



**Crossman
H O M E S**

Building Quality For The Future

New Build Warrantee Policy

All new homes built by Crossman Homes are covered by the following guarantees;

- 1 year guarantee on all defects
- 2 year guarantee on all major defects
- 10 years for all structural defects

Procedure for dealing with any defects

Within the first year of warrantee, contact our customer care manager regarding any defects or remedial issues: Dan Cole Email: dan@crossmanhomes.co.uk Tel: 07818 553815

In year two you are covered for major defects. Please contact the office to find out whether the defect is covered: Email: info@crossmanhomes.co.uk Tel: 01225 471116

After the second year, please contact the office for advice regarding any structural defects.

Also some manufactures offer longer guarantees on their products; please don't hesitate to contact the manufacture directly to confirm whether they are still under warrantee.

Insurance backed warrantee

Your home is also cover by an insurance backed warrantee from LABC or similar. This is to be used where Crossman Homes have been unable to deal with a defect to your satisfaction.

Building Regulations

A local authority Building Regulation inspector will carry out inspections and sign off the building work. The local authority issues a completion certificate.

Electrical

You will be supplied with an NICEIC (or similar) Electrical Certificate from our qualified electrician. This provides you with a 6-year warrantee on the electrical wiring in your home. Warrantee on the fittings will vary depending on the manufacturer. If you have any problems please contact Crossman Homes who will arrange for the electrical contractor to investigate the problem.

Gas

You will be supplied with a Gas Safe Certificate regarding the installment of your new boiler.

You should have also received your instruction manual and guarantee information for your boiler. You need to ensure the 1st years service inspection is carried out for your 2-year guarantee to remain valid.

After this we recommend your boiler be serviced every year.

It is important you keep your certificates in a safe place, as you will need them if you sell your home. If you have not received any of them, please let us know immediately.

Handover Pack

This information pack, which includes information about how your home was built, should be kept with the property.

Guarantee exclusions:

Crossman Homes does not cover general wear and tear, condensation, normal shrinkage (after one year), cosmetic damage or damage arising from failure to maintain the property.