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DREW SMITH

HOMES

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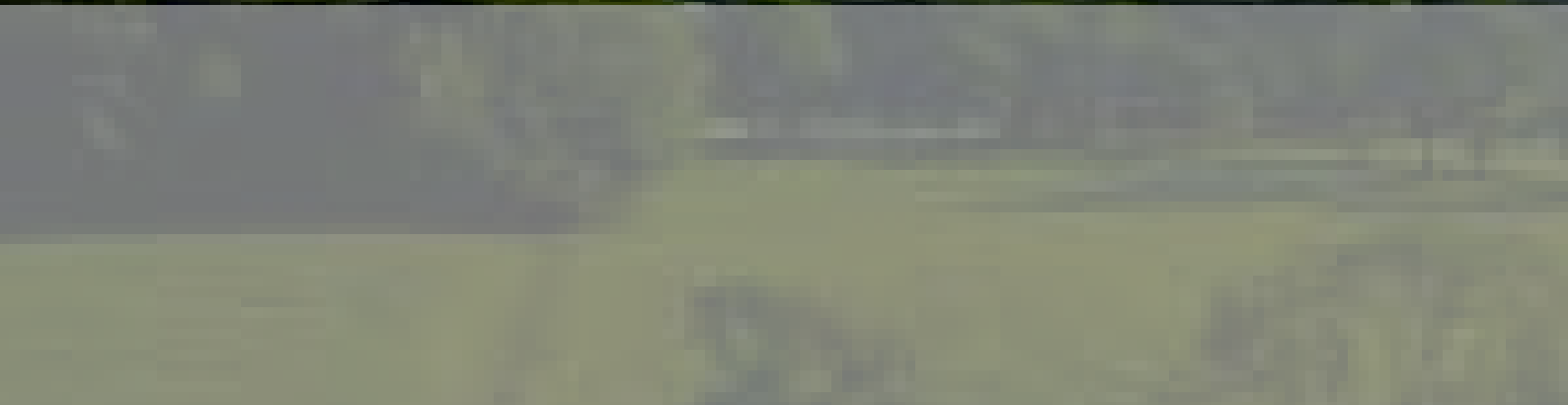
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Welcome

This manual provides a step by step guide for your new home journey with Drew Smith.

From initial reservation to final completion, you'll find detailed, informative resources for every stage. Whether it's essential top tips, information on Customer Service, or just how things work, this will ensure you have the very best start in your new home.







Welcome

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About Drew Smith Homes

Drew Smith is proud to have been a regional developer building high quality homes in the area for over 30 years. We have maintained the heritage of being a family run business whilst now enjoying the benefits of being affiliated with a more prominent housing provider.

We work with local people to create communities and we're passionate about building the right homes for our customers. As a responsible developer we are focused on providing good employment opportunities, supporting local charities and delivering environmentally sensitive projects.

THE TEAM

From the moment you enquire about one of our homes, right through to handover, you will be under the wing of one of our sales executives, who will be on hand whenever you need any help or advice about buying your home. They will take you through the whole process, show you what to do and when,

and support you until you're ready to move in. You will have an opportunity to meet the site manager and discuss the progress of your home. Once you're all moved in, our customer service team will contact you and will be there if you need them for help or to report a problem.



Our Customer Charter

At Drew Smith, we're committed to providing you with a first class service. Our Customer Charter, below, sets out how we do this.

- Our Sales Team will be on hand to answer your questions
- Health & Safety advice will be provided to minimise the risk of danger when visiting the development during construction and when living in your new home
- We aim to provide accurate and truthful information in all our marketing and advertising material
- Our contract-of-sales terms and conditions are fair and clearly set out
- Our cancellation policy will be made clear to you
- Your purchase is covered by an NHBC Buildmark Warranty and we will provide you with reliable information concerning this and any other guarantees and warranties from which you may benefit
- Information about the timing, (our best estimate) of construction, legal completion and handover of the property will be provided. Once a completion date is confirmed we will offer you a demonstration of your new home
- Our after-sales and customer service procedures will be explained to you in detail
- There are procedures in place for dealing with customer complaints, including those concerning warranties, and we will cooperate fully with appropriately qualified professional advisors.

Procedures and systems are in place to meet all commitments we've made in this charter. Our team is trained to understand its responsibilities to you the customer and to know exactly what the charter means to you and us







What Happens Next

We understand that buying a new home can be a confusing time, so to make things run as smoothly as possible, in this section we have highlighted the key milestones during the process, including any meetings you need to be available for.



01

Reservation

Once you've made your reservation, signed a Reservation Form and paid your reservation fee, we can get everything up and running and we will send you a letter confirming the details.



02

Post Reservation Meeting

You will be invited to a Post-Reservation Meeting where we'll talk through all the details of your new home including:

The purchase terms, including termination rights

- Price and deposit to be paid
- Heating, fittings and finishes
- Plans and layouts
- Covenants and parking arrangements
- The Management Company.

This meeting is a chance for you to ask any questions you may have. Overall this session should take no longer than two hours.





03 Legal & Financial Assistance

To help you manage the legal side, you must instruct a conveyancing solicitor. If you're not sure where to start looking or need some help, our sales executives will be happy to give you a list of suggested firms.

This can often help the process run more smoothly if the solicitor you use is already familiar with our procedures. Your solicitor will:

- Carry out Land Registry checks and other relevant searches on your new home.
- Check the Contract for your new home and make sure it includes everything.
- Explain the Contract and Transfer Document to you, highlighting anything important before you sign it.
- Organise the transfer of funds to us.
- Check everything to do with your mortgage (if you have one) and arrange funds to be transferred on Completion.
- Activate your NHBC Buildmark Warranty.



04 Exchange of Contracts

Prior to this, your solicitor will confirm they are satisfied with the details of the purchase and they will have explained the Contract and Transfer Document to you, highlighting anything important. They will then advise you to exchange contracts with us. By this point you will have to have your mortgage / funding in place and put your solicitor in funds for your deposit which will be a percentage of the asking price.

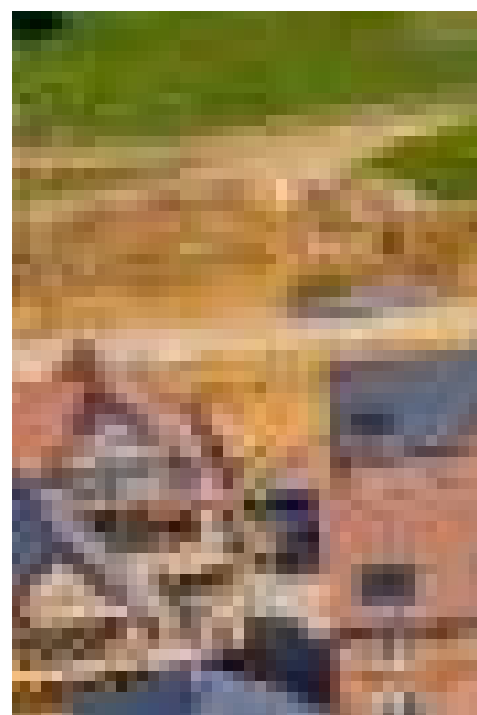
You may also need to start thinking about contacting BT to arrange for your telephone line to be connected.



05 Meet the Builder

You will be given the opportunity to come to site, meet the site manager and see how the build of your home is progressing. This meeting will give you the chance to speak with our site manager and to ask any questions you might have.

Overall this session should take no longer than two hours.



TOP TIP:

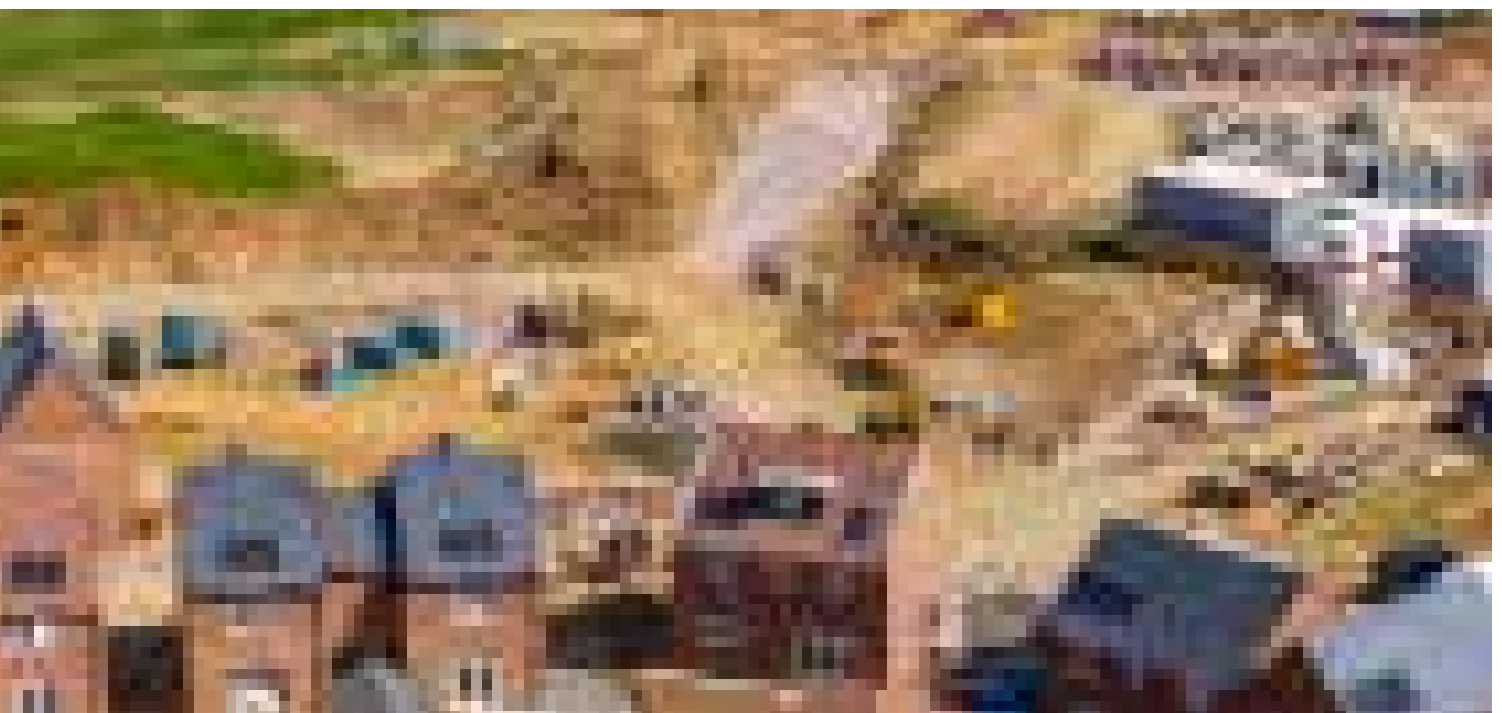
Ensure that your mortgage offer is in place as soon as possible to ensure that you can exchange contracts and that your deposit is ready to be transferred.



06

Build Progress Updates

You will be kept well informed about how the building of your new home is going. From the point of reservation, we will try to give you a good indication of when your home might be completing, but please be aware this is our best estimate and it might change as the build progresses. We will only be able to give you a definite date once Notice to Complete has been served in accordance with the Contract (this is a fixed notice period in which you must legally complete the purchase of your Drew Smith home).





07 Planning your Move

As we're sure you will know, there are many things to think about and sort out before you move house. To help make this a bit easier, we've provided a helpful checklist of some of the most important things to remember in the run up to the big day.

10 WEEKS TO GO:

- ☐ Contact BT to arrange for your telephone line to be connected.
- ☐ Arrange for your utility accounts to be finalised. Don't forget to register with your new providers at your new address, especially telephone and internet as these can sometimes take several weeks to be connected.

6 WEEKS TO GO:

- ☐ Get a few quotes from removal companies and ask about extra services like providing packing boxes.
- ☐ Make sure the company you choose is fully insured in case they damage or lose any of your belongings
- ☐ Check that your home contents insurance covers you during your move at your new address
- ☐ If you have especially big or awkwardly shaped pieces of furniture, make sure to measure them so you will be able to get them into your home

- ☐ If you are taking existing appliances with you, book a qualified electrician, gas installer or plumber to disconnect and reinstall them into your new home
- ☐ Start packing up things you won't need until after you have moved. It's a good idea to label boxes so you can identify the contents easily

2 WEEKS TO GO:

- ☐ Start throwing away anything you don't want any more from the cupboards, lofts and sheds. Consider donating good quality items to a charity shop if you can, or recycle them.

Change of Address Notifications

Arrange for the Royal mail to redirect your post, you can do this online at www.royalmail.com.

Then you will probably need to tell the following organisations that you are moving.

At www.iammoving.com you can enter your old and new address details just once and the website will update all the companies of your choice at the same time.

Bank and Building Society
Catalogues

Clubs and associations
Credit card companies
Doctor and dentist
DVLA
Employers
Gyms or health clubs
HM Revenue & Customs
Internet provider
Insurance companies
Local authority's council tax department
Magazine and newspaper subscriptions
Mobile phone companies
National savings and Premium Bond companies
Opticians
Pension providers
Professional associations trade unions
Rental Companies
Satellite TV companies
Schools and colleges
Store loyalty cards
TV licensing
Telephone provider
Utility suppliers
Vets

1 WEEK TO GO:

- ☐ Double check the arrangements you have made with your removal company
- ☐ Clearly label anything you're leaving behind, and remove anything fixed that you're taking with you
- ☐ Make up a tool kit, with things like a screwdriver, pliers, knife, hammer, hooks, fuses, etc. and keep it handy for your move

THE DAY BEFORE:

- ☐ Finish your packing, except for things like clothes, toiletries, food and drink, etc., that you might need on the day
- ☐ Keep some cash available just in case
- ☐ Make sure your solicitor is aware of the time of your move, so they can transfer the right funds in time before you go to collect your keys.

ON THE DAY:

- ☐ Make a note of your gas, water and electricity meter readings
- ☐ Check all your storage spaces for anything you might have left behind and lock all your windows and doors
- ☐ Check that you have received all the keys to your new home. As they are brand new, labelling may make them easier to identify.





08

Notice to Complete

Our solicitor will provide your solicitor with the Notice of Legal Completion according to the contract. Legal Completion takes place when the completion monies have been received by our solicitor. Please note we are unable to hand over the keys until our solicitor has confirmed the completion monies have been received.



09

New Home Demonstration

Once the Notice to Complete has been served, you will be invited to a New Home Demonstration, which is ideally held a few days before final handover as this ensures a smooth move into your new home. The site manager or sales executive will meet you, take you to your new home and run through all the facilities and functions to ensure you're familiar with them. These will typically include:

- Hot water, heating and kitchen appliances
- How to ventilate your new home
- Servicing and maintenance

There may be works on the development that still need to be completed when you move in. This could include things like roads, footpaths, landscaping, children's play areas, etc. our sales executives will let you know the arrangements to finish these. More information about living on the development can be found on page 30.



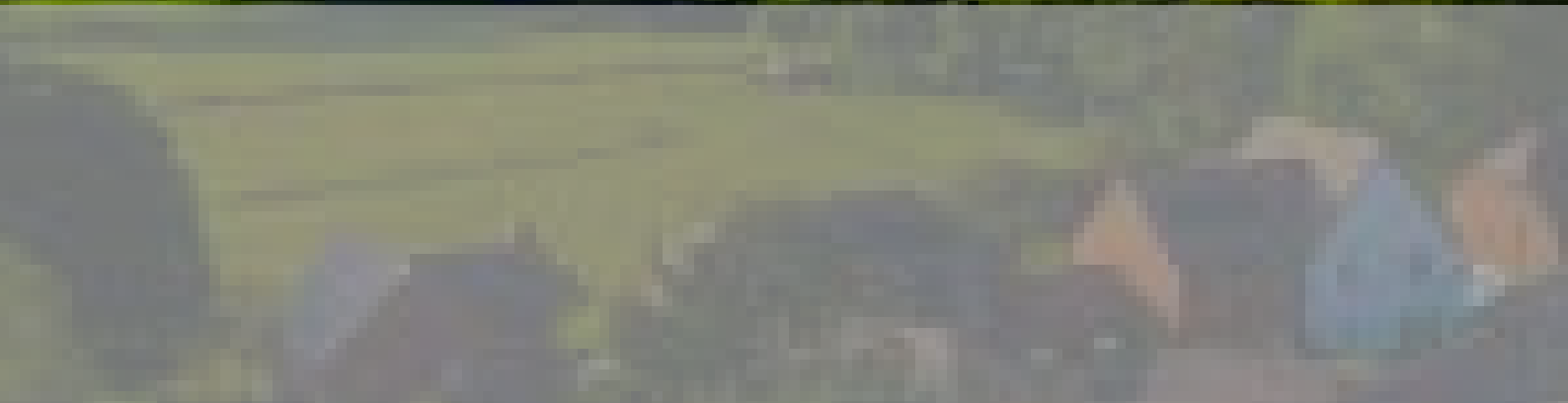
10

Legal Completion & Handover

The day you have been waiting for! Once monies have been received by our solicitor the Transfer will be completed and you will now become the legal homeowner. Our sales executive will meet you at your new home to hand over your new keys, take your meter readings and ask you to sign a handover form.

Congratulations, you can begin moving in!







Building your Home

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How We Build

Drew Smith is committed to building new homes to maximize energy efficiency and minimise any other environmental impacts of the construction.

01

Every piece of timber in your house is sustainably sourced. This means that new trees are planted to replace those cut down.

02

Whenever possible we source our materials from the UK. We also use local trades people and suppliers.

03

Any blocks we use within the construction of your home are the most energy efficient available and 80% of material within the blocks is recycled material - this saves heat loss from our homes and thus reduces CO2 emissions

04

Unused wood and other materials on site are recycled or made available for charities to utilise. Our site waste is recycled at around 75%



05

No rainforest products are used in building Drew Smith homes

06

All of our floor joists are made in the UK using a carbon neutral process and sustainably sourced timber.

07

Environmental reports and assessments are taken in to consideration early on. Drew Smith has planted over 50 trees locally.

08

We only use composite front doors which are insulated to lessen heat loss from our homes.

SITE SAFETY

If you need to visit site, your sales executive will arrange a convenient date and time for you. Your safety is of paramount importance to us and regardless of whether our building sites are busy or quiet, they are dangerous places.

We insist you are accompanied at all times by a member of our sales team, so always report on arrival as there may be a limit as to where you can go on site.

We will provide you with all protective equipment for your site visit and here a few common sense rules to follow and typical hazards to look out for:

- Always stay with the Drew Smith staff member who is showing you around - don't go anywhere on your own.
- Be careful of things that could be dangerous, like trenches, overhead works, machinery, scaffolding and piles of bricks.

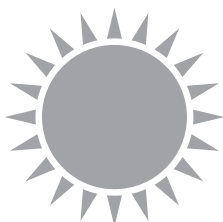
- Under 16 year olds are not permitted at any time.

Helping You Save

We care about the environment as much as you do, wishing to safeguard the sustainability of our planet for today and for the future. Energy efficiency can also make a huge difference to your household bills, so we've put in place a number of features to help you on your way.

up to 30%

of your household energy needs are generated by PV systems on the roof! Use appliances such as the oven or washing machine during the daytime to make the most of this resource. Or use program timers to start appliances while you are out.



Your home has a thick layer of insulation in the loft to ensure no heat is lost during the winter months.

save £35 a year

Using LED Bulbs can save £35 a year. Choose solar powered lamps outside for free lighting in the evenings.



Composite front doors are fully insulated and save on heating costs.

Cycling for local journeys keeps you fit, reduces traffic, removes CO2 emissions and saves you money.



Dual Flush toilet uses as little as 2 litres per flush

A sprinkler can use up to 1000 litres per hour. Try to use collected rainwater and grow drought tolerant plants.



Save £75 a year

Make full use of your programmable room thermostat and radiator valves setting the temperature for each room. Turn down your room thermostat by just one degree, set your heating and hot water to come on and off when you need them and heat only the areas of your home that need heating.

Avoid using standby on appliances - this costs money. Where possible switch off at night.

A dishwasher is a more efficient use of water than handwashing, and with a good quality tablet you should not need to pre-rinse!

save £100+ a year

The saving for each appliance will vary according to size & usage but for example an 'A'-rated fridge saves £112 per year compared to an old 'C' rated one. As we install only appliances and boilers that are 'A' rated you can be sure of saving money and the earth's resources.

WANT TO KNOW MORE?

Become an expert in money saving ideas and environmentally conscious choices by visiting these websites:

www.goodenergy.co.uk | www.greenmatch.co.uk | www.moneysavingexpert.com

10 Year Buildmark Warranty & Consumer Code

Drew Smith always designs and builds in accordance with Building Regulations. We are NHBC-registered and work with other recognized warranty providers, making sure we meet everyone's exacting standards, encouraging inspection at key stages to ensure compliance.

10 YEAR BUILDMARK WARRANTY

Our Buildmark Warranty providers have a wealth of experience and are leading independent regulators and standards setters for the new homes industry. Their Standards are kept updated and supported by Good Practice Guidance Notes with which we comply.

Their objective is to reduce the likelihood of defects in new build homes, by working with us to promote good practice and the use of appropriate materials.

It is in their interest to eliminate defects as they provide us with the Buildmark Warranty which we pass to you. You in turn may pass this on to whoever buys your home, should you sell it during the period of the Buildmark Warranty.

Buildmark Warranty covers the following:

- Before the property is completed you are protected against our insolvency.
- For the first two years after completion you are covered against physical damage to the home caused as a result of any failure of materials or workmanship on our part to meet agreed standards.
- For years three to ten you will be provided with direct insurance cover for the full cost of physical damage caused to the home by a defect in the structure of the building.

Your solicitor will have received the Buildmark Warranty Proposal which they must complete and return to the Warranty provider with your details in order for the Warranty to take effect.

CONSUMER CODE FOR HOME BUILDERS

The Consumer Code for Homebuilders, which came into effect in April 2010, is an industry-led code of conduct for home builders. It was developed to make the home buying process fairer and more transparent for purchasers. The Code gives protection and rights to purchasers of a new home, ensuring that all new home buyers are treated fairly and are always fully informed about their purchase. It reinforces best practice among home builders to make sure the level of information and customer service provided is consistently high.

Drew Smith is proud to comply fully with the Consumer Code for Home Builders. If you need more information or would like details on the exact requirements of the Code, you can visit www.consumercodeforhomebuilders.com or speak to your sales executive, a copy of the Code will be available in the marketing suite.







Enjoying your Home

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Moving In

Even after you've moved in, we will still be on hand in case you need anything and we want to make sure everything is right in your new home. Our construction and customer service team will get in touch shortly after you have moved in to see how you have settled in and answer any questions you may have.

Once you have received the keys to your new home we'll let the utility companies know that we are no longer the owner of the property. At this point you will need to supply them the details as the new owner of the property. for data protection reasons this is something that must be done by you as the property owner.

While we aim to get everything right first time, occasionally something may be missed. If you happen to spot something once you've moved in, please let us know and we will aim to deal with it as quickly as possible, subject to any materials we need being available. Please note that this does not cover damage caused during your move, or through normal wear and tear.

TELEPHONE SERVICES

There are so many telephone service suppliers out there all offering different packages. That's why we've left this to you to organise so that you get the service that suits your needs best.

In our experience it's probably best you start organising this several weeks before you are due to move in so that you are up and running shortly after your move in.

You will need to contact BT initially to arrange for your telephone line to be connected. This is irrespective of who your chosen supplier will be.

It's also best to clarify exactly what your supplier will do as they can sometimes charge to connect extension/slave sockets.



TOP TIP:

It's a good idea to start organising your utility companies to make an appointment for meter readings on the day of your move.

Customer Service

Your new home is covered by a ten-year warranty provided by NHBC. During the first two years of this warranty, Drew Smith, as the developer, is liable to put right any defect that may occur as a result of failure in workmanship or materials. Accordingly, for two years following completion, any customer service request you may have, routine or emergency, should be reported to the customer service team

REPAIR TIMES

Drew Smith want you to be happy and safe in your home and will attend to any issues as quickly as possible. Repair times will however, vary depending on the severity of the problem and availability of parts. Please see the chart opposite for details.

In the unfortunate event of an emergency, we will respond within 24 hours. Most issues can be resolved in this time, although on occasion we may have to make temporary repairs and arrange to return to complete the works.

Please note that Drew Smith reserves the right not to accept liability for any failure we consider to be the result of wear and tear, or deterioration caused by neglect, or a failure to carry out normal maintenance.

CUSTOMER SATISFACTION SURVEY

Feedback from our customers is important to us. We want to make sure that everyone is completely satisfied with the way we've managed the process of building and selling new homes. Our wish, too, is that each new Drew Smith home will meet or, better still exceed expectations. If there is anything we have done or neglected to do which has caused concern or upset, we'd like to know about it so that we can improve our practice in the future.

NHBC, on behalf of the House Building Federation, sends out a survey to all new home owners 8 weeks after legal completion. Please take the time to fill it in. We take your responses seriously and will incorporate everything we learn into the way we work and into our staff training.

LIVING ON A LIVE DEVELOPMENT

It's worth taking a little extra care when you're driving and walking around the development. The final finish to roads and paths is one of last things we do, which means that drains and manhole covers might be higher than usual. Construction vehicles could also be moving around and we might have to temporarily change the road and pavement at certain points, so do follow any signs displayed.

Where possible, monitor your pets outside as construction sites are full of places to hide in and we would hate for them to get stuck.

It's for everyone's benefit that our construction staff are focused on completing the development so please direct any questions you have to our customer care team on the number below.



Sam Barratt, Customer Care Manager
02380 636815

Customer Service: Priority Levels

01 Emergency - Response in 4-24 hours

02 Urgent - Response within 48 hours

03 Low/Routine - Within 7-28 days

Customer Service: **02380 636815**

Level 01 EXAMPLE DEFECTS

Gas Leaks
Total Failure of electrical power / lighting
Dangerous electrical works
No heating or hot water
Burst water pipe
No mains supply
Ingress of water from roof leak
Blocked drains causing a back surge of foul water
Front door will not lock
Window will not close (where there is a security issue)
Make safe where there is risk of injury to the public.

Level 02 EXAMPLE DEFECTS

Issues with television / ariel / telephone sockets
General repairs to heating and hot water systems
Windows not closing properly
Repair after total failure of electrical power/lighting
Repair after dangerous electrical works
Repair after burst water pipe
Repair after blocked drains causing a back surge of foul water
Repair after front door will not lock
Repair after window will not close
Repair after making safe where there is risk of injury to the public
No heating or hot water
Burst water pipe

Level 03 EXAMPLE DEFECTS

Minor plumbing issues
Minor electrical issues
MVHR or bathroom/kitchen extractor fan issues
Replacement of defective double glazed units
Minor carpentry issues
Kitchen unit issues
Issues with wooden, carpet or tiled flooring
Aesthetic repairs
Issues with internal plasterwork
Re-decoration after other works have been carried out.
Issue with gutter and downpipes
Drives, roads and car parks
Fencing issues



A modern interior space featuring a white armchair with a yellow cushion, a large window, and a white wall. The room is bright and airy, with a clean, minimalist aesthetic. The armchair is positioned in the foreground, and the window is in the background, providing a view of the outdoors. The overall atmosphere is calm and inviting.

Settling In

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Settling In

All new houses take a little time to settle down - just as you probably take a while to feel comfortable once you've moved in. House settling should not cause any major issues - at most a few cosmetic ones. We've outlined a few things which may happen so you know exactly what to expect.

EXCESS MOISTURE

There is water in practically everything that goes into building a home. While it's perfectly fine to live in your home when it's ready, it won't be completely finished until all this water has worked its way back out and the structure of your home is totally dry. This will probably take around 6 to 18 months. Although it's likely you won't even notice it's happening, you need to let it run its course to avoid damaging your home.

To allow the water to escape slowly and do as little damage as possible, we recommend keeping your home's temperature as even as you can. This means keeping thermostats below 20°C, so your home doesn't heat up too quickly and risk cracking as the moisture escapes.

Once all this moisture has freed itself from the fabric, it needs to get out into the atmosphere so it doesn't damage your home. For this reason, we suggest you leave your windows open as much as possible, and leave trickle vents open when you go out.

You should also be aware that timber doors have a tendency to move if their moisture content changes. Minor warping that doesn't affect their operation is not

classed as a defect. However once you have been in your home a while we will ease and adjust doors that stick or do not close.

CONDENSATION

While you might find you have got a bit more condensation in your home than usual while your home is drying out, moisture levels should be perfectly normal once this has finished. However, please bear in mind that some everyday things you do in your home can cause condensation, such as cooking, washing clothes and having a bath or shower. This can lead to mould growing on walls and ceilings, especially in corners behind wardrobes and other furniture where air flow is reduced.

Without attention this can damage floor coverings, bedding, clothes and paint/wallpaper. Condensation is one of the most common problems in houses of all ages, particularly newly built ones - here are a few simple things you can do to help avoid it:

Keep your heating on a constant low temperature and don't let your home go unheated for long periods of time. Don't use portable gas heaters, as these produce a lot of water vapour. Leave as many windows open as you can

when you're in and leave trickle vents open when you go out.

Use extractor fans in your kitchen and bathrooms.

Leave internal doors and wardrobe doors open so air can circulate.

SHRINKAGE CRACKS

As all the moisture escapes from your home, the building materials are likely to shrink slightly, which could mean small cracks appear in your walls and ceilings. These cracks are normal and it's very easy to fill them with an 'off the shelf' readily available product once your home has properly dried out. Should cracks appear that have more than the thickness of a pound coin then Drew Smith will attend to correct these.

For more information on shrinkage and cracking in your new home we recommend reading the NHBC guidance PDF "Cracking in Homes" which can be downloaded from their website.



How Things Work

There's a lot to think about when you move into a new home, especially if this is your first. Suddenly, you'll have to start dealing with utilities - electricity, gas and water supplies. Here you will find some important guidance to resolve day to day issues that you may encounter in your home. Please take the time to read this and the following sections carefully.

ELECTRICAL

Your home is connected to the electricity supply via a meter, which as you know, keeps track of how much you're using. This is also connected to your consumer unit (or fuse board), which contains a number of miniature circuit breakers (otherwise known as trip switches) - one for each circuit in your home. These will automatically turn off a circuit if a fault is detected, so if you suddenly lose power to a specific area of your home, this is the first thing you should check. They will have been labelled for you, so identifying the right circuit should be simple.

There are limits of changes you can make to the electrical system in your home - these are laid down in government legislation, specifically Building Regulation Part P - Electrical Safety. Unless a registered installer makes the changes, you need to get approval from your local council before they can be done. For more information, visit www.planningportal.gov.uk

Your home's original electrical system will also need to be inspected within ten years to check it is still safe and working correctly. Drew Smith cannot be held responsible for any alteration you have made.

You will receive the electrical test certificate for your new home on completion. This gives all the information and technical details about the wiring in your home, so you should keep it in a safe place.

GAS

The gas supply to your home enters through your meter. Please note that the earth-bonded cable fastened to the main pipe should not be removed under any circumstances - it prevents the pipe from becoming electrified.

WATER

Your water supply comes into your home via a stop tap, which can be used to completely turn off the water to your home if you need to, for instance if you have a leak or if you go on holiday. There's also a stop-tap outside your home - you will be shown where both of these are when you move in.

It is a very common problem to have blocked sinks and basins. Blockages in sinks are normally caused by an accumulation of fats, hair and food debris. In light of this you should never put cooking oil down the sink.

It is highly recommended to clean drains with hot water and/or a proprietary biodegradable cleaner once a month.

If the problem is with a sink, you can also unscrew the trap underneath and physically remove the blockage yourself. Remember to put a bowl or container on the floor to catch any water.

Do not put anything down your toilet that it's not designed for, such as cleaning wipes, nappies, sanitary products, cotton buds or air fresheners. If more than one toilet appears to be blocked the problem may be in the soil stack and will require rodding by a professional body.

Pull out any hair that gets trapped in your plugholes especially in your shower, check all wastes as part of your general maintenance.

As you would expect, Drew Smith will not pay for a professional to remove blockages that have occurred because our or the manufacturers guidelines and recommendations have not been followed.

TOP TIP:

If you find your electricity, gas or water supply has stopped, before you contact us please ask your neighbours, the site office (if applicable) or your provider to check it's not due to works in the area.

TOP TIP:

Please remember to register your boiler to ensure it is covered under the manufacturer's warranty.

HEATING & HOT WATER

Your system

You have a gas-fired boiler, this heats water that is circulated through radiators to provide central heating in your home. Cold water from the mains is also heated by the boiler to supply all your hot taps.

Please remember to register your boiler to ensure it is covered under the manufacturer's warranty. Always get it serviced once a year by a Gas Safe registered engineer to make sure it keeps running smoothly and safely, failure to do so will invalidate the manufacturer's warranty and the initial two year warranty cover by Drew Smith.

The Controls

Boiler Thermostat

It might be necessary to set this to a higher temperature during the winter because of the lower temperature of incoming water.

Radiator TRV's

Most radiators have thermostats which allow you to have more control over the temperature in individual rooms

Cylinder Thermostat (Where Fitted)

This should be set to no higher than 60°C to prevent scalding

HIVE

This is usually wall-mounted in your lounge and bedroom and will switch the heating on and off to keep your home at your chosen setting. Be careful of putting things such as lamps too near to the thermostat - the heat they give could affect its sensors

One of your Hive units lets you choose the times that your hot water and central heating turn on and off throughout the day. Be aware that after the heating has turned on, it could take up to an hour for you to notice the effect, especially during the winter. The longer your heating is turned off, the longer it will take to warm back up

EPC

In this environmentally conscious age, it's useful to know how well your new home uses the energy you're going to be paying for. When you move in, we will give you the Energy Performance Certificate (EPC) for your home, which shows how efficient your home is. Please keep it in a safe place, because you will need it if you sell your home later on. The certificate gives two ratings:

1. Energy Efficient Rating

This shows how much energy your home uses in relation to its size and gives it a score out of 100, with 100 being excellent, and 0 being very poor. A higher rating also means lower running costs and less of an impact on your bank balance!

2. Environmental Impact (EI) Rating

The EI rating is also scored out of 100 and related to how much carbon dioxide (CO₂) your home is expected to produce each year. Higher rating means your home will produce less carbon dioxide emissions and so will have less of an impact on the environment

UTILITIES

Television

TV points have been installed in your home. Don't forget to move your TV license too - you can do this online at www.tvlicensing.co.uk

Telephone

Telephone points have been fitted in your home. Please note that while your master socket is ready for connection by your chosen supplier, you may be charged to make any further sockets live.

Suppliers

Your sales executive will supply you with a list of your homes' current suppliers. Of course, you're free to change these to any other company you like once you have moved in. To switch, you will need to provide your MPAN and MPRN numbers which will also be demonstrated by your sales executive. You can find more information at www.ofgem.gov.uk



Taking Care Of Your New Home

It is important to take care of your new home so we have provided you with some cleaning/care advice to help you out. Please note finishing's vary so some of the below may not be applicable to your home.

WINDOWS

You can clean windows very easily using warm soapy water; avoid harsh cleaning products. Some of your windows might have easy-clean hinges, which let you clean both sides of the glass from inside your home - this is particularly useful for any windows above ground level.

DOORS

Your external door only needs an occasional wipe down with a cloth and some soapy water to make sure it doesn't get too dirty.

Internal doors are just as easy to maintain, needing nothing more than a wipe once in a while to remove any marks or dust that has settled.

IRONMONGERY

As you would imagine, your doors handles, window handles, locks and latches go through a fair bit of wear and tear each day. This is why all the ironmongery in your home, both outside and inside, will have a coat of clear lacquer to protect the metal.

It is worth noting that this coating can be damaged by hard objects, especially jewellery such as rings. We also

recommend that you don't use metal polishes to clean your ironmongery - instead, use soapy water and dry cloth with a clean cloth.

KITCHEN

Cupboards

Your cupboards are very easy to take care of - wipe with a cloth dampened with washing-up liquid solution every so often is enough. Try to avoid getting too much water near the joints - this can cause them to absorb the water and swell up.

If your doors are lacquered, a bit of colour might come off on the cloth the first time you clean them. Don't worry - this is perfectly normal and should stop after one or two cleans.

Worktops

Below are a few simple points to help you look after your worktops and keep them looking good as new:

- Always use a heat proof mat for hot cookware
- Always cut onto a chopping board, never directly onto the worktops surface
- You can clean your tops very easily with warm, soapy water and dry them with a clean cloth afterwards
- Wipe up any spillages quickly.

APPLIANCES

Warranties

Please be aware that you might have warranty cards for your appliances to fill in and send back to the manufacturer to validate your warranties. Booking a service or repair under the warranty may not be possible if you have not registered first. You might also be able to do this online or by phone.

Troubleshooting

If you find one of your appliances is not working properly, there are a few simple checks you can do that might mean you don't have to book a repair. It's also a good idea to read through the instruction manual, so you will have a better idea of what to do if something goes wrong.

- Is the power switched on?
- Is the plug in the socket properly?
- Has an MCB (Miniature Circuit Breaker) on the consumer unit tripped?
- Has the fuse blown?
- Is the door shut properly?
- Is a water inlet hose squashed, bent or blocked?
- Is it stuck in programme mode?

TOP TIP:

Remember to fill in the registration cards for your appliances and send them to the manufacturers to validate your warranties.

FLOORS

Depending on which floor you have in your new home, below are some guidance notes on how to keep them in good condition.

Carpets

It's a very good idea to vacuum your carpet frequently to get rid of any dirt or grit, as this can cause wear and discolouration. You should blot small stains as soon as they occur and you can buy a range of products from supermarkets to help them remove them completely. For bigger or tougher stains, we suggest that you get advice from a professional carpet cleaner.

Tiles

It's best you clean your floor often with suitable tile cleaning product by following the instruction on the packaging. Remember to sweep first with a soft broom to get rid of any loose grit.

Floating Floors

Some of your floors might have a layer of felt or polystyrene insulation underneath, which are known as 'floating floors'. They are designed to give slightly as you walk over them, so please be aware this is not a fault.

DRAINS AND GUTTERS

Gutters and downpipes need to be checked and cleaned twice annually and more often during the winter, especially if there are tall trees near the house. Use a small garden shovel to clean the gutters and insert a hose into gutter drains to flush down the pipes.



Safety in Your New Home

Please see below for important safety advice and emergency telephone numbers. It's always a good idea to seek the help of a professional before attempting any work to your home that you are unfamiliar with.



FIRE SAFETY

Smoke alarms will be powered by the mains, but there will also be a battery as a back-up so it will still work if you have a power cut.

Your smoke alarm is there to save your life, so please don't try and dismantle it or paint over it.

Regularly check it's working - just hold the 'test' button until the alarm sounds. It will also benefit from a vacuum once in a while to get rid of any dust that might have settled on it.



ELECTRICAL SAFETY

Replace any cables that have split - don't just repair the with tape
Try not to use adaptor plugs - they can be dangerous. Don't stretch power cables - use an extension lead if you have to.

Power Failure

If you have a power cut or local power emergency then you will need to contact your local/chosen supplier.

Electric circuits are designed to carry certain amounts of electric load to prevent fuses melting. to prevent this load has being exceeded, circuit breakers called trip switches have been installed. This may lead to localised failure of the electricity supply at home.

If the electricity is not working on certain appliances or light bulbs it is highly possible

the the trip switch has operated. To fix the problem, you need to:

1. Make sure your hands are completely dry.
2. Find the consumer unit where the trip switches are located. This is normally in your hallway cupboard.
3. Check which switches have tripped to the OFF position and switch them back to ON.

If you have trip switches operating on a regular basis it can mean that a faulty appliance is plugged to that electrical circuit. You might need to identify which circuit is causing the problem. The trip switches are labelled to enable you to do this.

TOP TIP:

Invest in a cable detector which you can buy from DIY shops. This will enable you to detect any cables and pipework in your walls, preventing accidents when hanging pictures.



GAS SAFETY

If you smell gas:

- Don't smoke or light naked flames
- Don't use electrical switches
- Open any doors and windows you can
- Turn your supply off using the stop valve.
- Call the National Grid's free 24 hour gas emergency number:

0800 111 999







Useful Information

- 46** Useful Contacts
- 48** Appliances Information
- 50** Homebuying Terms
- 52** Your Notes

Useful Contacts

Here are some contact details you may find useful.

Drew Smith

- ☎ 01489 861400
- 🌐 www.drewsmithhomes.co.uk

NHBC

- ☎ 0800 035 6422
- 🌐 www.nhbc.co.uk

Consumer code for Homebuilders

- 🌐 consumercodeforhomebuilders.com

Address

✉ Your new address is:

.....

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.....

.....

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Sales Office

☎ Telephone:

.....

@ Email:

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Head Office

☎ Telephone:

.....

@ Email:


.....






Electricity

Supplier
.....

 Telephone
.....

 Website
.....

MPAN:
.....


Meter Reading:
.....


Date Recorded:
.....

Consumer Unit Location:
.....

Gas

Supplier
.....

 Telephone:
.....

 Website:
.....

MPRN:
.....


Meter Reading:
.....

Date Recorded:
.....

Water

Supplier
.....

 Telephone:
.....

 Website:
.....

Meter Reading:
.....

Date Recorded:
.....

Stop-Tap Location:
.....

Appliances Information

All the instructions and warranties regarding your home will be found in your warranty box.



Hob

Make

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Model:

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Serial Number:

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Warranty Expires:

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Parts Cover:

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Additional Information:

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DISHWASHER

Make

.....

Model:

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Serial Number:

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Warranty Expires:

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Parts Cover:

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Additional Information:

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FRIDGE

Make

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Model:

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Serial Number:

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Warranty Expires:

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Parts Cover:

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Additional Information:

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OVEN

Make

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Model:

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Serial Number:

.....

Warranty Expires:

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Parts Cover:

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Additional Information:

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FREEZER

Make

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Model:

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Serial Number:

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Warranty Expires:

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Parts Cover:

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Additional Information:

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OTHER.....

Make

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Model:

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Serial Number:

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Warranty Expires:

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Parts Cover:

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Additional Information:

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Homebuying Terms

If you've not bought a property before, some of the terms used might be unfamiliar to you. We've explained the most common ones below, but if you any more help, please get in touch with your solicitor.

Building Warranty

An insurance-backed warranty on your new home.

CHAPS

(Clearing House Automated Payment System) An electronic, bank to bank system that guarantees same business day payment provided the funds are released before 3pm. This normally incurs a charge

Charge

An entry in the Land Registry title that shows that the property has been used as collateral for a loan, e.g. mortgage.

Collateral/Security

An insurance policy or property pledged as a guarantee of repayment of a loan.

Completion

When a transfer of property from vendor to purchaser takes place and in exchange for the balance of the purchase price, the necessary documents are handed over. This is the point at which ownership is transferred to purchaser.

Enquiries Before Contact

Prior to the purchaser's solicitor allowing the purchaser to sign a contract, either party is fully entitled to ask detailed questions regarding many aspects of the prospective property for purchase and

the vendor or his solicitor is requested to answer these fully before any contracts may be signed. These may also be called Preliminary Enquiries.

Exchanges of Contracts

The contracts become legally binding at the stage in the transfer of a property when the signed parts of both the purchaser's and the vendor's contracts are exchanged.

Freehold

The outright and absolute ownership of land and any property which stands on it.

Land Registry

An official government office which registers and maintains all details of land ownership and any charges relating to that ownership.

Land Registry Fee

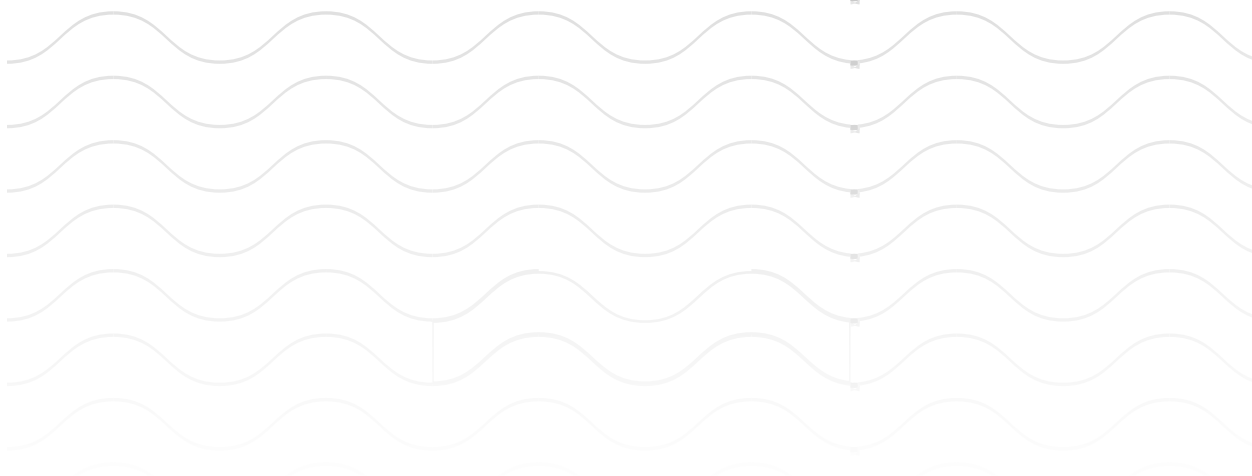
A fee related to the value of the property being purchased for registering the ownership of the property in a new owner's home.

Local Authority Search

A search commissioned by your solicitor to determine any entries recorded against your new property, such as proposed road or traffic schemes.

Managing Agent

Drew Smith appoints a professional Managing Agent to administer the service charges required to run any common services and ensure that you're charged reasonable sum for the services provided. Their aim is to ensure that both your building and estate areas (if applicable) are managed to a high standard and at a reasonable cost. Provision of services is structured within the terms of the transfer



Mortgage

It is a loan from a bank or building society that lets you buy a property. You then pay back the amount you have borrowed plus interest, over an agreed period.

The mortgage is secured against your property until you have paid it off in full. This means the lender could repossess your home if you fail to repay it.

You can get one either on your own or held jointly with one or more people.

Mortgagee

Any person or organisation that lends money for a mortgage, e.g. a building society, insurance company, bank or private individual.

Mortgagor

This simply means the borrower, i.e. you.

Mortgage Protection Policy

An insurance policy taken out against a mortgage, which ensures that, in the event of your death or sickness, the full outstanding amount of the loan will be paid off. It's also possible to take out a policy, which ensures that in the event of the borrowers redundancy, the mortgage repayments are met for a fixed period.

Mortgage Term

When a mortgage is arranged it'll be for a fixed time period.

Principal

Also known as capital sum, meaning the amount of the loan on which interest is calculated over the mortgage term.

Redemption

The mortgage is finished when the final payment is made by the borrower. In the event of a mortgage being repaid earlier than the agreed fixed term, some organisations make a specific charge called an early redemption fee.

Searches

Questions asked by the solicitors on behalf of a potential purchaser of various bodies, e.g. Local Authority or Environment Agency, about a property and the land on which it's built.

Stamp Duty Land Tax

This is a government levy and payable by the purchaser on the property. When the stamp duty land tax has been paid, an official embossed stamp will be placed on the document sale. Payment is based on the purchase price of the property and is on a sliding scale. For further information

please visit the governments website, www.direct.gov.uk. Stamp duty is levied (but at a lower rate) on some mortgage deeds and some insurance policies.

Notes

We've left this space for you to add any notes of your own.

