



sovereign

Leasehold services Defects



This leaflet will give you important information about your new home. It is common for new homes to have some kind of defect in the first 12 months.

What is a defect?

A defect is different to a repair. A defect is a fault with a new home that has happened as a result of its construction. A construction defect is any problem or damage caused by:

- an error in the building process
- something in your home that was not finished properly when you moved in, or is caused by minor movement as the building dries out, such as cracked plaster or windows not shutting properly, or
- a component that may have been fitted correctly in the first instance, but has failed to work properly since the property was completed.

Most defects that occur within the first 12 months of the home being completed are the responsibility of the contractor who built it. This 12 month period is known as the 'defect liability period'. This period can vary depending on the developer, so please check the defect liability period for your home.

How do I report a defect?

If you spot a defect in your home, please contact:

Sovereign South+West Customer Support Services: 0800 587 2325

Sovereign Twynham Customer Support Services: 0800 169 5686

Sovereign Kingfisher Customer Service team: 0800 988 4858

Sovereign Vale Customer Support Services: 0845 450 8241

They will log the defect and ask the contractor to fix it within a set amount of time. You will be asked a series of questions to make sure it is a defect and not a repair.

We will only take action on defects that are logged with us within the first 12 months of the property being handed to us. You will be told when the defect liability period ends when you move into your home.

If it is a defect, our Customer Services teams will, where possible, tell you how long it will take for the defect to be fixed. The contractor who built your new home will contact you to make arrangements to carry out the work.

On the day the work is carried out, we will contact you to check that the work has been done. If it has not, we will chase the contractor and give them a further three days to complete the work. You will be kept up to date throughout. If the contractor has been given a reasonable chance to fix the defect but does not complete the work within an agreed amount of time, we will arrange for another contractor to carry out the work.

If you are a Sovereign Kingfisher resident, we will contact the developer to make sure the work is carried out. If you have any problems or the developer does not complete the work in time, please contact your Leasehold Services Officer.



Sometimes it takes longer for the contractor to resolve the defect, where they need a specialist part. We will let you know if this is the case.

Before you move in we will carry out a 'Purchase Inspection'. This will make sure that all outstanding defects are logged and reported to the contractor who will fix them. A copy of the Purchase Inspection report will be sent to you.

Some defects may not be fixed until the end of the defects liability period when it is more appropriate or practical and this depends on the nature of the defect. You will be kept informed as to which defects will be attended to at the end of the defects liability period.

If you notice other defects after this date, you can phone Sovereign on the number listed above and log it. If it is a minor defect, you may have to wait until the end of the 12 month inspection.



What is the 12 month inspection?

When a new build property is 12 months old, an inspection of it will be carried out with you, representatives from Sovereign and the contractor. At this visit you will have the chance to tell us about any defects that you would like to be completed by the contractors. Our representative will need to agree that the items you raise are defects. As the defects are carried out by the contractor, we will seek feedback from you to ensure that the works have been completed to your satisfaction.

What happens at the end of the defects period?

At the end of the defects liability period, you become responsible for all repairs in your home. If you live in a flat, we will have responsibility for the communal areas and structure of the building.

If you feel that the problem in your home is a defect and not a repair, you may be able to make a claim under the 'Buildmark Warranty'. The Buildmark Warranty is a 10 or 12 year warranty (please check your welcome pack for details) and insurance cover for newly built or newly converted residential homes that are registered with NHBC, Zurich or Premier. You will have been given details in your welcome pack about what to do.

If you decide to submit a claim, it will be investigated by the insurance provider (NHBC, Zurich or Premier). If it is found to be a defect, they will ask the contractor to fix it. However, if it is not found to be a defect, you will need to fix the problem yourself. The warranties are generally valid for up to 12 years (please check your policy), but after 2 years there will be an excess to pay.

The contractor will not be liable for the following.

- Wear and tear or deterioration caused by neglect or failure to carry out maintenance.
- Dampness, condensation or shrinkage not caused by a defect.
- Anything excluded by an endorsement on the insurance certificate.
- Anything caused by alterations or extensions to your home.
- Anything resulting from instructions given by the first owner in terms of design, materials or workmanship.

- Any cost or expense greater than that necessary to carry out a workmanlike repair of the defect or damage.
- Any items falling outside the definition of home (as defined in your policy document).

If you do report anything to NHBC, Zurich or Premier, please notify your Leasehold Services Officer.

What can I do before contacting customer services to report a defect?

Ask yourself the following questions before you contact us.

- Did I cause the damage? For example, did I hammer a nail through some pipes or cause accidental damage to an item?
- Can I refer to the user or instruction manual left by my leasehold services officer? For example, if the boiler is not working, can the user manual help me to get it working?
- Are my lights not working because the light bulbs need changing? You may also need to check your consumer unit (see next point).
- Has the electricity gone off because an appliance has tripped the mains supply? Or are works on the electric being carried out in the local area? If so, you could contact your local electricity company.
- Is there damp in my home because I have not turned on the extractor fans or have not opened my trickle vents?
- Has the gas flow stopped because there is work being carried out in the local area? If so, you could contact your local gas company.
- Check your handbook as there is useful guidance on how to carry out simple repairs.

Useful Links

www.nhbc.co.uk

www.zurich.co.uk/buildingguarantee/homeowners/thinkyouhaveclaim

www.premierinsurance.co.uk

Portuguese

Se precisar de uma cópia deste documento em outro idioma, Braille, letras maiores, CD ou cassete, favor informar-nos. Podemos solicitar um intérprete para que possa falar conosco no seu idioma.

Trad. Chinese

您若需要這份資料的其他社區語言譯本、盲文版本、大字體版本、CD光碟或錄音磁帶，請通知我們。另外，我們還能安排傳譯員來幫助您用中文與我們溝通。

Polish

Proszę nas powiadomić, jeśli potrzebują Państwo ten dokument w innym języku, alfabetem Braille'a, dużym drukiem, na płycie CD lub kasecie. Możemy również zorganizować dla Państwa tłumacza, abyście mogli z nami porozmawiać w ojczystym języku.

Bengali

আপনি যদি অন্য কোনো ভাষা, ব্রেল, বড় হরফ, সিডি বা টেপে এই দলিলের কপি পেতে চান, অনুগ্রহ করে আমাদের জানাবেন। আপনি যাতে নিজের ভাষায় আমাদের সঙ্গে কথা বলতে পারেন সেজন্য আমরা একজন ভাষানুবাদকের (ইন্টারপ্রেটার) ব্যবস্থাও করতে পারি।
ব্যবস্থাও করতে পার।

Urdu -

اگر آپ کو اس دستاویز کی کاپی دوسری زبان، بریل، بڑے حروف، سی ڈی یا ٹیپ کی شکل میں مطلوب ہو تو، براہ کرم ہمیں بتائیں۔ ہم ترجمان کا بھی انتظام کرسکتے ہیں تاکہ آپ ہم سے اپنی زبان میں بات کرسکیں۔

If you need this leaflet in a different language, on tape or CD, in large print or Braille, please let us know. We can also arrange for an interpreter so that you can speak to us in your own language. Contact us on:

Sovereign Kingfisher: 0800 988 4858

Sovereign South+West: 0845 712 5530

Sovereign Twynham: 01202 460460

Sovereign Vale: 01235 536001

If there are any other services you would like to know more about that we have not covered in this booklet, please contact the Leasehold Projects Officer on 01635 572163 or email sean.craig@sovereign.org.uk



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