

# HOMEOWNERS MANUAL

➤ dandara

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# Welcome to your new Dandara home.

We trust your move went smoothly and that you will soon be settled into your new property.

Your Homeowner's Manual includes useful information, including how to properly maintain both the interior and exterior of your home and useful tips on energy conservation.

You can also discover further useful advice and helpful information videos which explain everything you need to know about your new home on our website. All of the contact details for our Customer Care team can be found on our website should you need to get in touch.

All manuals for appliances can be found within your home, along with information regarding guarantee forms which must be filled in and returned to the manufacturer as soon as possible.

We are delighted you have chosen Dandara and we wish you all the very best in your new home.



# Customer Care

## The Customer Care Team

Dandara is committed to providing a high calibre after-sales service, to complement the evident quality of your new home. Most queries that arise whilst you are settling in will be answered by referring to the information contained within this Homeowner's Manual. However, the Dandara Customer Care team are on hand to ensure that handover itself goes smoothly and you settle into your new home with ease.

Should you require any assistance once you have moved in, you can contact the Customer Care team. Please see our website for opening hours and contact details.

## Out of Hours Emergency

As well as the Customer Care team, you are covered 24 hours, 365 days a year during your two-year Builder Warranty period by our dedicated Out of Hours team, should, in the unlikely event, an emergency arises out of normal business hours.

If you are experiencing an emergency defect such as no heating or hot water, loss of electricity, an uncontrollable leak, security or drainage concern, please do contact our team using the details provided on our website.

## While We Are Building

Dandara is fully committed to the Health and Safety of both our on-site staff, customers and visitors to our developments. Whilst the construction phase of the development is still ongoing, we will take all reasonable steps to ensure that safe access to your home is maintained at all times. Any works that are scheduled to be carried out within your property will be pre-planned, ensuring access within your home is safe and tidy and that noise and dust is kept to a minimum whilst the works are ongoing.

The live build areas of the development will be protected with a secure boundary fence which will be maintained throughout the construction phase to prevent unauthorised access to the construction site. Anyone seen in the construction site without authorisation will be requested to leave immediately. Dandara reserve the right to refuse access to anyone who wishes to access the site during the operational hours, children under the age of 16 are not permitted into the construction areas at any time.

In some instances construction traffic may operate in the vicinity of your property when accessing or exiting the construction build areas, all construction traffic will be requested to drive within the prescribed safe speed limits of the development.

As you move into your new home, you may notice that a small number of items across the development may still require completion. We are committed to providing you with timescales for when works will be completed and will keep you informed of our progress in fulfilling our obligations under the planning consent for the development. Additionally, we will take reasonable steps to minimize the impact on you as we complete these works.

Any works that are scheduled to take place within the development outside of the main construction build areas will be highlighted with signage and protected with barriers to restrict pedestrian access at the interface with the ongoing construction works. Whilst these works are in progress, members of the public might be required to adhere to footpath closures and temporary traffic management controls.

# Customer Care

## Settling In

In those early days after receiving the keys to your new home, there are a few items which we would encourage that you give your attention to...

### Manufacturer Warranty Registration

During the first 28 days of occupancy, you are required to register any manufacturer warranties of items such as your boiler, hot water cylinder and appliances/white goods. It is important that you register your products to avoid any potential inconvenience should you require manufacturer assistance for any faults during the warranty period.

Information on this can be found in the instruction manuals which will be left in your welcome pack in your new Dandara home. Please visit the manufacturer's website for any further technical assistance, care and maintenance guides, kitchen information and flooring details.

### Scratched or Damaged Items

We would ask that you notify us in writing within 7 days of your completion date of any scratched or damaged items you may have identified. We would ask that you pay particular attention to glass, appliances, ceramics, mirrors, worktops, kitchen and bathroom furniture, as any scratches or damaged items reported after this time will not be rectified/replaced. Any items reported within the seven-day period will be addressed by the Site Management team as part of their courtesy maintenance visit.

### Utilities

Call those companies who supply electricity, water and gas to let them know you have moved in. They will also be able to provide you with details on switching supplier if this is your preference.

If you haven't already, contact your chosen multimedia provider to arrange telephone, broadband and TV services.

## What to Expect

### Courtesy Maintenance Visits

Our Site Management team will be in touch within 7 days to arrange a post completion visit to record any initial items identified within your home requiring attention. Courtesy maintenance applies to the works that we carry out as part of your two-year buildmark warranty.

### Remedial Work Requests

Please note that our initial Site Management visit during your early days of occupancy is the only planned courtesy visit during your two-year warranty. We are happy to review items reported which appear to be a defect in terms of the warranty cover, however, they must be reported within the two-year warranty period. Should you wish to report any defects, please use the Customer Care email address noted within this manual.

# Customer Care

## Warranty

### Warranty Cover

Your property is covered by a ten-year warranty. The warranty consists of two clear periods of cover from the date of completion of the first sale of the property. The initial period, which is the first two years, is covered by Dandara Customer Care. As a housebuilder, we are obliged to rectify any defects caused by a failure to meet the necessary standards of construction (as defined by the terms of the warranty provider's policy).

In addition, Dandara is committed to attending to all genuine defects notified to us within this time period. If in any doubt, please do not hesitate to contact the Customer Care team.

We are committed to offering second owners the same level of service for the balance of this initial two-year period, provided we are satisfied that any defect is not the result of the previous owner's misuse. If you are a new owner, please ensure that you advise the Customer Care team of your contact details.

From the end of the initial period, the ten-year warranty provides structural cover, specifically for damage caused to your property by a latent defect. Please refer to the warranty provider's Homeowner's Handbook and policy documents for a full explanation.

We strongly recommend that all correspondence is in writing, as this is a requirement of any claim under the ten-year warranty.

Please refer to the checklist on the next page as a useful guide.

### Important

It is important that the guidelines and, in particular, the maintenance instructions, provided by the various manufacturers of the components within your property, are adhered to. Dandara cannot be held responsible for any defects that occur due to the lack of maintenance or improper use.

Additionally, any alterations made to the plumbing, heating and electrical installations, e.g., changing electrical face plates, removing sanitaryware for tiling, etc., may affect your warranty in relation to these issues.

Should you have an extension or conservatory tapping into the existing electrics and plumbing, this will negate your warranty.

Please see your welcome letter for the warranty provider details for your development.

# Customer Care

## Warranty Checklist

Item Description	Covered by Dandara		Comments
	Yes	No	
Alarms			
Installation fault	✓		Contact your Customer Care team
Product fault		✓	Contact the manufacturer of your alarm
Product damage	✓		Must be registered with Customer Care within 7 days of legal completion
Bathrooms			
Shower screens fault	✓		Contact your Customer Care team
Shower screen damage	✓		Must be registered with Customer Care within 7 days of legal completion
Sanitaryware fault	✓		Contact your Customer Care team
Sanitaryware damage	✓		Must be registered with Customer Care within 7 days of legal completion
Sealant	✓		Contact your Customer Care team
Building			
Flashing loose or leaking	✓		Contact your Customer Care team
Roofing	✓		Contact your Customer Care team
Roofing damage caused by storm/weather		✓	Not covered as Dandara are not liable
Central Heating			
Boiler breakdown		✓	Contact the manufacturer of your boiler
Boiler servicing		✓	Homeowner responsibility to service annually
Installation fault (inc. pipework leaks)	✓		Contact your Customer Care team
Doors & Fittings (Internal, External, Kitchen Furniture)			
Lock & latch adjustments	✓		Contact your Customer Care team
Operation fault with door	✓		Contact your Customer Care team
Electrical			
Loss of power caused by installation fault	✓		Contact your Customer Care team
Loss of power caused by supply failure		✓	Contact your Electricity supplier
Extractor fan fault	✓		Contact your Customer Care team
Blown bulbs		✓	Homeowner responsibility to replace



# Customer Care

Item Description	Covered by Dandara		Comments
	Yes	No	
Fencing			
Loose parts caused by installation	✓		Contact your Customer Care team
Damage caused by storm/weather		✓	Not covered as Dandara are not liable
Garage Doors			
Locks, cables and operation	✓		Contact your Customer Care team
General			
Chips, scratches and damage	✓		Must be registered with Customer Care within 7 days of legal completion. Any claim after 7 days, is not covered. Variations in natural materials are normal and can be expected. This is normal and is due to the drying out process. Ventilation can help.
Colour variations of wood, marble etc.		✓	
Condensation		✓	
Kitchen Appliances			
Installation fault	✓		Contact your Customer Care team
Product fault		✓	Contact the manufacturer of your appliance
Product damage	✓		Must be registered with Customer Care within 7 days of legal completion
Plumbing			
Blocked drains, wastes, taps	✓		Contact your Customer Care team. Blockages caused by homeowner are not covered
Gutters & downpipes	✓		Contact your Customer Care team
Shrinkage			
Cracks to bricks, concrete, render or mortar (less than 3mm)		✓	Minor shrinkage is normal and can be expected
Cracks to bricks, concrete, render or mortar (exceeding 3mm)	✓		Contact your Customer Care team
Cracks to drylining and internal paintwork (less than 3mm)		✓	Minor shrinkage is normal and can be expected
Cracks to drylining and internal paintwork (exceeding 3mm)	✓		Contact your Customer Care team
Windows			
Fault with operation or parts	✓		Contact your Customer Care team
Scratched glazing	✓		Must be registered with Customer Care within 7 days of legal completion

Please contact the Customer Care team to discuss any items not mentioned within the above list.



# Looking after your Dandara home

Please refer to the manufacturer's manual for warranty & operational instructions.

## Boiler

Please note that your boiler should be serviced annually. The warranty will not be valid if the boiler is not serviced every year. In addition, the water pressure in your heating system needs 'topping up' periodically when pressure falls below recommended levels. Please refer to the manufacturer's guide. If you find that you have to top up the pressure more than three or four times a year, it is likely that there is a leak or fault somewhere in the system. Check around the radiator valves/tails for signs of a leak.

Please refer to the registration card for your boiler and register your appliance according to the available options within the Operating and Maintenance Handbook. Your boiler has a two-year manufacturers warranty, please register your appliance within 28 days of completion.

## Pressurised (unvented) Hot Water Cylinder (where applicable)

Your hot water cylinder should be serviced annually in accordance with the manufacturer's instructions. The warranty will not be valid if the cylinder is not serviced every year. The name and telephone number of the recommended service agent together with the date it was commissioned or last serviced is noted on a sticker on the front of your hot water cylinder. Your cylinder has safety pressure and temperature relief valves, if water is dripping or running in the tundish, this indicates a system fault. Failure to service your cylinder annually could result in serious damage to your property. The service book should be filled out by the engineer at each service visit.

## Gas Fired Appliances (where applicable)

Please arrange for any gas appliance to be inspected and serviced on an annual basis by a Gas Safe registered organisation.

## Room Extractor Fans

Please note that the extractor filters, where provided, should be cleaned at least twice a year. Cooker extraction hood filters should be regularly cleaned/changed to remove debris and grease build up to maintain performance and reduce fire risk.

## Electrical Installation Generally

The name and telephone number of the electrical contractor together with the date of installation and recommended date of next inspection is noted on a sticker on the front of your fuseboard/consumer control unit. You should also find your electrical test certificate within this pack, which provides testing confirmation of your installation to the latest IEE Regulations.

## Locking Mechanisms & Friction Stays/Hinges

It is important to lubricate locking mechanisms and friction stays/hinges (particularly on external doors and windows) every three months using light machine oil as per manufacturer's recommendations. They should also be kept free from grime and debris that may affect their operation.

## Operation

It is important to ensure that multi-point locking is used correctly. The handle must be turned upwards to engage all the operating points whenever the door is closed. This ensures security and protects any timber door you may have against warping and bowing.

# Looking after your Dandara home

## Garage

Please be aware that garages are a non-habitable area and as such are subject to prevailing environmental conditions.

They are not suitable for the storage of possessions which could be affected by extremes of heat, cold or naturally damp conditions.

Your garage is uninsulated which can result in the walls and floor becoming cold and damp in the winter and correspondingly very warm in the summer months. Dandara will not be held responsible for any damage or loss caused by improper use.

The garage door tracks and running gear should be greased at least once a year in accordance with the manufacturer's instructions.

## Loft

Please be aware that the loft hatch is provided for the visual inspection of the loft space only. As confirmed by the roof designer the loft space is not suitable for storage. The placement of items may impact on the performance of the roof structure and the ventilation of air within the roof space and could result in the Premier Guarantee homeowner warranty being invalidated.

## External Decoration

We recommend that you redecorate the outside of your home after two years and thereafter every four years to maintain the upkeep of your home. In respect of apartments the factoring service managing agents will deal with external decoration as part of a planned maintenance cycle for the building and this will be financed as part of the management fees paid. Outside woodwork should be regularly repainted or stained to preserve the wood. You may need to do this more frequently if you live by the sea.

## Windows

Windows are covered by a manufacturer's warranty period which is indicated within the manufacturer's literature. Glazed units are covered from failure of the seal for a period of ten years by the warranty provider, subject to any replacement cost of glazed units exceeding the excess amount within the policy in years three to ten of the warranty. We recommend that high level windows and frames should be cleaned by a professional window company, due to the risks of working from heights.

## External Maintenance

We recommend that general maintenance regarding soffits, fascias, windows, gutters, hoppers and valleys should be undertaken by a professional company that has the experience and equipment to work safely at heights.

## Kitchen and Utility Appliances

Your appliances are guaranteed for two years from the date of first occupation. It is therefore important to register your appliances with the manufacturer in the prescribed format contained within the literature relating to your appliance (refer to the specific appliance instruction manual).

## Party/Separating Walls

To ensure the integrity of the party/separating wall is retained, any work on the party wall should be avoided including fixings for pictures and shelves. If work is undertaken, homeowners should familiarise themselves with the Party Wall Act (1996) and undertake professional advice.

# Looking after your Dandara home

## Moisture From Construction

When you move into your new home, the moisture content of the building's fabric will be at its highest. Therefore, your home will need to be acclimatised for the first year so that it can dry out gradually, reducing the amount of superficial shrinkage cracking. The moisture will need to evaporate slowly and be ventilated away.

This can be achieved by keeping your home at a reasonably even temperature at all times during the drying out period. The heating should be used sparingly at first, so that the underlying building structure can warm up slowly and dry out gradually and evenly.

At the same time, the evaporating moisture needs to be ventilated away in order to avoid problems with dampness and condensation. You can assist this drying out process by leaving the trickle vents open, opening windows whenever possible, running your heating system at a constant temperature and ensuring that any extractor fans fitted to kitchens and bathrooms are fully utilised.

Failure to acclimatise your home correctly will result in shrinkage cracks which could otherwise have been avoided. Shrinkage cracks are not covered by your warranty and are a normal process of a new home drying out. These cracks can be easily rectified by household decoration.

## Guarantees

Please refer to your individual kitchen appliance manuals which contain the maintenance, instruction and warranty information relating to your kitchen and other electrical appliances and fittings. Please note adjustment to kitchen doors are not included in the guarantee. It is imperative that you complete the guarantee registration cards and return them to the manufacturer within 28 days of completion.



# Looking after your Dandara home

## Moisture From Occupation

Condensation is steam or water vapour which reverts to water on contact with a cold surface. If allowed to persist, condensation can damage clothes, bedding, floor coverings, decorations and the home itself. Next to shrinkage, condensation is the most common issue in new homes.

Once the building materials have dried out, modern standards of insulation should ensure that you no longer experience condensation. However, some normal daily activities produce a great deal of water vapour, which can cause condensation around the home.

The following guidelines will diminish these risks, particularly during the drying out period:

- The heating should not be run at a high temperature, and continually running too low a temperature encourages condensation.
- When this period is over, it is still advisable to maintain a moderate level of heating. A home that is continually occupied, or maintained at a warm temperature, is less likely to suffer from condensation, as there are fewer cold surfaces where vapour can condense.
- Ventilation is necessary to remove the moisture produced by daily household activities such as cooking and bathing. At all times, the trickle vents provided within the window frames should remain unobstructed and in an open position. Windows should be opened during activities that generate more moisture, such as drying clothes, to allow as much natural ventilation as possible.
- A gap should be left between walls and freestanding furniture and pictures to allow air to circulate. Radiators should not be obstructed.
- Mechanical extract ventilation is provided in the bathrooms, utility rooms/cupboards and kitchens; it should be allowed to operate as intended. The extraction system should not be switched off at the fused spur at any time (except for maintenance reasons).

## Movement & shrinkage

Throughout the drying out process and whilst your home is lived in and being heated, building materials shrink; this may cause cracks to appear. These cracks are not structural defects. The drying out period is dependant on a variety of factors but on average will take approximately 12-24 months, but if your property is constructed using the timber frame method it may continue to shrink over a three year period. Shrinkage cracks should be left for this period. We recommend they be filled and made good as part of the normal redecoration process. These cracks may reoccur, but can be filled and repainted again in the normal process of periodic redecoration. We recommend that you do not decorate your home for the first 12 months.

Such cracks are inevitable and are only superficial. They do not affect the structural integrity of your home and as such are not classified as defects.

## Fixtures & fittings

Care and maintenance of chrome, nickel plated, powder coated external fixtures and fittings should be washed regularly with warm soapy water and dried off with a soft cloth to prevent premature corrosion. This cleaning procedure will be required more often when situated close to the coastline. Please note, abrasive cleaning products should not be used.

## TV / Satellite Installation

The TV/satellite wiring has been configured as follows:

Cables transmit -

- a) TV cabling from the loft to the TV location(s) (Note: aerials and amplifiers not included)
- b) The satellite cabling from the loft location to the TV location(s) (Note: satellite dish not included).

### Houses

You will need to contact a TV/satellite installer to install a satellite dish (if required and approved by local authorities) on the outside of your home and to install a TV aerial and amplifier in the loft space. No power provided for TV amplifier.

### Fibre Broadband / Telephone / Data Installation

A fibre broadband network is provided to the property entering your service intake cupboard. At occupancy you will need to contact your selected broadband service provider for the service that you require and they will send you their router, suited to the service package you have ordered.

A telephone outlet is provided to the living area. Data cabling is terminated to a data outlet adjacent the living area telephone position and also at the living area TV outlet position. Data cabling from these outlets are distributed from the outlet plate within the intake cupboard. You will be able to link to these from your router once provided by the service provider.

## Gas Safety Certificate (if applicable)

This certificate confirms that the work recently undertaken at your property has been carried out by a Gas Safe registered business.

# Plumbing, Heating and Gas Installation

A representative from Dandara will have demonstrated the use of the boiler, programmer and room thermostat. Operating instructions for all of these will be contained within the manual left in your new home.



## Gas Combination Boilers

When programmed to do so, the boiler will fire up and pump hot water around the heating system. When the required temperature is reached (this is controlled by the room thermostat in the lounge or hallway) the boiler will switch off.

In addition, there are thermostatically controlled radiator valves fitted on all of the radiators excluding the room containing the zone thermostat. These will close when the required temperature has been reached, thus preventing further water from entering the radiator. The boiler will also fire up if a hot water tap is turned on. The water is heated instantaneously as it passes through the boiler.

## System Boilers Installed in Conjunction with a Hot Water Cylinder

The heating system works in the same way as outlined above. Hot water however is provided indirectly via a hot water storage cylinder. When programmed to do so the boiler will fire up and pump heating water through a coil passing within the cylinder heating the stored water. Once the water in the cylinder has reached temperature (usually 60-65°C) the cylinder mounted thermostat will switch the boiler off. In the event of a boiler failure, if your boiler has an immersion switch you can still obtain hot water by switching the immersion switch to ON.



## External Tap Isolation

If you have an external tap, you will need to switch this off and drain the external section of the pipe during the winter months. Failure to do so could lead to the pipe freezing over and bursting which is not covered under warranty.

1. Turn off the isolation valve which is located under the kitchen sink (this valve will be attached to the pipework outside the tap).
2. Open tap outside and leave fully open.

We must stress that the tap must be left open, if not any water left in the pipe can freeze/expand and burst causing a leak or damage to the tap.

## Carbon Monoxide Detectors

For occupant safety a mains wired Carbon Monoxide detector is located where there is a gas or solid fuel appliance. The detector has battery backup so will still operate in the event of a main electricity failure. The detector will sound an alarm should carbon monoxide levels rise.

An intermittent beep may indicate battery replacement is due.

In the event of detection the alarm will sound, evacuate accordingly.

Follow the general procedures outlined in the 'Emergencies' section 'Gas Safety Procedure.'

# Smoke Alarm Installation



## Smoke Detectors

The smoke detectors in your home have a battery backup in addition to being connected to the electric mains. The battery will operate the smoke alarm in the event of there being a fire during an interruption in the electrical supply. It is important therefore to test the battery regularly by pressing the button on the face of the smoke alarm. An intermittent beep may indicate battery replacement is due. In the event of smoke detection the alarm will sound, evacuate accordingly. You will also receive a smoke detector certification.

## Heat Detectors

Some properties, due to their internal layout, may have a heat detector mounted within the kitchen (electricity mains operated with battery back-up). A heat detector is used to mitigate false alarms during cooking.

All principles mentioned above for smoke detectors generally apply in terms of battery backup, evacuation etc.

## Door Closers, Intumescent Strips, Smoke Seals and Half Hour Fire Doors

The doors within apartments and houses with ground, first and second floors are half hour fire rated and contain smoke seals to prevent fire spread onto escape routes. In order to prevent a fire (or smoke) from spreading rapidly throughout your home, doors should not be wedged open (or self-closing devices disabled), likewise fire strips or smoke seals fitted within the doors or frames should not be removed as these provide an integral part of the fire integrity of the fire door.

## Fire Certificate Documentation

Included in your homeowners pack if applicable. Apartments only.



# Emergencies

## Gas Safety Procedure

If you smell gas or suspect a gas leak or if your carbon monoxide alarm sounds, telephone the National Gas Emergency service and the Gas Safe registered engineer you use to service and maintain your system.

**In a gas emergency, act quickly and take the following safety steps:**

- Do not switch lights on or off.
- Do not use any other electrical switches.
- Do not use a telephone in any area where there may be gas in the air.
- Do not use naked flames, such as matches or cigarette lighters.
- Do not smoke.
- Switch off the appliance and do not use it again until it has been checked by a Gas Safe registered engineer.
- Turn off the gas supply at the gas meter. The gas meter box has a isolation valve. To turn off the gas supply turn 90 degrees.
- Open the windows and doors in order to disperse the gas.
- Warn other residents if appropriate.
- Get out!
- If you are feeling ill, visit your GP or local A&E as soon as possible.

**Call the National Gas Emergency service on 0800 111 999**

You will be asked to provide the following information:

- The address/location of the suspected gas escape or gas emergency.
- How many people are at the property where the smell is most noticeable.
- How long the smell has been noticeable.
- Where the smell is coming from.
- If any neighbours are affected.
- Your name and phone number.
- Any special circumstances or access information.

Getting accurate address details is very important, as they want to make sure they send engineers to exactly the right place. You will be asked to verify these details for this very reason. Your address and postcode are particularly important.

The National Gas Emergency service should arrive within two hours and stop the leak if the source of the leak is a defective appliance or leaking pipework. You will need to contact a Gas Safe engineer to carry out any necessary repairs.

During the initial two-year warranty period, please call customer services.

After the initial two-year period, you may choose to contact an alternative engineer by visiting [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

# Emergencies

## Electrical Procedure

In the event of a complete loss of power, we recommend that you check with a neighbour to see if they still have a power supply. It could be that there is a localised power failure. If this is the case, then please contact the District Network Operator. Details are provided in your handover pack.

In the unlikely event of an electrical emergency, turn off the mains supply at your consumer unit. The electrics in your home are protected by a series of miniature circuit breakers (MCBs). In the event of an electrical fault, the relevant switch will trip and disconnect the power to the affected circuit. Please do not attempt to repair any electrical faults yourself. Repairs must be carried out by a qualified electrical engineer.



If an MCB trips, the following procedure should be followed:

- Establish from the consumer unit which area is affected and then carry out a visual examination of the area to see if the problem is obvious.
- Attempt to reset the circuit by switching the MCB to the ON position.

If the fault persists when you attempt to reset the circuit (i.e., the MCB switch will not stay up in the ON position) carry out the following:

- Lighting - switch all light switches off and try again.
- Sockets - switch off and unplug all appliances from the sockets and switch off any hard wired appliances.
- It is quite common for MCBs to trip in the event of a light bulb failure. If this happens, you should reset the MCB, identify the faulty lamp and replace it.
- Plug each appliance back in and switch it on. The MCB will trip when you connect the faulty appliance.

If the fault is not identified using this process, please call the Dandara Customer Care team or the out of hours emergency number if applicable. All of the relevant contact details can be found on our website.

## DO NOT ATTEMPT TO UNSCREW OR TAMPER WITH ANY ELECTRICAL ITEMS

## Drilling, Screwing or Nailing into Walls

Always check for concealed cables or gas and water pipes before drilling holes or driving a nail/screw etc., into a wall or partition. A cable/pipe detector should help to identify the presence of concealed cables or pipes. Where possible, detection should start at an accessory and end where drilling etc., is intended.

Please refer to the enclosed NICEIC leaflet on 'permitted cable route zones' for guidance.

Always check for equipment on both sides of a wall and partition and likely routes to and from them based on permitted route zones. Dandara advise that you employ a competent professional tradesman when drilling/fixing into a wall.

# Emergencies

## Plumbing Safety Procedure

If there is a complete loss of water to your home, please contact our Customer Care team during office opening hours. For emergencies outside these hours, please call the out of hours emergency number. All the relevant contact details can be found on our website.

In the unlikely event of a plumbing leak:

- Immediately turn off the mains water stopcock under the kitchen sink, utility room sink or in the garage. The exact position of your stopcock will have been identified to you during your home demonstration.
- Once the stopcock has been turned off, mop up any standing water to prevent further damage.
- If the pipe or radiator continues to leak, place a bucket or bowl under the leak to catch the water. If this is not possible, use a towel to absorb the water.
- Report the leak immediately. Within the initial two-year warranty period, you should report the leak to the Dandara Customer Care team during office hours. For emergencies outside these hours, please call the out of hours emergency contact number. All relevant contact details can be found on our website.



Typical Stopcock

## Important

Please note that you will be responsible for any emergency call-out charges if:

- The problem is due to a lack of maintenance.
- The problem has been caused by incorrect operation.
- The problem is due to damage by yourself or others.
- The problem is not an emergency.
- The initial two-year warranty has expired.

Please refer minor plumbing leaks to our Customer Care team as soon as they become evident. It is important to rectify leaks before they cause avoidable damage. Failure to report or address a leak in a timely manner may affect your warranty.

## EMERGENCY CONTACTS

### Plumbing & Electrical

In the event of an emergency within the two-year warranty period, please contact our Customer Care team during office hours, or for emergencies outside of these hours, please call the out of hours emergency contact number. All relevant contact details can be found on our website.

Please note that you may be charged a call-out fee if the repairs prove not to be an emergency.

The information given in this manual is for guidance only. Where any doubt or safety concerns exist, a competent and qualified engineer should be contacted, or if the call out is due to lack of maintenance, abuse, misuse or out of warranty it will be the owners responsibility to cover the costs of the call out. Dandara will not be liable for the costs of calling out an alternative contractor not listed in our emergency procedures.

# Additional General Care & Maintenance Information

## Caring for Your Lawn

One of the many benefits of moving into a new build home is the low maintenance it requires. However, as your garden may be laid with turf, it may be affected by weather and ground conditions and it is your responsibility to maintain it.

- Refrain from placing heavy items on the lawn for at least 28 days after it has been laid. This includes walking on the turf or allowing pets and children to play on the fresh grass. This will allow the lawn to settle evenly. The Royal Horticultural Society recommends that heavy use should be avoided in the lawns first season.
- Mow your lawn regularly between March and October and maintain the grass length at 25-50mm long.
- During spring and autumn you should mow your lawn twice weekly, reducing to once a week in periods of drought, generally in the winter months mowing is not necessary.
- Adjust the mowing height as required, avoid scalping the ground and leave the grass height slightly longer on the last cut of the year - to give better protection from wear in the winter months. Never mow wet or frosty grass as this can cause damage to the turf.
- Aerate the lawn by spiking the whole garden area with a garden fork to the full depth of the fork or with a powered aerator. This improves the drainage and aerates the surface topsoil to encourage root and rhizome growth and a healthy sward.
- Water your lawn every 5-10 days during dry periods in mid to late summer. The RHS recommends that you should be careful not to over water, as this could lead to shallow rooting. If lawns turn brown and dry during the summer period, it usually recovers well when the rain returns. Newly laid turf should be watered daily until well rooted, please do not rely on natural rainfall water to water the entire area of your lawn.
- Feed the lawn in mid-spring (late March-April) with a spring or summer fertiliser and again in late spring/summer (May-August) if the grass has lost its freshness. Fertilisers should be applied when the soil is moist, or when rain is expected.
- Weed the lawn by applying a selective lawn weed killer which will not harm the grass in April/May and again in September. Further applications may be required. A combined product will kill the moss as well, although repeat applications will be required. Hand weeding of difficult weeds may be required (e.g. dandelions).
- Rake out dead moss and thatch (dead grass lying on the ground) to encourage healthy growth and prevent your turf from dying.
- Please remember the soil below your lawn may take several seasons to recover from the disturbance experienced throughout the build process.
- Weather and soil type in the area also plays its part, so please bear in mind that your garden may not be usable in all seasons and will require your ongoing maintenance to keep it in great condition.
- Your garden may be secured by fencing, walls/rendered walls which will also need regular maintenance to protect them from weathering.

## Additional General Care & Maintenance Information

Lawn Care Calendar	
January	Remove debris, leaves etc. Aerate if possible & required.
February	
March	Mowing starts, starting with an increased height and lowering throughout the month. Reform edges to lawn. Apply spring lawn fertiliser if mild weather (half recommended rate).
April	Mowing will likely increase to 1-2 weeks now until September, depending on the weather. Any bare patches can be reseeded.
May	Rake out any dead thatch and apply other half of March fertiliser with an appropriate weed killer if not already done. Continue to reform lawn edges.
June	If weather temperatures rise, mowing frequency can reduce and mowing height should be increased. Lawn may need watering weekly if there is little or no rain, but be careful not to over soak. Use fork to aid drainage if water pools.
July	
August	
September	Mowing height can be reduced again. This is an ideal time for any re-seeding if required. Top dress any areas required and apply weed killer if necessary. Aerate thoroughly with a fork.
October	Apply autumn lawn fertiliser. Raise height of mower again. If any replacement turf is required, this is the best month to do so.
November	Only mow if the grass is still growing. Reform areas, remove debris, fallen leaves etc.
December	

# Energy Conservation

The energy we use to heat, light and power our homes contributes to over a quarter of the UK's total carbon emissions, and is the principal contributor to climate change. Around half the energy used in the home is for heating and hot water.

Following these energy saving tips could save you money!

## Energy Efficiency Tips for Heating & Hot Water

1. Don't set the temperature too high... For every 1°C your thermostat is turned down your energy usage is reduced. If you're away during the winter, leave the thermostat on the frost protection setting to provide protection from freezing at a minimum cost.
2. Use it where you need it... Set the appropriate temperature on your heating for the room it is in, for example, in a spare bedroom leave the thermostat in a lower setting.
3. The time is right... Use heaters fitted with timers or linked to central controllers to turn the heating on only when you need it and automatically switch it off when you don't.
4. Windows... Close your curtains at dusk to stop heat escaping through the windows. Apply ventilation sensibly. Your windows are fitted with trickle ventilators and used properly should not contribute to excessive losses and at the same time aid home ventilation strategies.
5. Water... Use a shower instead of a bath, to conserve water, save time and money. If your property has a hot water cylinder do not set the thermostat too high, 60°C/140°F is recommended and usually adequate for bathing and washing. Ensure dripping taps are repaired quickly, so water is conserved and you are not charged for water you have not used.

Note: For water conservation measures your appliance has flow restriction devices fitted or restricted set capacities in the case of baths and toilets.

## Other Energy Saving Tips

1. Lights... Turn off lights whenever you leave a room. We use low energy fittings throughout your property.
2. Cooking... Use an appropriate size of pan for the hob. Keep saucepan lids on - this enables you to turn down the heat. Boil water for cooking in a kettle. Use a toaster rather than a grill to make toast.
3. Washing Machines... Wait until you have a full load or use the half-load or economy programme if your machine has one. Use your machine at the lowest temperature you can.
4. Television and Hi-Fi... Turn off your TV, DVD and Hi-Fi at the mains. Stand-by can result in unnecessary energy use.
5. Fridges and Freezers... Defrost fridges and freezers regularly to keep them running efficiently. Don't leave the door open for longer than necessary. Don't put warm food straight into the fridge - let it cool down first.

# Managing Agent

## Managing Agent

The team will advise which company has been appointed as your Managing Agent and will provide all of the relevant contact details. The Managing Agent is responsible for the day-to-day estate management of the development, including the administration of the service charges.

Note that any defects you may find in your own home must be reported directly to the Dandara Customer Care team using the contact details provided on our website in accordance with the policy set out on page 6. Dandara is responsible for dealing with any home issues for two years following the first legal completion on your home.

## Maintenance & Repairs

The Managing Agent is responsible for the operation, cleaning and maintenance of all roads, paths, street lights and drainage that will not be adopted by the local authority and the following areas:

- Communal grounds, gardens and woodlands.
- Communal bin stores and collection points.
- Communal car parking areas.
- Arrangements for car park management.

Any defects noted within these areas are classified as communal defects and should be reported direct to the Managing Agent by calling the office number during open hours. A copy of the Rules and Regulations for the development is provided at handover.



↳ dandara