

YTL Homes
YTL GROUP



Your New Home Warranty

At **YTL Homes** we take pride in every home we build.

PART OF:



Buying a new home is one of the most significant decisions we make in our lives.

It is only natural to want reassurance that the home you are buying has been built to the highest standards. That reassurance is exactly what you get from your YTL Homes New Home Warranty.

At YTL Homes we take pride in every home we build. To ensure the highest quality standards, we have checks every step of the way. Our experienced team takes every care to ensure that any issues that might arise are identified and remedied well before you move in, so that buying your new home with us is much more straightforward than buying anywhere else.

Very occasionally, however, something might slip through the net. The YTL Homes Warranty is designed to give you the reassurance that we will do the right thing if any defects do come up. And for added peace of mind, it forms part of the **National House Building Council's (NHBC) Buildmark Warranty scheme - the leading warranty and insurance provider for new homes in the UK.**



What does the YTL Homes New Home Warranty cover?



In simple terms, your YTL Homes Warranty means that any defects that may come to light in the construction or materials used to build your new home will be rectified at no extra cost to you. However, it is important to understand what counts as a defect, how long the

warranty cover lasts for and who will be remedying the defect. Your warranty is no substitute for Buildings and Contents Insurance. Please read the full NHBC Buildmark Policy Schedule for full details about your cover, available at www.nhbc.co.uk/homeowners



What counts as a defect?

A defect is any fault in the construction methods or materials used to build your new home.

However, the warranty does not cover any issues arising from normal wear and tear or that are not the result of a fault. For some examples of what would or would not be covered, please see the Appendix.

How long does the warranty last?

The warranty cover will start from the date you legally complete on your new home.

The date will be specified on your NHBC Buildmark warranty certificate, which will be included within your Home User Guide. There are two phases to the warranty period.

In the first two years, your YTL Homes Warranty will cover any construction or manufacturer defects for all built-in fixtures and fittings as well as any structural issues. However, it does not cover normal wear and tear.

From the start of the third year onwards, your NHBC Buildmark Warranty will cover structural issues only until the property is 10 years old, as defined in the NHBC policy.

Who will remedy the defect?

In the first two years of the warranty period, rectifying any defects will be the responsibility of YTL Homes and its supply chain.

Please be aware that we can only rectify a warrantable defect if we can have access to do so. Our Customer Relations Team will always look to coordinate with you to ensure that any work takes place at a time that is convenient for you. However, we do have a 'Three Strikes' rule: if we make three attempts to gain access and are unable to do so (for example, if we contact you to agree a time and don't receive a response, or we cannot gain access at a time we have previously agreed), then YTL Homes reserve the right to consider the item closed.

In the remaining eight years of the 10-year warranty period, rectifying any defects will be the responsibility of the NHBC.

The white goods and appliances in your new home will be covered separately by the manufacturer's warranty. Please see the details provided by the manufacturer about how long the warranty lasts and who to contact should a fault arise. These warranty documents are included in your handover pack, provided to you on the day of your key release meeting. In most cases you will need to contact the manufacturer to register your product in order to trigger the warranty period.

An overview of what defects are covered at each stage	Covered under the YTLH New Home Warranty (Years 0-2)?	Covered under the NHBC Buildmark Warranty (Years 3-10)?
<p>Structural defects:</p> <ul style="list-style-type: none"> - Foundations - Walls / External cladding - Plumbing leaks - Faults with gutters - Faults with drainage or sewers* - Flues and chimneys - Leaking roof - Stairs, floor structures and screeds - External steps, paving, paths and driveways - Ceilings - Balconies and terraces - Window glazing 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✗ ✗ ✓ ✓ ✓ ✓ ✗ ✗ ✓ ✗
<p>Defects with your home's systems:</p> <ul style="list-style-type: none"> - Heating / Hot water system - Electrical system 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✗ ✗
<p>Defects with your home's fixtures & fittings**:</p> <ul style="list-style-type: none"> - Fitting of windows and doors - Internal doors and ironmongery - Sanitaryware - Plaster repairs*** - Kitchen units and cabinetry - Floor coverings - Fencing 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✗ ✗ ✗ ✗ ✗ ✗ ✗
<p>Defects with your home's appliances:</p> <ul style="list-style-type: none"> - Dishwasher - Washing machine - Fridge / Freezer - Oven / Hob - Boiler / Air sourced heat pump 	<p>Dependent on the appliance - please see separate manufacturer's warranty</p>	<p>Dependent on the appliance - please see separate manufacturer's warranty</p>

* Does not include blockages caused by foreign objects such as wet wipes, sanitary products etc.

** Does not include homeowner damage, please refer to page 12.

*** Does not include cracks caused by 'shrinkage' as the property dries out. For more details, please see the Appendix

How long will it take for any defect to be resolved?



Exactly how long it will take to rectify any defects will always depend on the specific circumstances.

However, to give our customers more peace of mind, we set ourselves targets for resolving any issues that arise.

While we cannot guarantee to meet these targets in every case, they are a guide to the standards that we set ourselves. In all cases, and especially if for any reason a remedy is likely to take longer than expected, our dedicated Customer Relations team will keep you informed at every step.

When you report a defect, we will discuss with you what the defect is and then assign it a priority level:

PRIORITY 1

If the defect requires emergency repairs, our target will be to complete the repair within 24 hours.

PRIORITY 2

If the defect is urgent, but not an emergency, our target will be to complete the repair within 15 working days.

PRIORITY 3

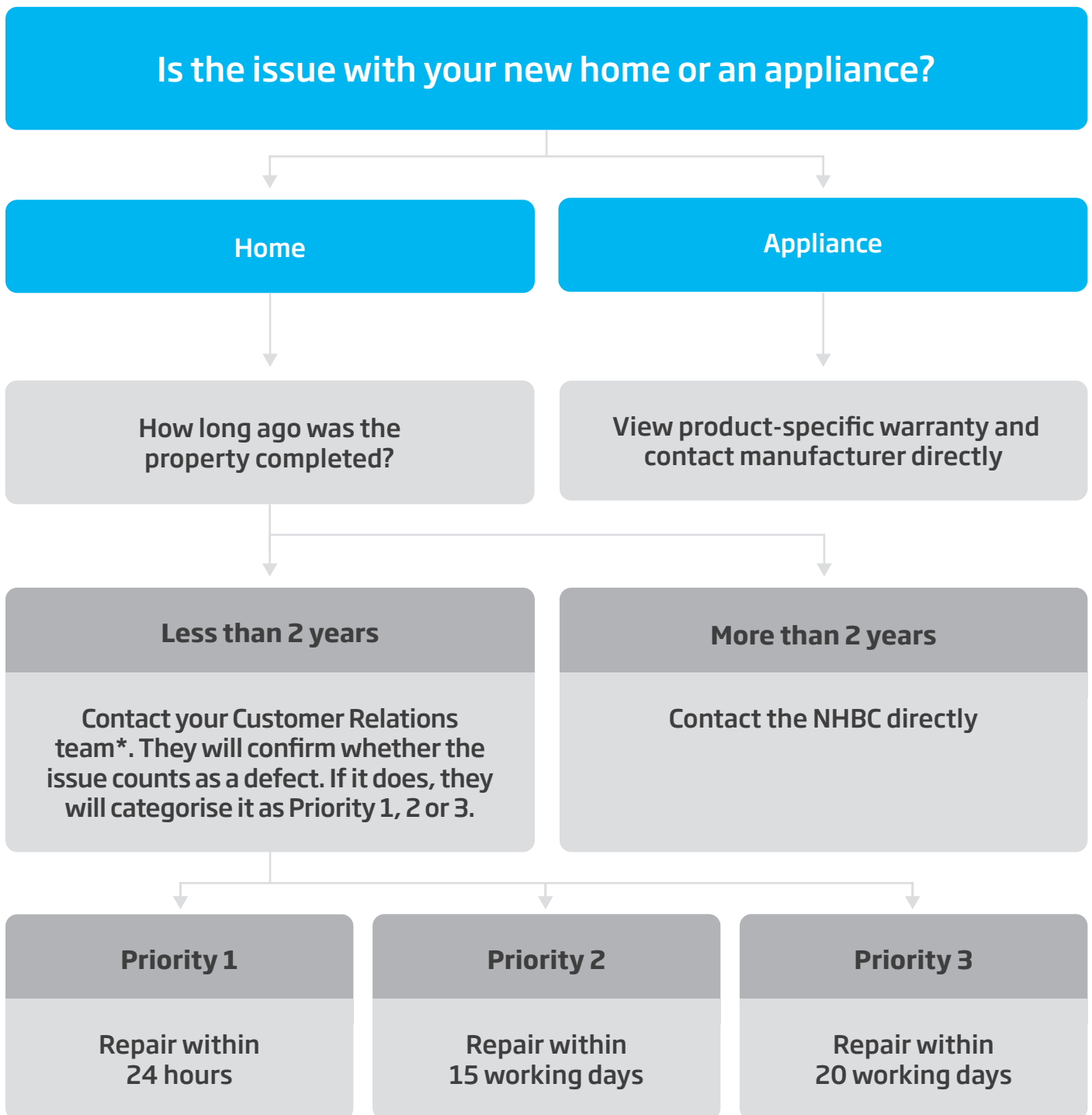
Our target is to complete non-urgent repairs within 20 working days.



A guide to how we would typically prioritise some possible faults

PRIORITY 1	PRIORITY 2	PRIORITY 3
<p>Emergency repairs: Required to avoid immediate danger to health and safety of the occupants or to the integrity and safety of the buildings</p>	<p>Urgent repairs: Required to avoid discomfort and inconvenience to the occupants, but not affecting health and safety</p>	<p>Non-urgent repairs: Required repairs which can wait a short time before being dealt with without causing significant inconvenience</p>
<p>24 hours or less</p>	<p>15 working days or less</p>	<p>20 working days or less</p>
<ul style="list-style-type: none"> - Complete failure of heating or hot water - Complete or partial failure of electrics - Water leaks that cannot be contained - Risks to security (windows, doors, etc.) - Blocked drains and blockages to toilets where there is only one toilet in the property 	<ul style="list-style-type: none"> - Failure of a toilet in properties with at least one toilet in working order - Leaking gutters - Leaking roof - Electrical faults - Faulty heating system - Refixing loose fixtures and fittings 	<ul style="list-style-type: none"> - Easing of windows - Faulty fitted kitchen units - Faulty internal doors / ironmongery - Floor coverings - Fencing - Paths and driveways

What should I do if I think there is a defect covered by my warranty?



* For out of hours emergencies please call 03301234208 and your call will be forwarded to our out of hours call handlers.

What is the process for reporting a defect?

On the day you move in

On the day you move in, as part of the key handover appointment, our team will join you to inspect your new home. At this appointment we will specifically be looking to identify any damage such as chips, scratches or dents to anything (excluding paintwork) in your new home.

We will document any damage identified and will ask you to sign a form to confirm that the joint inspection has been completed. These items of damage will be repaired or replaced by our team as part of our warranty.

However, we will not repair or replace any items of damage identified after the date of legal completion.

Dents scratches and chips occur as part of everyday life when living in a home. There is an even higher risk of accidental damage during a move, as boxes are unpacked and removals companies are in and out of the home. YTL Homes will only accept responsibility for damage caused by us and our contractors and therefore cannot accept any liability for damage identified after the key handover appointment.

Within 7 days

As you settle into your new home, you may identify minor defects or snags that have slipped through the net during our own checks. Perhaps a door is sticking? A tap is dripping? Or that a light switch or socket isn't working? We hope that this won't be the case, but these snags can come up.

We ask that you report minor defects like these to us in one report within seven days of your key handover appointment. You could compile this list yourself, or you may wish to pay for a professional snagging company to create one on your behalf. But provided that the report is sent to customer.relations@ytldevelopments.co.uk within seven days, we will review the list and agree a final version with you, under the terms of the NHBC warranty. Our construction team will then rectify all the genuine defects identified.

Do please bear in mind, however, the important distinction between this list of defects, and the list of damages identified at the key handover appointment. If the defects list includes damages that were not identified at that appointment, then they would not be covered under your warranty.

After seven days

From seven days after completion until you have been in your home for two years, you are still covered by the YTL Homes New Home Warranty. If anything appears that you believe may be a defect in the materials or the workmanship of your home, please do not hesitate to contact us via email on customer.relations@ytldevelopments.co.uk or by telephone: [0330 1234 208](tel:03301234208). We will inspect to confirm whether it is a defect or not, and if it is, we will arrange for it to be rectified.

Our goal is to make your move into your new home as smooth as possible and to take responsibility for any errors, issues and oversights in our work. In return, we ask you to follow the guidance and recommendations we make both in person and in the home user guide, and bear in mind that our warranty is designed to cover defects or faults in the original construction, not everyday wear and tear that is inevitable in any home.

Contact details



Customer Relations Team

Phone:

0330 1234 208

Email:

customer.relations@ytldevelopments.co.uk

Address:

YTL Developments (UK) Limited,
Concorde House,
18 Concorde Road, Bristol BS34 5TB

Out-of-hours contact

(For use in emergencies only)

17:00 to 08:30

Phone:

0330 1234 208

Phone:

0800 035 6422 or 0344 633 1000
(Monday to Friday 08:30 to 17:30)

Email:

cssupport@nhbc.co.uk

Address:

NHBC,
NHBC House,
Davy Avenue,
Knowlhill,
Milton Keynes,
Bucks MK5 8FP



Appendix: Examples of what is and is not covered under your warranty

It is important to distinguish between faults or defects that are covered under your warranty, and wear and tear, possible imperfections or misuse that would not be covered.

The key differences will have been explained to you as part of your new home demonstration before you move in. We will also provide you with manuals for your systems and appliances that will allow you to resolve most problems independently.

For full technical details of what exactly is and is not covered by your NHBC warranty please visit: www.nhbc.co.uk/homeowners

However, the list below will provide some guidance by way of a few examples:

If a light isn't working

A light not working is most likely to be due to a bulb or lamp that needs replacing. That is part of the normal wear and tear that happens when a property is occupied and would not be covered under the warranty. However, if you replace the bulb and the light is still not working, it may be the result of a fault in the switch or light fitting. Providing the issue was reported within the warranty period, we would rectify this fault.

If a crack appears in the plaster

Buildings are made from natural materials which expand and contract as a result of the temperature and moisture content of the air. In some cases, this occasionally causes small cosmetic cracks in wall plaster - this is known as shrinkage. Because this is a natural process, it is not a fault.

Therefore, while we will advise you on how to heat and ventilate your new home to minimise the chances of shrinkage cracks appearing, filling any cosmetic cracks would not be covered under your warranty.

However, if the crack was not a result of natural shrinkage, it may be covered depending on what the cause proved to be. The NHBC website provides full details of how to judge whether a crack is cosmetic or not.

If a roof tile cracks or breaks in a storm

It is an unavoidable fact that the UK can face stormy weather. No matter how well built a home is, strong storm winds or flying debris could crack or dislodge a roof tile. Storm damage is an unavoidable risk that all homes face and, because it is not the result of a fault, it would not be covered by the warranty.

If there is a power failure

When the power fails in your home, it is likely that the cause will either be a power interruption from the grid, or a 'tripped circuit'.

A tripped circuit happens when a power surge from the grid 'trips' a safety mechanism known as a Residual Current Device (RCD), which is designed to cut the power to avoid damage to your home's electrical system. This is easily rectified by resetting the RCD on your home's electrical consumer unit. We will explain this to you in person at the home demonstration prior to handover of your new home.

Neither of these causes are faults or defects with your new home and so are not covered under your new home warranty.

Heating systems and boilers

Heating systems in new homes very rarely malfunction. Issues with heating systems usually have a simple resolution.

For specific information on the heating and hot water system or boiler in your new home please refer to your house or apartment home user guide.

If you have purchased a house at Brabazon, your boiler warranty should be registered by the homeowner directly with the manufacturer. You should contact them directly if your boiler is showing an error code. Please note, we strongly recommend you arrange for your boiler to be serviced on an annual basis. Failure to do so may invalidate your manufacturer's warranty.

Blocked drains

If a drain blockage is caused by a design defect or faulty pipe, then that will be covered under your new home warranty. However, most drain blockages in the UK are caused by foreign objects like wet wipes or sanitary products being flushed down the toilet. Mains drainage systems are not designed to handle these objects: this will be explained to you as part of the home demonstration prior to completion.

Therefore blockages caused by flushing foreign objects are not covered under your new home warranty. If we respond to a call out to clear a blocked drain and the cause is shown to be an inappropriate foreign object, we reserve the right to charge the property owner for clearing the blockage. In apartment blocks, where it may not be clear which apartment has caused such a blockage, we reserve the right to charge the block management company

Scratches to glass, flooring or doors

The NHBC website provides full guidance as to whether a scratch counts as a defect. As our warranty provider, we will always follow the NHBC's policy.

Scratches are an unavoidable risk when a new home is occupied. They can also be caused by removals firms when they move your furniture into your new home. To avoid any disputes, we will give you the opportunity to highlight any scratches both as part of your new home demonstration prior to moving in and as part of the handover process on the day you collect the keys. We will not accept any responsibility for scratches identified after the date legal completion takes place, unless reported on your damages checklist which will have been signed on your key handover appointment.

A dent in the door of a kitchen cupboard

Damage such as a dent in a kitchen door is a warrantable issue if it happened before legal completion. However, if it happened after legal completion - for example by a removal firm - then it would not be covered. We will check over the property with you on the day of completion to identify any existing warrantable damages. Any items identified after that date would not be covered.

Landscaping

Planting and grass within front and rear gardens are not covered by NHBC warranty. It is considered the homeowner's responsibility to maintain the plants and grass on your property. The YTL New Homes Warranty does not cover landscaping.

To avoid any disputes, we will give you the opportunity to highlight any issues both as part of your new home demonstration prior to moving in and as part of the handover process on the day you collect the keys. We will not accept any responsibility for any landscaping issues identified after the date legal completion takes place, unless reported on your damages checklist which will have been signed on your key handover appointment.

Groundworks

We will not accept responsibility for cracked paving slabs identified after the date legal completion takes place, unless reported on your damages checklist which will have been signed on your key handover appointment. Loose paving slabs or grouting will only be attended to in the first 28 days following legal completion.