your central heating then contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Chips and Scratches	Damage to Sanitary ware, worktops, hobs, tiled floors and walls, windows, and glass	Refer to your handover form. If not specifically listed these are your responsibility.	✗

Item	What's the issue?	What should I do?	Covered?
Condensation	Condensation forming between the glass and panes themselves (i.e. within the glazed unit)	This could be a manufacturing defect and may need investigation – contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Condensation	Condensation forming on the glass panes within the room (that can be removed by wiping)	This is a normal occurrence as your new home dries out. Please refer to the Home-owners Guide for guidelines on how to reduce condensation through effective ventilation.	✗
Cracks to Ceilings, dry lining, wood joints and paintwork	Less than 3mm in diameter	Minor cracking because of shrinkage is perfectly normal in a new home. It is not necessary to report this.	✗
Cracks to Ceilings, dry lining, wood joints and paintwork	More than 3mm in diameter after 6 months from legal completion	You should allow your home to 'settle in' for the first 6 months. If you are experiencing cracks after this period then contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Cracks to Ceilings, dry lining, wood joints and paintwork	Paintwork	Some variation in colour and finish is normal and can be checked using natural daylight standing in the centre of the room.	✗
Decoration	Nail or screw pops 6 or more in a single room, after 6 months of legal completion	You should allow time for your new home to 'settle in' for the first 6 months. If you are experiencing nail or screw pops after this period contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Decoration	Scuff marks, stains on walls/skirting and painted surfaces generally	Refer to your handover form. If not specifically listed these are your responsibility.	✗
Doors (External and Internal)	Cannot be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓

Item	What's the issue?	What should I do?	Covered?
Doors (Ironmongery/ Door Closers)	Door closer malfunction, ironmongery failure	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Electrical	Complete Power Failure	Check consumer unit has not tripped. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Electrical	Sockets and Plugs not working or issues with the consumer unit	Check consumer unit has not tripped. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Electrical	Damage to fittings, bulbs, blown bulbs and spotlights that need replacing	Your responsibility within the apartment demise. Note some spotlights are sealed units to comply with fire regulations. These need to be replaced using a qualified electrician.	✗
Electrical	Appliances not working (Fridge Freezer, Dishwasher, Cooker, Hob)	Please ensure that the isolator for each appliance is switched on. These are located on the splashback of the kitchen. Check that the consumer unit has not tripped. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged. Please refer to Item 1 re appliance warranty.	✗
Electrical	Electric panel heaters not working	Please ensure that heater is switched on. Refer to operating manual for instructions on how to operate. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Electrical	Towel rail not working	Please ensure that heater is switched on. Refer to operating manual for instructions on how to operate. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✗

Item	What's the issue?	What should I do?	Covered?
Extractor Fans	Not working	Check consumer unit has not tripped. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	✓
Fencing	Loose panels or posts	Your responsibility, unless these have not been installed correctly in which please contact customerservice@elevatepropertygroup.co.uk to arrange an inspection. Please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✗
Flooring	Damage to flooring, carpet, LVT or ceramic floor tiles	Refer to your handover form. If not specifically noted at the time of handover these are your responsibility.	✗
Flooring	LVT Flooring Lifting/ Curling	Contact customerservice@elevatepropertygroup.co.uk who will arrange to inspect. Please leave your name and direct contact number. Please refer to the regular maintenance guide contained within the Homeowners Guide . Note if the cause is due to occupier actions or misuse you may be charged.	✓
Garage Door	Locks, cables and opening action	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Garden	Rear gardens – within 3 metres of home	Waterlogging due to weather conditions is normal. If you encounter severe waterlogging within 3metres of your home, contact customerservice@elevatepropertygroup.co.uk who will arrange to inspect. Please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Garden	Rear gardens – over 3metres from your home	Waterlogging due to weather conditions is normal and over 3 Meters from your home will not be covered by your warranty.	✗

Item	What's the issue?	What should I do?	Covered?
Garden	Lawns and Shrubs	It is your responsibility to maintain your garden and contents.	✗
Garden	Paths and Paving Slabs	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Gas	Leak	You must immediately contact the National Gas Emergency Service 0800 111 999.	N/A
Grout and Silicone sealant	Cracks and sealant gaps during the six months of occupation	Refer to your handover form. If not specifically noted at the time handover these are your responsibility as part of ongoing routine maintenance.	✗
Guttering and Downpipes	Broken	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Guttering and Downpipes	Blocked	It is your responsibility to keep your gutters free from leaves, debris, etc. (if the blockage is caused by leaves, debris, etc. you may be charged)	✗
Kitchen units	Damage, Scratches	Refer to your handover form. If not specifically listed these are your responsibility.	✗
Kitchen Units	Worktop damage	For faulty laminate or stone contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged. Any other damage to work surfaces are your responsibility.	✓

Item	What's the issue?	What should I do?	Covered?
Leaks	Pipework, joints, and seal –major leak that cannot be contained	It is important to isolate the water at the mains to prevent any preventable damage –please familiar yourself with the water isolation valve location. If the leak cannot be contained please contact an emergency plumber to contain the leak as soon as possible. Subsequently contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Leaks	Pipework, joints and seals leak that can be contained/slow constant dripping	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Roof	Slipped Tiles, damaged roof covering	Please be aware that any weather-related damage is not covered under the warranty. You should ensure you have adequate building insurance. If not caused by weather related issues, please contact customerservice@elevatepropertygroup.co.uk , please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Roof	Roof flashing, leaking or loose	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Sanitaryware	Damaged or cracked	Refer to your handover form. If not specifically listed these are your responsibility.	✗
Shower	Not working	If shower is electric, then check your consumer unit has not tripped. Refer to Item 1 and make sure you have registered the warranty for the electric shower. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✗

Item	What's the issue?	What should I do?	Covered?
Shower	Leaking, temperature issues, operational issues	Please refer to the operational manual and Homeowners Guide for maintenance. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Shower Door/ screen	Leaking, or not aligned	Note if it's over 6months from legal completion this is your responsibility. Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
TV	Not connected or poor reception	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number.	N/A
Windows	Need adjusting to be able to close	Refer to your handover form. If not specifically noted at the time handover these are your responsibility as part of ongoing routine maintenance.	✗
Windows	Unit Failure	Contact customerservice@elevatepropertygroup.co.uk please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Windows	Mark, scuffs, scratches	Refer to your handover form. If not specifically listed these are your responsibility.	✗
Woodwork	More than 3mm in diameter after 6months from legal completion	You should allow your home to settle in for the first six months. If you are experiencing cracks after this period, please contact customerservice@elevatepropertygroup.co.uk , please leave your name and direct contact number. Note if the cause is due to occupier actions or misuse you may be charged.	✓

Managing your development

If your new home is on a development where shared or communal facilities are included, ongoing management and maintenance of these facilities will be required.

This may apply to development's that include apartments with shared areas and services and to townhouses or homes with communal parking bays or courtyards.

Management and maintenance arrangements are usually required if your home is leasehold, as these properties often have some communal areas.

Examples of these shared areas, or services are:

- Communal grounds, gardens
- Cleaning Services, for windows and shared hallways, lobbies
- Communal heating and lighting
- Private roadways, communal drives, parking
- Lifts
- Storage areas
- Private drainage services
- Bin stores, meter rooms
- Security features, CCTV, Main Door Entry System
- Building safety systems, fire alarm, smoke vents

To deal with these issues we appoint a managing agent. This company is a specialist firm experienced in managing residential developments and are fully conversant with all the current legislation that governs them.

On this development we have appointed:

Scanlans Property Management LLP

C: Savannah Severn

E: savannah.severn@scanlans.com

T: 0121 711 8866

The agent is responsible for all the obligations set out in the property leases and transfers and acts on behalf of the residents. Also, in most cases the management agent will be responsible for the collection of the appropriate management fees by way of service charges.

A managing agents responsibilities can include:

- Enforcing covenants where appropriate
- Holding service charge contributions in secure an designated accounts
- Arranging for certified annual accounts to be circulated after each service year charge
- Arranging and agreeing routine and planned maintenance
- Keeping communal areas clean and tidy
- Dealing with central building systems, CCTV, fire alarms etc
- Dealing with replacement entrance fobs and keys

The managing agent will normally display important and relevant information relating to all issues included under their remit on a notice board normally located within or close to the entrance or lobby.

You will also receive a welcome booklet on legal completion of your property. This sets out costs, charges and day to day responsibilities.



'We work with like-minded teams of individuals to ensure our developments are defined by quality and consistently delivered with professionalism.'

Celebrating 10 years and 1,000 homes milestone.

Caring for your new home

This section provides you with useful information about maintaining your new home to help you get the best out of it for years to come.

Everything in your new home has been rigorously checked and tested, and by following the guidelines in this manual, you can prolong the life of your fixtures and fittings. The two most common items that require attention as materials in your new home 'settle' and the internal fabric dries out are condensation and shrinkage.

Condensation

This is a common problem that needs to be properly addressed to avoid it causing damage to your home. During the construction process, the materials and fabric of your home absorb thousands of litres of water. Once the house is lived in and heated, the materials dry out, causing condensation on surfaces like windows, floors, and walls. To reduce this, you should aim to keep moisture to a minimum by providing plenty of fresh air to ventilate it away.

If you keep your new home warm, please remember to maintain ventilation by opening windows and keeping trickle vents open – if your home has a Mechanical Ventilation Heat Recovery System (MVHR) this should be kept on and operational as this will also help. To further reduce condensation, it's advisable to keep bathroom and kitchen doors closed while in use and ensure trickle vents and ventilation fans are always used. Opening windows after showers, baths, cooking, and washing, again helps dry out the moisture in the home. Similarly, it is advisable for the first few months after moving in to keep any wardrobe doors open or ajar whenever possible to allow air to circulate, again to reduce any moisture or damp build-up.

Keeping furniture slightly away from walls and, not over-packing cupboards and wardrobes, keeping doors slightly ajar will also help to dry out your new home.

Ideally, hang washing outside if you can. If you must dry your washing in-doors, keep a window open. If you are using a non-integrated tumble dryer, you must ensure it is vented to the outside.

If condensation does occur, soak up any excess water with a suitable cloth, heat the room, open a window, and keep the door shut.

Shrinkage cracks

Building materials are exposed to moisture throughout the building process, and different materials dry out at different rates. This can cause minor cracking known as 'shrinkage.' These shrinkage cracks are not a structural problem, nor are they evidence of poor construction. They are a usual occurrence within all newly built homes and are expected as part of the drying out process.

You can minimise these by keeping an even temperature throughout your home and avoiding extremes of hot and cold. We advise you to use your central heating or heaters sparingly at first and keep your home well-ventilated.

Plasterwork needs to dry out properly, and while it does, small cracks may appear. These should not give cause for concern, and if they are unsightly, they can easily be filled with a flexible filler and then painted over when you first decorate.

Please refer to the warranty guide for details on what is and isn't covered under your two year warranty.

Ceilings and walls

The ceilings and wall linings in your home perform essential fire, noise, and vapour insulation functions so please bear this in mind if considering any alterations or work. Before fixing anything to your walls, please read your Build Zone 'New Home Warranty Guide'. Fixing to a dry-lined wall is similar to a solid wall but you need to use a special fixing device (available from DIY stores.) This ensures any fixing crosses the small cavity behind the plasterboard and penetrates well into the solid wall behind.

On partition walls with no solid wall behind the plasterboard, again there are special fixings available. Do read your Build-Zone 'New Home Warranty Guide' to avoid unnecessary costly damage and mistakes. Before fixing anything to walls, check where electrical cables and plumbing pipework runs. We recommend purchasing a detector that can be obtained from your local DIY store.







Caring for your new home

Decorating your new home

During the first year, walls are subject to stress as various construction materials expand, contract, and stabilise within their new environment. As a result, you may see screws 'popping' through drywall, and minor cracking may occur. The walls of your new home have been covered with an initial coat of 'breathable' emulsion to allow the drying out process to happen effectively. We advise you to delay decorating until the drying out and settling in process is complete in approximately nine to twelve months. Oil-based paints or wallpaper can be used after this period.

Ironmongery and brassware

These should be cleaned in line with the manufacturer's recommendations. Check before you paint hinges on doors and windows as this can prevent them from working efficiently. This is particularly important when rising butt hinges are fitted.

Front doors, Fire doors and Door closers

These should be maintained and regularly checked by the home owner/landlord as this forms a key part in the overall fire strategy and fire containment of the building. Door closers should not be removed or altered in any way. If you have any questions regarding this and any other fire prevention measures, please contact the managing agent.

Floor care

Laminate, vinyl, and wood finish floors can be prone to scratching and impact damage, so they should be treated with care. Placing protective materials under metal legs on furniture may prevent damage. Be aware that shoes with metal heels, steel toecaps, stones trapped in shoe treads, and stiletto heels may also damage these floors. Regular cleaning will help maintain the appearance and will not remove the factory finish. Any spillages should be cleared up quickly as standing water will have an adverse effect. Do not use steam cleaners on Vinyl floors as this will reduce the integrity of the adhesive and you may experience the floor lifting or curling.

Any tiled floors should be treated the same as wall tiles, cleaned regularly with a damp cloth and a degreasing agent to remove staining.

The new carpet has a higher level of fibre which will be noticeable during the first few vacuums. Carpets are fitted and stretched in such a way that they need no further maintenance beyond vacuuming. Any spills should be cleared up quickly and a small sample area of carpet should be used to test any carpet cleaning agent prior to application.

Heavy objects on the carpet should be moved periodically to avoid matting and permanent marking. In the unlikely event that we do need to replace any flooring due to it being faulty, we are unable to guarantee a perfect match.

Kitchen care

This information below is a quick reference guide only

- Stainless steel sinks, splashbacks, and worktops should always be wiped after use with a damp cloth. Never use abrasive or corrosive cleaners.
- Always use cutting or chopping boards to protect work surfaces.
- Avoid placing hot pans direct from the oven or hob onto work surfaces.
- Use the extractor during cooking to reduce excess moisture and help prevent condensation.
- Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge.
- We would advise you to fill any shrinkage cracks in tile grouting as soon as possible to stop liquids/water from penetrating through to the wall.
- When deciding on the position of your kettle, ensure that the steam does not directly hit unit doors/pelmets as they could warp/discolour.
- Please remember that accidental damage or neglect is not covered under your warranty

Caring for your new home

Heating and hot water / Mechanical Ventilation

To get the best out of your central heating system, read the manufacturer's operating instructions carefully.

Annual servicing of the boiler, cylinder, and mechanical ventilator/heat recovery system (if appropriate) by a registered engineer is extremely important to ensure it works efficiently and safely.

We would also recommend you take up an appropriate service and maintenance agreement.

To avoid frozen pipes in the winter, try to always leave on some background heating. If you have an outside tap, make sure the stopcock is shut off and drain off all water to avoid pipes freezing and bursting.

Mechanical Ventilation Heat recovery unit (MVHR)

Your apartment has a Mechanical Ventilation with Heat Recovery System – or commonly called an MVHR system.

This system is now common practice in most new build residential developments and automatically and efficiently controls the required amount of fresh air into each room, providing ventilation and extract, as well as extracting stale and polluted air where needed.

Your MVHR system will have been set up and balanced prior to occupation of your home, it is advisable to always keep your MVHR system operational.

You do not need to manually programme this system, as when switched 'on' it will automatically monitor the air quality of your apartment/home and make any required adjustments.

Gutters and rainwater pipes

These should be cleaned out regularly especially if there are trees nearby. Gutters are designed for average rainfall so don't be alarmed if they overflow in periods of heavy rainfall. Take care not to lean anything against gutters and rain pipes as this could cause damage. Gutters do expand and contract with the changes in the weather and 'clicks' can be heard sometimes when this is happening, this is perfectly normal. However, if your guttering starts to leak at any joints, try pushing them together before calling in a professional.

Drains

Blocked drains are becoming an increasing problem but can easily be avoided by taking a few preventative measures. Avoid putting anything into the drainage system via the sink or toilet that could cause a blockage. For example, oil, fat, nappies/baby wipes. Elevate Property Group is not responsible for unblocking drains unless there has been a construction fault. Please refer to the warranty guide for more information.

Damp proof courses and air bricks

To maintain ventilation and discourage damp getting into your home, ensure that no garden material or soil is placed against external walls above the damp proof course or is allowed to cover air bricks.

Roofs

Roof tiling can vary in colour across the roof. Any work carried out on the roof of your home should be done with the use of a roof ladder to protect tiles and slates. This should be carried out by a skilled person using full safety equipment.

Brickwork and render

Variations in the colour of bricks can sometimes occur on the outside of your home. Some bricks also contain salts which in time may produce white crystal deposits. This is due to alternating wet and dry weather conditions and is not a defect in the brick. It requires no action and will eventually disappear if left alone. Should you wish to remove the deposits, do so when it's dry, using a stiff non-metallic brush.

As with indoor shrinkage, outdoor shrinkage may also occur, which you need to report to customer services. We will repair any cracks over 5mm wide that might affect the performance of the structure (by 'patching' and redecoration). After minor repairs, colour variations may be visible, which should diminish over time through weathering.

Roof space

This is not a storage area and should not be boarded or loaded with belongings. To do so could cause damage to the structure and affect ventilation which can cause condensation. Also, lofts can sometimes get damp during the drying out process, which can cause damage to items that are stored. Don't leave the loft access open in cold spells. Heat will escape from your home, forming condensation.



Caring for your new home

Doors

Timber doors tend to move according to changes in their moisture content. Minor warping that does not affect the operation of the door is not considered a defect. Any major defects should be reported in the usual way within your two-year warranty period.

All internal doors have a specified clearance between the bottom of the door and the bare floor. The clearance is enough for most carpets and underlays. However, if you choose a thicker combination, do check the clearances, or you may have to arrange to have the doors removed, planed, and re-hung yourself.

Garages

Garages are generally constructed using a single skin of brickwork, compared with a full cavity wall as on the home itself. For this reason, garages should not be used to store anything that could be affected by dampness. Garage doors are not sealed to be watertight and depending on wind conditions driving rain may penetrate.

Living in your new home

In this section, we provide you with some useful tips on saving energy, home safety, and the best way to reduce and recycle your household waste.

Energy-saving advice

Your new home has been designed to be energy-efficient, making it more economic to run with less impact on the environment. Below are some suggestions to help you maximize the efficiency of appliances in your home, save money and help reduce your carbon footprint.

Heating tips

Set a timer to control your heating system

If your new home has electric heating panels you can control and set your temperature remotely using the App.

Check that your towel radiator is not left on, switch off using the isolator switch

Turning a heating thermostat down by 1 degree can save you around £30 a year.

Use thermostatic radiator valves to control individual radiators.

Check radiators are not obstructed by curtains or furniture.

Draw your curtains at dusk to retain heat.

Ensure your heating and hot water systems are maintained regularly.

Electrical appliances

Use energy efficient light bulbs on pendent fittings.

Turn off household appliances when not in use – they still use energy in standby mode.

When replacing/buying new electrical goods choose 'A' rated models with the 'energy saving recommended' logo.

Refrigeration

Avoid putting hot or warm food straight into the fridge. It takes more energy to cool the contents.

Defrost your fridge frequently and check the door seals.

Washing machines, tumble dryers and dishwashers

Use a low-temperature setting, wash only full loads, or use a half-load or economy programme.

In summer, line-dry your clothes outside.

A fully-loaded dishwasher uses less energy and water than washing up by hand.

Cooking

Use a pan the same size as the cooker ring to prevent heat loss.

Use lidded saucepans to heat up contents faster, with less energy.

Using pressure cookers, steamers and microwaves takes less energy.

Hot water

Only boil as much water as you need in the kettle.

Descale your kettle regularly, limescale affects its efficiency.

Your shower and bath thermostatic mixing valves have been set to a maximum temperature for energy efficiency and to comply with the latest building regulations.

Water-saving advice

A standard shower uses only around 40% of the water required for a bath.

Turn off the tap while brushing your teeth, shaving or washing, a running tap uses over 6 litres of water per minute.

Ensure taps are properly turned off and if a tap starts dripping change washers promptly, a leaking tap can waste over 5,000 litres of water a year.



At home safety

We design our homes to provide a quality and comfortable living environment where any necessary maintenance can be carried out safely.

Ensuring you and your new home are safe and properly maintained is our priority. To help us achieve this, the next section gives general advice from the National House Building Council on safety in your home. This is for guidance only and should not be considered mandatory, or comprehensive.

Fire safety

Familiarise yourself with the Managing Agents fire evacuation procedure.

Check your home for possible sources of fire and heat, such as living rooms with gas fires and kitchens, and plan an escape route in the event of a fire.

Protect any heat source where possible, and don't place any flammable materials such as papers or clothes close by.

Have a fire blanket or general-purpose fire extinguisher available, and make sure you read how to use them. You may not have time in an emergency.

Your new home is fitted with mains-wired smoke detectors with battery backup. The detectors emit a high-pitched sound if there's a power failure or if the back-up batteries need replacing. Replace batteries annually and ensure you turn off the power supply. Smoke detectors need cleaning and testing regularly to help prevent a dust build-up.

Electrical safety

Mains voltage electricity can kill, and an overloaded supply can cause a fire.

Only use appliances that are BEAB approved, or CE marked.

Never work on live electrical appliances – always turn off and disconnect from the mains.

Use the services and appliances in your new home for their intended purposes only. (Do not, for example, plug any appliances other than shavers and electric toothbrushes into the bathroom sockets).

Do not overload an electricity outlet socket. The general rule is one socket, one plug.

If using extension leads, place them where they will not be damaged or a trip hazard. Use hand-held powered appliances and lawn-mowers in conjunction with Residual Current Devices (RCDs).

If you have any concerns, please contact a qualified electrician for advice and guidance.



At home safety continued

Working on your home safely

High numbers of accidents occur in the home each year, so if you are carrying out repairs yourself or doing any maintenance work, we recommend that you:

Plan the job thoroughly. Consider what you are going to do and how you are going to do it. Have the right tools and check they are in good condition.

Never drill holes in walls in direct line with sockets, switches or radiators. Power cables are most likely to be horizontally or vertically positioned from the power sockets and light switches. (Invest in a specialist cable detection tool from a DIY store that will detect for you the location of any wires and cables.)

Gas and water services may be embedded in the floor so beware of disrupting these.

If the job is to be carried out above ground or floor level, use a safe means to gain access. Typically, this may include a proprietary hop up, step ladder, or extending ladder. It is important to remember that as with using any access or work equipment, you must ensure you follow the manufacturer's instructions.

Many accidents at home occur from falling from height. We would recommend hiring a professional contractor before carrying out such works.

Have a well-equipped first aid kit at home.

Be sure to wear personal protective equipment if the materials you are working with have associated risks. Beware of eye and limb injuries and fume or fibre inhalation.

Check all tools and materials you will use and read the appropriate health and safety instructions.

Appendix A: Frequently asked questions and answers

Q1 I have moved in and something is not working in my home, what should I do?

A1 Please refer to the 'Aftercare' section within the Homeowners Guide – note a copy can also be found on our website www.elevatepropertygroup.co.uk/customerservice

Q2 I have an issue with the communal area in the building, lift, fobs, access codes, access to the building, bike store, who do i speak to?

A2 Contact the managing agent responsible for Priory House: Scanlans Property Management LLP, Telephone: 0121 711 8866

Q3 What is a managing agents' responsibility on Priory House?

A3 The managing agent responsibilities include holding service charges, management, and up-keep of communal areas including basement, courtyard and lift, dealing with central building services (fire alarms, CCTV, building security).

Q4 Who supplies the electricity and water to my home?

A4 These are listed on the handover checklist sheet that you will have reviewed and signed as part of the handover of your property.

Q5 How do I set up an account with the electricity provider?

A5 Your electrical supplier on Priory House is Scottish Power. Refer to the handover checklist issued on completion for your meter reading. You can set up your account via the web-link:- www.scottishpower.co.uk/login?go=/my-account/move-out

Q6 Can I change my electric provider?

A6 After 2 years you can select an alternative electricity provider.

Q7 How do I set up an account with my water provider?

A7 Your water provider on Priory House is Seven Trent Water. Refer to the handover checklist issued on completion for your meter reading. You can set up your account via the weblink:- www.stwater.co.uk/my-account/new-customer/

Q8 How do I set up my council tax?

A8 You need to register your property using the link provided. www.birmingham.gov.uk/info/20005/council_tax/886/register_for_council_tax



Appendix A: Frequently asked questions and answers

Q9 Where can I keep my bike?

A9 There are bike racks in the basement area available to use by residents.

Q10 I have lost my entrance fob, how do I get a replacement?

A10 Contact the managing agent.

Q11 One of my kitchen appliances no longer works, what do I do?

A11 Refer to Warranty section within the Homeowners Guide.

Q12 What TV provider can I use and how do I get this set up?

A12 This development has been provided with both Virgin and BT Openreach 'Fibre to the premises (FTTP)' infrastructure. This means services can be provided by Virgin Media, or many popular providers, including but not limited to BT, EE, Plusnet, Sky, TalkTalk, Vodafone and Zen Internet who operate on the openreach network. You will need to contact your chosen provider and they will arrange an install date directly with you.

The development is provided with a Fibre Integrated Receiving system (IRS) meaning that the Property is SkyQ ready with a satellite outlet provided within the lounge – so you can plug your SkyQ box directly into this to receive Sky TV (you will need a Sky subscription for this) via the satellite dish located on the roof of the building.

Q13 Can I just watch terrestrial TV?

A13 Yes, on the TV points you will see a coaxial cable connection – meaning you can plug your aerial cable directly into this connector to receive Freeview TV via the aerial located on the roof of the building. Please make sure you have a TV licence in place. www.gov.uk/tv-licence

Q14 How do I get internet to my property?

A14 Your home has incoming fibre to the property allowing for super-fast/Ultra-fast (provider dependant) broadband capability. As per Q12 you can contract with Virgin/BT as your selected provider, or utilise the infrastructure to use an alternative provider.

Q15 What's the correct way to install a TV wall bracket?

A15 Your internal walls are built up using plasterboard system. You should therefore use an appropriate fixing – such as a hollow wall anchor or similar – to secure your TV bracket. If you do not use the correct fixing your bracket will not be fully secure.

Appendix B:

Service cupboard diagram

WATER METER

MECHANICAL HEAT RECOVERY UNIT (MVHR) FILTERS

Front withdrawal on front of unit – air filters cleaned as and when required using vacuum cleaner (2no.)

OUTGOING HOT WATER ISOLATION POINT

Shuts off Hot water supply to apartment Kitchen sink, WHB's Bath/Shower outlets pull lever down to isolate water supply.

MECHANICAL VENTILATION HEAT RECOVERY UNIT (MVHR)

Provides continuous ventilation (supply and extract) to habitable spaces (living/kitchen/bedrooms etc.) – local adjustment control can be available via LCD touchscreen display (if required).

MVHR LCD TOUCHSCREEN DISPLAY

To allow user interface for i.e. set holiday mode/purge over-run timer (If required – Not essential).

HOT WATER STORAGE CYLINDER

HOT WATER CYLINDER ISOLATION POINT



IDNO/METER PROVIDER EQUIPMENT

Isolation devices not for consumer use.

CONSUMER ELECTRICAL ISOLATION POINT.

Isolates incoming supply to consumer unit.

HOT WATER EXPANSION VESSEL

MAIN INCOMING WATER ISOLATION POINT

Shuts off Mains cold water supply to apartment – pull lever down to isolate water supply – to be isolated in emergency only.

ELECTRICITY METER

ELECTRICAL CONSUMER UNIT/FUSE BOARD

Contains electrical circuit protective devices for electrical elements. Location for isolation of individual circuits or reset if devices operate under fault conditions. Should only be operated or investigated by electrically competent persons.

HOT WATER CYLINDER IMMERSION HEATER CONTROLLER

Economy 7 timer for hot water immersion heater within Hot water cylinder – this allows for cheaper electric tariffs during evenings (off-peak).

TV POINT INCOMING LOCATION AND SPLITTER

For cabling to bedrooms and living room

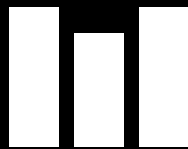
INCOMING COMMUNICATIONS POINT

Virgin and BT equipment located for tenant selection upon selection of provider and contract.



Home Owner Routine Property Care and Maintenance Guide

Item	Description	Daily	Weekly	Monthly	Three Months	Six Months	Yearly
Wooden and Laminate floors	Remove surface dust and grit by vacuuming, sweeping, dry mopping – always use the correct products.	✓					
Carpets	Clean and vacuum regularly.	✓					
Taps and Shower heads	Clean thoroughly to maintain consistent flow.		✓				
Drains and Shower traps	Clean to stop the build-up of hair products to prevent blockages.		✓				
Glass in windows	Clean with a clean cloth or blade using a suitable glass cleaner.			✓			
Door, Window frames and handles	Wash frames with mild soapy water.			✓			
Doors and door frames	Apartments – main front door closer and ironmongery should be checked and maintained along with smoke strips and seals fitted to all interior doors.						✓
Heat and smoke alarms	Test it once a month by pressing the test button until the alarm sounds and replace the battery annually.			✓			✓
Window and door tracks	Check to see if weep holes are open and clean. Lubricate rollers, latches and tracks. Maintain and lubricate all moving parts.				✓		
Main water shut-off valves	Inspect and test for proper operation by opening and closing the shut off valves.					✓	
Countertops	Inspect for separations at sinks and splashback. Re-caulk and re-seal as required.					✓	
All tiled areas	Inspect for loose or missing grout or caulking. RegROUT or re-caulk and re-seal if necessary.					✓	
Shower doors and Bath enclosures	Inspect for proper fit. Adjust if necessary. Inspect and replace silicone sealant if necessary.					✓	
Weather stripping	Check caulking around windows and doors. Check windows and door screens. Adjust where necessary to maintain water tightness.					✓	
Decking/Balcony areas	Scrub dirty areas and treat for water stains. Always use the correct products.						✓
Gutters and downspouts	Clean and check for leaks, misalignments, or damage						✓
Boilers and Hot Water Cylinders	Service by qualified plumber. Recommended: FM & Willows Plumbing and Heating Ltd – contact details are on your hot water cylinder.						✓
MVHR Unit	Apartments – Remove and clean filters. Apartments – The MVHR should be serviced by a qualified engineer.			✓			✓
Landscaping (Houses)	Shrubbery should not be closer than 3 inches to your house. It is your responsibility to water and maintain lawns from sales completion.					✓	
Roof (Houses)	Check for damage, leaks, loose, or missing tiles. Check vents and louvers for nests. Check flashing around roof stacks, vents, and skylights.						✓



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