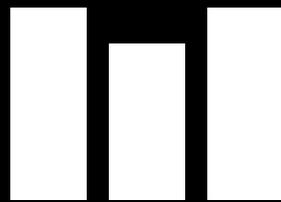


# Elevate Property Group



## Homeowners Guide

**Version 10 04/26**

\*The developer of your new home is Church View (Birmingham) Limited which uses the trading name 'Elevate Property Group' under licence from Elevate Property Group Limited. Whilst Church View (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 Church View (Birmingham) Limited.

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**Scan here**

On this page you will find a library of useful instructional videos and other relevant information in order to get the best experience from your new home.





# 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 Homeowner's 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](http://www.elevatepropertygroup.co.uk/customerservice) including 'how to' video's, that can help you to trouble shoot common issues you may be experience, 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 BETR Property Management Limited's role to manage and maintain communal and shared spaces (outside of each individual property), including the building fabric, primary services, access, security and landscaping.

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

You will also receive a guide directly from the Managing Agent that covers their responsibility in more detail, together with information on the service charge for this development.

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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 BETR Property Management Limited direct – contact details are provided in the managing agent 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.

Scan here  
to report an issue



## After Care/Defects Resolution Step-by-Step Process

**Step One** - Please refer to the website:

[www.elevatepropertygroup.co.uk/customerservice](http://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 with the manufacturer.**

**Step Three** - Use the 'Warranty Term Guide' (included in this Homeowner's guide) to determine if the issue is covered by the Elevate Property Group Warranty.

**Step Four** - Once you are satisfied your issue is covered under the warranty complete and submit the 'Report an Issue' form on the website [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice) or use the quick link QR code to access the form directly. Once your issue has been reported using this form, a contractor will make direct contact with you to address and resolve any issue you may be experiencing.

*Please be aware that it is Elevate Property Group company policy to only manage, address and resolve issues that have been reported via the 'Report an Issue' form, found online and/or via the QR code below. This applies to homeowners, landlords, tenants, and agents.*

## 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 **£300 per visit** – **note this does not cover or count towards any subsequent cost of the rectification works.**



# Aftercare service

Likewise, should a contractor attend to a pre-arranged visit at your property and you prevent access or decline to have the work carried out for any reason, an abortive call out charge of £300 will be payable by you. Furthermore, we will close the issue down on our system and will not be obliged to return to your property to undertake or complete the works.

The following do not constitute a cancellation on the day:

- Refusing access due to visitors at the property
- Questioning tools, equipment and methods implemented in carrying out the task
- Operatives' credentials

We operate a **zero-tolerance policy towards aggression, whether it be verbal or physical abuse**. No member of staff or contractor should be subjected to violent, threatening, and abusive behaviour in person, by email or via social media.

If homeowners/landlords or tenants are found to be in breach of this policy, we reserve the right to refuse to organise, undertake, complete and pay for any outstanding and future rectification works.

**If a payment for a call out fee on a property is outstanding for more than two weeks, Elevate Property Group reserve the right to suspend any further call outs and support on that property until the balance is cleared.**

**In some circumstances Elevate Property Group reserve the right to request advance payment prior to attending a call out.**

Owners are reminded that they should always follow manufacturers recommendations including regular maintenance and servicing of appliances such as boilers, hot water cylinder, ventilation heat recovery systems, MHVR System (where applicable), alarms and heating systems (see Appendix C).

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.

***It is also important to note that Elevate Property Group will not be liable or held responsible for any rectification works, or subsequent defects, if any work within the demise of your property has been adapted or modified by a third party contractor; your warranty will become null and void.***

## 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 painting and decorating, furniture assembly, changing lightbulbs, or dealing with preventable blockages in toilets and sinks.

It is the landlord's responsibility to register the appliances warranties with the manufacturer and ensure all other important information relating to the operation and maintenance of the property is passed to the letting agent/tenant. If a landlord/landlord agent is satisfied that there is a defect that needs resolution, this can be reported to Elevate Property Group using the step-by-step guide.

**Landlords should be aware that if a tenant misses a pre-arranged visit or does not allow entry into the property an abortive call out charge of £300 will be payable.** It remains the landlord/landlord agent's responsibility to co-ordinate works and access arrangements with the tenant.

**Tenants please be aware that any call out assessment fee for a non-defect will be payable. Do not assume that your landlord will pay for this, we strongly recommend you discuss this call out assessment fee with your landlord in advance.**

If there is an issue within the property and the tenant does not notify the landlord/landlord agent or Elevate Property Group within a reasonable time, and subsequently further damage is caused to both the property and neighbouring properties, Elevate Property Group will not be liable for any costs associated with emergency repairs or call out, investigation works and subsequent rectification works. Furthermore, the landlord could be liable for any damage and associated costs and, in such circumstances, will have to make a claim on their landlord's insurance.

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.

***It is also important to note that Elevate Property Group will not be liable or held responsible for any rectification works, or subsequent defects, if any work within the demise of your property has been adapted or modified by a third party contractor; your warranty will become null and void.***

## Pets

Notwithstanding the provisions of the Renter's Rights Act 2025, which restrict landlords from imposing a general prohibition on pets within assured shorthold tenancies (AST), the lease governing this property contains an explicit covenant that no pets are to be kept within the apartment. This is a binding leasehold obligation that sits separately from the tenancy agreement and remains fully enforceable by the freeholder. As such, regardless of any position taken under the Act in relation to an AST, pets are not permitted to be kept at the property in breach of the lease.

# Warranties and Insurance

## 10 Year Structural Defect Warranty

To safeguard your new home, Elevate Property Group have purchased an ICW 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 ICW.

At the end of construction ICW issues a certificate of insurance, a copy of this will be emailed to you. Please retain and keep this certificate safe for your records.

The 'Home Buyers Guide V4' produced by ICW can be found at [www.i-c-w.co.uk/homeowners](http://www.i-c-w.co.uk/homeowners) and contains further information on the warranty, including how to make a claim.

Should you require any further information you can contact ICW at [www.i-c-w.co.uk/homeowners](http://www.i-c-w.co.uk/homeowners) or alternatively call (0)28 9099 2303.

## 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 manufacturer 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 below:

An electronic version of the kitchen appliance manuals can also be found on [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice)

### Siemens appliances

For further information, please visit <https://www.siemens-home.bsh-group.com>

### Indesit/Hotpoint appliances

**T:03448 937 382\***

For further information, please visit [www.indesitservice.co.uk](http://www.indesitservice.co.uk) [hotpointservice.co.uk](http://hotpointservice.co.uk)

### Bosch appliances

**T:03448 928 979\***

For further information, please visit [www.bosch-home.co.uk/customer-service/repair-service](http://www.bosch-home.co.uk/customer-service/repair-service)

### Siemens appliances

**T: 03448 928 999**

For further information, please visit [www.siemens-home.bsh-group.com/uk/customer-service/contact](http://www.siemens-home.bsh-group.com/uk/customer-service/contact)

Please note on limited properties alternative appliances may have been fitted. Information on the alternative appliances and warranty/registration documents will be left within your new home. **Please note it remains the homeowner's responsibility to register the warranty with the manufacturer.**

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

## Hot Water Cylinder

Your home is equipped with a hot water cylinder – an energy efficient water heating system using air source heat pump technology.

You must register the hot water cylinder with the manufacturer in order to activate the warranty.

To maintain the manufacturer's warranty and ensure optimal performance, the system should be serviced annually by a qualified engineer. If you do not carry out annual servicing your warranty will be null and void. Please refer to user guide and video within the portal for further information.

## Home Insurance

Whether you are a homeowner, landlord or tenant you should ensure that you have your own adequate home and contents insurance in place to cover for the unknown. Please seek advice from an Independent Insurance Broker.



# Insurance and Warranty Schedule

Please see the table below outlining the respective warranty and insurance responsibilities within your property and the development:

	Church View (Birmingham) Limited	BETR Property Management Limited	Property owner	Others
Kitchen Appliances Warranty	No	No	Yes	No
Hot Water Cylinder Warranty	No	No	Yes	No
MVHR Warranty	No	No	Yes	No
Home Contents Insurance	No	No	Yes	No
Landlord's Insurance	No	No	Yes	No
Buildings Insurance	No	Yes	No	No
10 Year Structural Warranty	No	No	No	Yes



# Elevate Property Group two year warranty

The warranty guide below provides details and examples as to what is and is not a defect covered under your two-year Elevate Property Group warranty, please note that your sales contract will provide details as to when your warranty (rectification period) cover commences.

It is important to familiarise yourself with this guide prior to reporting an issue via the 'Reporting an Issue' form.

*Any modification, adaption or change to your home (both internal and external) as designed and constructed, including fixtures and fittings could possibly invalidate your warranty. It is always important to check prior to making any changes.*

Item	What's the issue?	What should I do?	Covered?
Appliances	Appliances failure and/or damage	It is your responsibility to register the warranty for your appliances. <b>If you do not register your appliances at sales completion, you will not have a warranty and you will be responsible for the cost of a repair or replacement.</b> 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.	✗
Blockages/ Drainage (Major)	Major leaking within home or outside drainage, problem with water threatening or entering.	Complete and submit the <b>Report an Issue</b> Form found online. 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	Complete and submit the <b>Report an Issue</b> Form found online. 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. <b>Shower trays should not be treated as "shallow" baths. Do not under any circumstances place anything in the base of the shower tray to cover or restrict drainage.</b> Do not dispose of fats and oils in kitchen sink or wash hand basins. In bathroom wash hand basins hair and build up of toiletry products can cause blockages and prevent free flowing drainage. In the first instance please use the correct over the counter drainage unblocker. If this is unsuccessful complete and submit the <b>Report an Issue</b> form, found online. 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?
<b>Blockages and Toilets</b>	Overflowing, slow draining	Wet wipes, face wipes, nappies, floor wipes etc should not be flushed down the WC. It is the homeowner/occupier's responsibility to contact a local drainage and plumbing expert, at your own cost.	✗
<b>Brickwork (External)</b>	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.	✗
<b>Brickwork (External)</b>	Cracks to the bricks mortar more than 15mm	If the diameter is greater than 15mm complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Brickwork (External)</b>	Serious movement, cracks, or complete failure	Complete and submit the Report an Issue Form found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Chips and Scratches</b>	Damage to Sanitary ware, worktops, hobs, tiled floors and walls, windows, and glass	Refer to your moving in inspection certificate. If not specifically listed these are your responsibility.	✗
<b>Condensation</b>	Condensation forming between the glass and panes themselves (i.e. within the glazed unit)	This could be a manufacturing defect and may need investigation – complete the Report an Issue Form found online. 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?
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 <b>Homeowners Guide</b> and the online video on how to reduce condensation and mould through effective ventilation. See 'How to' video.	✗
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 <b>not</b> necessary to report this and can be taken care of by the homeowner during the first year's decoration by using fine filler prior to sanding and painting.	✗
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 greater than 3mm in diameter after this period, then please complete and submit the <b>Report an Issue</b> form, found online.	✓
Cracks to Ceilings, dry lining, wood joints and paintwork	Paintwork	Some variation in colour and finish is normal and can be checked by standing in the centre of the room in natural daylight.	✗
Creaking floor joists, stairs and other timber	Creaking floors and staircases	As drying out progresses and your home is lived in and heated, any timber used in buildings may creak and move slightly. These are not structural defects and a perfectly normal occurrence.	✗
Decoration	Nail or screw pops 6nr 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, complete and submit the <b>Report an Issue Form</b> found online.	✓
Decoration	Scuff marks, stains on walls/skirting and painted surfaces generally	Refer to your ' <b>Moving In Inspection Certificate</b> '. 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	Complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Doors (Ironmongery/ Door Closers)	Door closer malfunction, ironmongery failure – covered in line with the manufacturers 12 month warranty	Complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Door entry system (internal)	Malfunction	Complete and submit the <b>Report an Issue Form</b> found online.	✓

Item	What's the issue?	What should I do?	Covered?
Electrical	Complete Power Failure. Sockets and Plugs not working or issues with the consumer unit	Check consumer unit has not tripped. Complete and submit the <b>Report an Issue Form</b> found online.	✓
Electrical	Sockets and Plugs not working or issues with the consumer unit	Check consumer unit has not tripped. Complete and submit the <b>Report an Issue Form</b> found online.	✓
Electrical	Damage to fittings, bulbs, blown bulbs and spotlights that need replacing	Your responsibility within the apartment demise. Note where spotlights are a sealed unit, 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. Complete and submit the <b>Report an Issue form</b> , found online. 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 note that panel heaters can make knocking or clicking noises due whilst heating up and cooling down – this does not indicate a fault)	Please ensure that heater is switched on. Refer to operating manual for instructions on how to operate. Complete and submit the <b>Report an Issue form</b> , found online. If the appliance is outside of the manufacturers warranty period (12 months) it is the home owner's responsibility to replace the heater. 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 at the isolator point. Refer to operating manual for instructions on how to operate. Complete and submit <b>Report an Issue Form</b> found online. Note if the cause is due to occupier actions or misuse you may be charged.	✗
Electrical	Hot Water Cylinder	Please ensure that cylinder is switched on at the isolator point. Refer to operating manual for instructions on how to operate. Complete and submit the <b>Report an Issue form</b> , found online. 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?
<b>Extractor Fans</b>	Not working	Check consumer unit has not tripped. Complete and submit <b>Report an Issue Form</b> found online.	✓
<b>Flooring</b>	Damage to flooring, carpet, LVT or ceramic floor tiles	Refer to your ' <b>Moving In Inspection Certificate</b> '. If not specifically noted at the time of handover these are your responsibility.	✗
<b>Flooring</b>	LVT Flooring Lifting/ Curling	Complete and submit <b>Report an Issue Form</b> found online. 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.	✓
<b>Grout and Silicone sealant</b>	Cracks and sealant gaps during the six months of occupation	Refer to your <b>Moving In Inspection Certificate</b> . If not specifically noted at the time handover these are your responsibility as part of your ongoing routine home maintenance.	✗
<b>Kitchen units</b>	Damage, Scratches	Refer to your handover form. If not specifically listed these are your responsibility.	✗
<b>Kitchen Units</b>	Worktop damage	For faulty laminate or stone complete and submit the <b>Report an Issue</b> form, found online. Note if the cause is due to occupier actions or misuse you may be charged. Any other damage to work surfaces are your responsibility.	✓
<b>Leaks</b>	Pipework, joints, and seal – major leak that cannot be contained	It is important to isolate the water at the mains to avoid any preventable damage – please familiarise yourself with the water isolation valve location. If the leak cannot be contained, please contact an emergency plumber to stop the leak as soon as possible. Subsequently complete and submit the <b>Report an Issue</b> form, found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
<b>Leaks</b>	Pipework, joints and seals leak that can be contained/slow constant dripping	Complete and submit <b>Report an Issue Form</b> found online. 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?
Leaks	Shower head leak, minor leak/dribbling	Check all connections are tight and shower head is firmly connected into the pipe. If you have checked all the above and the problem remains, please complete and submit the <b>Report an Issue form</b> , found online.	✓
Mould	Build-up of mould on internal walls, window reveals, ceilings	Due to recent changes in Building Regulations and the requirement for more energy efficiency homes, your new apartment has been fitted with an MVHR unit (Mechanical Ventilation with Heat Recovery). The MVHR provides fresh filtered air into a building whilst retaining most of the energy that has already been used in heating the building. It is therefore vital that you keep your home well ventilated. If you have an MVHR unit, this needs to be kept on at all times to avoid the build-up of moisture within your property. If your property is empty, you must leave the MVHR operational at all times. Filters must be cleaned regularly and changed every 12 months. Please see Appendix C. <b>Please refer to the video regarding mould.</b>	✗
Roof	Roof flashing, leaking or loose	Complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✗
Sanitary ware	Damaged or cracked	Refer to your ' <b>Moving In Inspection Certificate</b> '. If not specifically listed these are your responsibility.	✗
Shower	Not working	Ensure that there is sufficient hot water in the hot water cylinder. Complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✗
Shower	Leaking, temperature issues, operational issues	Please refer to the operational manual and <b>Homeowners Guide</b> for maintenance. Complete and submit <b>Report an Issue Form</b> found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Shower Door/ screen	Leaking, or not aligned	Shower screens perform as intended under the condition of the standard water test. Screens fitted deflect water only, they are not watertight units and some leakage is to be expected during use. Note if it's over 6 months from legal completion this is your responsibility. If it has been under 6 months, complete and submit the <b>Report an Issue form</b> , found online. 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 Door/ screen	Leaking, or not aligned	Shower screens perform as intended under the condition of the standard water test. Screens fitted deflect water only, they are not watertight units and some leakage is to be expected during use. Note if it's over 6 months from legal completion this is your responsibility. If it has been under 6 months, complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Shower Tray	Leaking around sealant	Shower trays should be checked and sealant replaced regularly as part of your ongoing maintenance of the property. Refer to Appendix C. Note if it's over 6 months from legal completion this is your responsibility. If it has been under 6 months, complete and submit the Report an Issue form, found online. Note if the cause is due to occupier actions or misuse you may be charged.	✗
TV	Not connected or poor reception	Complete and submit <b>Report an Issue Form</b> found online. Note if the cause is due to occupier actions or misuse you may be charged.	N/A
Windows	Need adjusting to be able to close	Your windows have been fitted with window restrictor bars for your safety. If the restrictor bars have been released, removed, or bent and the window no longer closes smoothly into the frame, you are liable for the cost of repair. Refer to your ' <b>Moving In Inspection Certificate</b> '. If not specifically noted at the time handover these are your responsibility as part of ongoing routine maintenance.	✗
Windows	Unit Failure	Complete and submit <b>Report an Issue Form</b> found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓
Windows	Mark, scuffs, scratches	Refer to your <b>Moving In Inspection Certificate</b> . If not specifically listed these are your responsibility.	✗
Woodwork	Cracks and shrinkage of more than 3mm in diameter after 6 months from legal completion	You should allow your home to settle in for the first six months. If you are experiencing cracks larger than 3mm after this period, please complete and submit the <b>Report an Issue form</b> , found online. Note if the cause is due to occupier actions or misuse you may be charged.	✓



'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.

# 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
- Cleaning Services, for windows and shared hallways, lobbies
- Communal heating and lighting
- Private roadways, communal drives, parking areas
- Lifts
- Storage areas
- Private drainage services
- Bin stores and bike stores
- Security features, CCTV, Main Door Entry System
- Building safety systems, communal 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:

**BETR Property Management Limited**

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.

The 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 responsibilities on a notice board normally located within or close to the entrance or lobby.**

If you are unhappy with any of the services being provided at any time, you should call the managing agent and they will deal with the problem for you. The appointment of an agent means residents are free to enjoy their new homes, reassured that all issues are being dealt with professionally.

## Contact the Managing Agent

**BETR Property Management Limited**  
E [info@betrpm.co.uk](mailto:info@betrpm.co.uk)  
T 0121 309 0117



# 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. We also recommend using the boost function on ventilation fans. 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.

To reduce the risk of condensation forming inside your property, you must not dry your washing in-doors. If you are using a non-integrated tumble dryer, please ensure it is vented to the outside. Your property comes equipped with a washing machine with an integrated dryer and we recommend you use this to dry your washing.

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

If you do not prevent condensation and follow the advice above, you are increasing the chance of mould developing within your property. It is the homeowners/landlords/landlord agent responsibility to address any mould forming in the property, Elevate Property Group cannot be held responsible for mould because of failure to adequately ventilate the property.

**Please refer to the "Important Notice Video – Mould" which can be found on the online portal**

## 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', and creaks and squeaks on timber based materials. 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 to be 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 ICW 'Home Buyers 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 ICW 'Home Buyers 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.

## Paint

### Walls and Ceilings:

Johnstones Ecosure Covaplus Vinyl Matt in Brilliant White

### Woodwork:

Johnstones Water Based Satinwood in Brilliant White

## Cleaning

Remove dirty marks etc with household cleaners used in accordance with the manufacturer instructions. Wipe over with a damp micro-fibre cloth, if necessary, apply a mild detergent directly to the cloth. We do not recommend the use of bleach on any painted surfaces

## Surface Damage/Dents and shrinkage

Remove loose friable material, apply appropriate filler, sand and repaint in accordance with the original specification. Final coats may need to be applied in complete sections i.e. corner to corner, this is to prevent paint flashing (difference in colour).

## Doors

Timber doors do 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.

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.

The front door of your apartment forms part of the demise of your property and should be maintained and regularly checked by you, the homeowner or landlord, as this forms a key part in the overall fire strategy and fire containment of the building.

Fire safety has been bolstered in recent years post Grenfell legislation. The requirements have become more stringent, and you should be aware that there are periodic (FRA) Fire Risk Assessments that are required by law. These will be organised by Scanlans as managing agent. There will likely be a nominal expense for this.

This is not a cost for the developer or the Managing Agent. **If you do not maintain the front door to your property in line with the FRA, not only are you in breach of your legal responsibility under the lease, you will also compromise fire regulations, safety of other occupiers and void all insurance policies.**

## 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.

## Door closer

These should be maintained and regularly checked by you, the homeowner/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. You should check the grout between floor and wall tiles regularly and replace if there are any gaps to prevent water/moisture forming behind the tile.

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.

# Caring for your new home

## 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

## Mechanical Ventilation Heat Recovery Unit (Apartments)

MVHR (Mechanical Ventilation with Heat Recovery) provides fresh filtered air into a building whilst retaining most of the energy that has already been used in heating the building. Heat Recovery Ventilation is the solution to the ventilation needs of energy efficient buildings.

Your apartment has a Mechanical Ventilation with Heat Recovery System – or commonly called an MVHR system. In this development they are mounted in the utility cupboard, generally within the hallway of the property. In some apartments these may be located in a different position, you will be informed of the unit's location, within the property, during the handover process.

The MVHR 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, as well as extracting stale and polluted air where needed.

Your MVHR system, as part of the commissioning, will have been set up and balanced prior to occupation of your home. It is advisable to always keep your MVHR system operational – even when your property is vacant – to maintain ventilation and air circulation. These are energy efficient and it is important you do not turn them off to save electricity as this will be to the detriment and performance of your apartment.

You do not need to manually programme this system, as when switched 'on' it will automatically monitor the air quality of your home and return to the original commissioned default settings.

There is a boost button switch in some bedrooms where none opening glazed units have been used.

MVHR Filters should be cleaned regularly by the occupier as part of the ongoing maintenance of the property. The frequency of cleaning will depend on the environment in which you live. In general, it is recommended that the filters are removed and cleaned every 3 to 6 months and replaced 12 months. To clean the MVHR filters effectively, use a vacuum to gently remove the build-up of excess dust, prolonging their lifespan. Please refer to the "How To" video found online or scan the QR code on the front of the MVHR unit.

We recommend you take up an appropriate service and maintenance agreement by a registered engineer so that the system runs efficiently and safely, and your warranty is maintained.

## Heating and Hot Water

The heating in your apartment is provided by electric panel heaters. They can be individually controlled in each room to provide the most efficient and cost-effective way of heating your home.

In the UK, Government legislation mandates low carbon heating and hot water systems, including heat pumps, for new builds from 2025 as part of the Future Homes Standard.

This means that developers and builders must ensure compliance with the Future Home Standard for new build properties, which includes specific requirements for energy performance and carbon emissions.



# Caring for your new home

In order to reduce energy consumption, lower carbon emissions and provide a consistent hot water supply in your new home, we have installed a hot water cylinder with an air source heat pump mounted on top of the cylinder. The heat pump collects energy from the air and converts this into heat, which is then transferred to the water within the cylinder, providing adequate hot water for showers, baths and taps.

The built in timer within the hot water cylinder may have been pre-set by the engineer at installation. You will need to check this upon occupation and set the immersion heater to ensure that you have hot water to suit your own needs i.e. heat the water twice daily in the morning and evening or constant throughout the day.

If more domestic hot water is required from time to time, there is a "boost" function which heats the water to the desired temperature quickly. The function, once activated by the home owner, will deactivate as soon as the required temperature is reached.

**You must register this appliance with the manufacturer at the point of sales completion in order to activate any warranty.**

**Periodical maintenance can significantly extend your water heater's life and minimise the loss of efficiency. We therefore recommend that you read your owner's manual and adhere to the specific manufacturers maintenance recommendations.**

**We are not liable for the repair or replacement of the hot water system within your apartment under the 2 year defects period where maintenance and servicing hasn't been adhered to.**

## 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.

## 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. We will repair any cracks over 5mm wide that might affect the performance of the structure (by 'patching' and redecoration). You need to report to customer services via the Report an Issue form online. After minor repairs, colour variations may be visible, which should diminish over time through weathering.

# 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 maximise 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

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

Check the thermostat setting on your towel rail to ensure that it not continuously running at the highest setting. You may switch the towel rail off during the summer months.

Turning a heating thermostat down by 1 degree on each heater can save you money.

Check heaters are not obstructed by curtains or furniture.

Draw your curtains and blinds at dusk to retain heat.

Ensure your 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 freezer frequently and check the door seals regularly.

### 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, lime scale 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.

Limit the use of the boost function on the immersion heater controller.

### 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.

All apartments have sprinkler systems installed. It is important that you do not paint, obstruct, or alter the concealed sprinkler heads as they may not activate or perform to optimum capability in the event of a fire.

If you have any water leakage, or discharge from the concealed sprinkler located within your property report the problem immediately.

## 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

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.

Remember that if you make any structural, or other changes, it may invalidate your 2 years and 10 year structural warranty.

# 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' process - a copy of the homeowner guide can be found on our website [www.elevatepropertygroup.co.uk/customerservice](http://www.elevatepropertygroup.co.uk/customerservice) along with the "Report An Issue" form which you must complete if you are unable to resolve the issue yourself. Alternatively you can scan the QR code which can be found on the inside of the service cupboard door within your apartment.

## **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 BETR Property Management Limited who are the managing agent responsible for the development.

**Email:** [info@betrpm.co.uk](mailto:info@betrpm.co.uk)

## **Q3 What is a managing agents' responsibility at 30 St Pauls Square?**

**A3** The managing agent responsibilities include holding service charges, management, and up-keep of communal areas including courtyard, car park and lift, dealing with central building services (fire alarms, CCTV, building security) and administrating the clauses within the head lease.

## **Q4 Can I market my apartment as an AirB&B**

**A4** No. Your property lease doesn't permit you to do this.

If you become aware that a property within the development is being used as a short term letting (Air B&B or similar), you must notify the managing agent.

## **Q5 Can I keep a pet at my apartment**

**A5** No. Under the terms of the lease pets are not permitted to be kept within the apartment. Any resident found to be keeping a pet will be in breach of their lease agreement, and appropriate action will be taken in accordance with the terms of the lease.

## **Q6 Who supplies the electricity and water to my home?**

**A6** These are listed on the handover checklist sheet that you will have reviewed and signed as part of the handover of your property.

## **Q7 How do I set up an account with my utility providers**

**A7** Meter readings taken at sales handover will be notified to the utility providers. Once a final account has been issued to us, each utility company will write to introduce themselves to you and provide you with your new account number(s).

## **Q8 How do I set up an account with my water provider?**

**A8** 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/](http://www.stwater.co.uk/my-account/new-customer/)

## **Q9 How do I set up my council tax?**

**A9** You need to register your property using the link provided:

[https://www.birmingham.gov.uk/info/20005/council\\_tax/223/pay\\_your\\_council\\_tax/5](https://www.birmingham.gov.uk/info/20005/council_tax/223/pay_your_council_tax/5)

## **Q10 Where can I keep my bike?**

**A10** Bike racks can be found in the parking area on the lower ground floor and are available to residents. The designated bike racks are clearly signed. Bicycles should not be left within communal hallways. It is your responsibility to ensure that your bike is secure within this area.

**Q11 I have lost my entrance fob, how do I get a replacement?**

**A11** Contact the managing agent.

**Q12 One of my kitchen appliances no longer works, what do i do?**

**A12** Refer to Warranty section within the Homeowner's Guide.

**Q13 What TV provider can I use and how do I get this set up?**

**A13** This development has been provided with BT Openreach 'Fibre to the premises (FTTP)' infrastructure. This means services can be provided by many popular providers who operate on the Openreach network. You will need contact your chosen provider and they will arrange an install date directly with you.

**Q14 Can I just watch terrestrial TV?**

**A14** Yes, on the TV points you will see a coaxial cable connection – meaning you can plug your ariel cable directly into this connector to receive Freeview. Please make sure you have a TV licence in place.

[www.gov.uk/tv-licence](http://www.gov.uk/tv-licence)

**Q15 How do I get internet to my property?**

**A15** Your home has incoming fibre to the property allowing for super-fast/Ultra-fast (provider dependant) broadband capability. As per Q13 you should contract with your selected provider.

**Q16 What's the correct way to install a TV wall bracket?**

**A16** 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.

**Q17 I have a water leak in my property?**

**A17** You must isolate the water mains in order to prevent damage to the property. The water mains isolation valve (pink SureStop button) is located in your service cupboard as labelled. As part of the handover process the sales agent will show you where this is located.

**Q18 Mould has started to appear in my property?**

**A18** Mould is a symptom of a warm unventilated space. It is important to keep your property well ventilated at all times. It is important to leave your MVHR unit running at all times (even when you are not at home) as this circulates/ventilates air within your property.

**Q19 Can I set an intruder alarm in my apartment from my Door Entry System?**

**A19** No. You can only control door access from the door entry system, all other functions have been disabled.

**Q20 I am expecting a parcel delivery, where will my parcel be left?**

**A20** Royal Mail will have access to the foyer entrance and the bank of post boxes only. For parcels from all courier services, occupiers should ensure they are at home to receive their deliveries, as alternative arrangements cannot be accommodated.

**Please note that neither the managing agent or Elevate Property Group will accept responsibility for any lost or missing parcels/deliveries which have been left in the foyer area. It is your responsibility to receive all parcels and deliveries.**

**Q21 My Front Door has failed the annual FRA Assessment**

**A21** As your front door is used, movement within the door and frame is to be expected. It is your responsibility as home owner to upkeep your property and carry out maintenance to your own front door ensure that it is compliant.

**Q22 Is there parking at the development**

**A22** A limited number of parking licences are available to rent on an annual basis. These spaces are strictly for residents only and do not form part of the lease.

If you wish to rent a car parking space, please contact [info@betrpm.co.uk](mailto:info@betrpm.co.uk)

Please note that there are no visitor parking spaces within the car park.

# Appendix B

## Example of a Typical Service Cupboard Diagram

### MVHR/MECHANICAL VENTILATION WITH HEAT RECOVERY

The MVHR provides fresh filtered air into the building whilst retaining most of the energy that has already been used in heating the building. The MVHR Unit needs to be kept on avoiding the build-up of moisture within your property.

### MVHR FILTERS

Please remove filters and clean every 3 to 6 months and replace every 12 months. Scan QR Code on front of MVHR for manufacturers information/recommendations

### HOT WATER AIR SOURCE HEAT PUMP (ASHP) EXTRACT

To remove cold air generated from Hot Water Air Source Pump



### MAIN INCOMING WATER ISOLATION VALVE OR SURESTOP BUTTON

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



### ELECTRICITY METER

### ELECTRICAL CONSUMER UNIT/FUSE BOARD

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

### INCOMING COMMUNICATIONS POINT

Virgin and BT equipment located for occupier selection of chosen provider and contract

### HOT WATER AIR SOURCE HEAT PUMP WITH HOT WATER CYLINDER AND INTEGRATED CONTROLLER/TIMER

Highly efficient hot water Air Source Heat Pump (ASHP) which provides domestic hot water effectively and reduces dwelling emissions. The integrated controller is pre-set to heat water in your property in the morning and evening. Prior to changing any settings on the controller, please ensure that you have read the user manual online and also watched the "How To" video.



## Home Owner Routine Property Care and Maintenance Guide

ITEM	DESCRIPTION	DAILY	WEEKLY	MONTHLY	3 MONTHS	6 MONTHS	YEARLY
<b>Wooden/Laminate flooring</b>	Remove surface dust and grit by vacuuming, sweeping, dry mopping – always use the correct appropriate cleaning products.	<input checked="" type="checkbox"/>					
<b>Carpets</b>	Clean and vacuum regularly.	<input checked="" type="checkbox"/>					
<b>Taps and Shower heads</b>	Clean thoroughly to maintain consistent flow.		<input checked="" type="checkbox"/>				
<b>Drains and Shower traps</b>	Clean to stop the build-up of hair products to prevent blockages.		<input checked="" type="checkbox"/>				
<b>Glass in windows</b>	Clean with a clean cloth or blade using a suitable glass cleaner.			<input checked="" type="checkbox"/>			
<b>Door, Window frames and handles</b>	Wash frames with mild soapy water.			<input checked="" type="checkbox"/>			
<b>Doors and Door frames</b>	Apartments – main front door closer and ironmongery should be checked and maintained along with smoke strips and seals fitted to all interior doors.						<input checked="" type="checkbox"/>
<b>Heat and smoke alarms</b>	Test once a month by pressing the test button until the alarm sounds. Replace the battery annually.			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
<b>Window and door tracks</b>	Check to see if weep holes are open and clean. Lubricate rollers, latches and tracks. Maintain and lubricate all moving parts.				<input checked="" type="checkbox"/>		
<b>Main water shut-off valves</b>	Inspect and test for proper operation by opening and closing the shut off valves.					<input checked="" type="checkbox"/>	
<b>Countertops</b>	Inspect for separations at sinks and splashback. Re-caulk and re-seal as required.					<input checked="" type="checkbox"/>	
<b>All tiled areas</b>	Inspect for loose or missing grout or caulking. RegROUT or re-caulk and re-seal if necessary.					<input checked="" type="checkbox"/>	
<b>Shower doors and Bath enclosures</b>	Inspect for proper fit. Adjust if necessary. Inspect and replace silicone sealant if necessary.					<input checked="" type="checkbox"/>	
<b>Weather stripping</b>	Check caulking around windows and doors. Check windows and door screens. Adjust where necessary to maintain water tightness.					<input checked="" type="checkbox"/>	
<b>Decking/ Balcony areas</b>	Scrub dirty areas and treat for water stains. Always use the correct products.						<input checked="" type="checkbox"/>
<b>Hot Water Cylinders</b>	Service by qualified plumber.						<input checked="" type="checkbox"/>
<b>MVHR Unit</b>	Apartments – Remove and clean filters.  Apartments – The MVHR should be serviced by a qualified engineer.			<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>



**Scan here**

On this page you will find a library of useful instructional videos and other relevant information in order to get the best experience from your new home.

Please retain this guide in the property for future use.