



Welcome to your new home

Here to
Help Guide

karbon
living





Congratulations and welcome to your new home! We're sure you're excited to get settled in. To help you do just that, have a read of this useful guide to help you look after your home.

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Home Demonstration

We've put together a short video, with helpful hints and tips to look after your home.

You can find the home demonstration video by scanning the QR code.



Useful Contacts

If you need to report a defect, please firstly check this is a defect by referring to Page 7.

Useful Contacts

The easiest way you can report a defect is online through your MyKarbon account.

Alternatively, you can also report your defects by:

Online

Visiting our Customer Care web page karbonhomes.co.uk/find-a-home/new-homes/customer-care-new-build/ and complete the online form.

Email

Emailing our Customer Care Team on: customercare@karbonhomes.co.uk

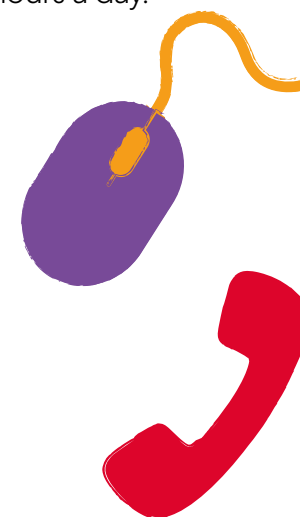
Phone

Calling our Customer Relationship Team on **0808 164 0111**

If you have an issue with the heat

In case of an emergency, other than heating or hot water, please call our Customer Relationship Team on the number above.

If you have an issue with the heat and hot water supply to your property, please call **Vital direct** on **0808 156 0016**. This service is available 24 hours a day.





Defects

We always aim for high standards, but there might be occasions when things in your new home may not be working or appear as they should.

What is a defect?

A defect is a fault in the workmanship and/or construction of a new build property, or a fault in the installation or manufacturing of items and equipment within your home.

Some examples of defects are:

- No heating and no hot water
- Taps wrong way around (cold instead of hot or vice versa)
- Doors will not lock
- Constant running water in the toilet pan
- Radiators leaking
- Sunken gardens
- Drainage issues
- External tap coming away from the wall
- No water to toilets or taps
- Electrical sockets not working
- Leaks to ceilings

Your home is covered by a 12 month defects liability period. For Shared Ownership customers, this begins on the date your sale completes. For customers renting their home from us, this begins on the start date of their tenancy.

Before reporting any defect, please ensure that you have read the instruction leaflets and user guides, particularly if the fault relates to the heating system. If there is an electrical fault, please check your equipment, fuses or switches and make sure that your trip switch has not 'tripped'.

Please ensure we hold your current contact information, as this will be passed on to our contractor to arrange any appointments.

Please note

Our contractors have a time frame in place to attend reported defects.

For standard reported defects:

Our contractor will aim to be in touch with you within 28 days for a standard defect.

For an emergency:

Our contractor will aim to contact you within 24 hours.

Giving your new home time

The plaster of your new home needs time to dry out. Minor cracking around door frames, windowsills and where the door and walls meet the ceiling are perfectly normal and can easily be repaired with filler when you redecorate.

In the rare event minor cracks to walls, ceilings or skirting boards are above the size of a £1 coin on its side, take pictures and email us within 24 hours of moving in on the Customer Care email address.

The images below are examples of natural cracks, this is perfectly normal and can be expected as part of the drying process. Cracks/shrinkage of this size are not deemed excessive.

We recommend waiting 12 months before decorating or hanging wallpaper in your new home to help reduce any cracks whilst your home dries out.





Keeping your home safe



Keeping you safe

Your fire and carbon monoxide alarms are battery and mains operated, if the battery goes flat the alarm will start to beep and you'll need to change the battery. For your safety, you should test fire alarms weekly. To do this hold the button down on the alarm for a few seconds. You will hear two beeps in a two-storey home and three beeps in a three-storey home. Excessive dust can trigger the alarm so it's best to regularly dust and Hoover.



Understanding the fuse board

The location of the consumer unit (fuse board) varies and will usually be found in a hallway, cupboard, utility room or garage.

The black switches are labelled so that you know which room has a fault. If you need to switch off the electricity to your home, you can do so by using the red switch.

We ask that you do not replace or adapt any electrical fittings, including light fittings within the first 12 months, as all electrical works are covered by a guarantee if they are not interfered with.

For the same reason, we ask that you do not carry out any works that affect the drainage or plumbing of the property for the first 12 months.

Please do not report any defects to the site team or our contractor.



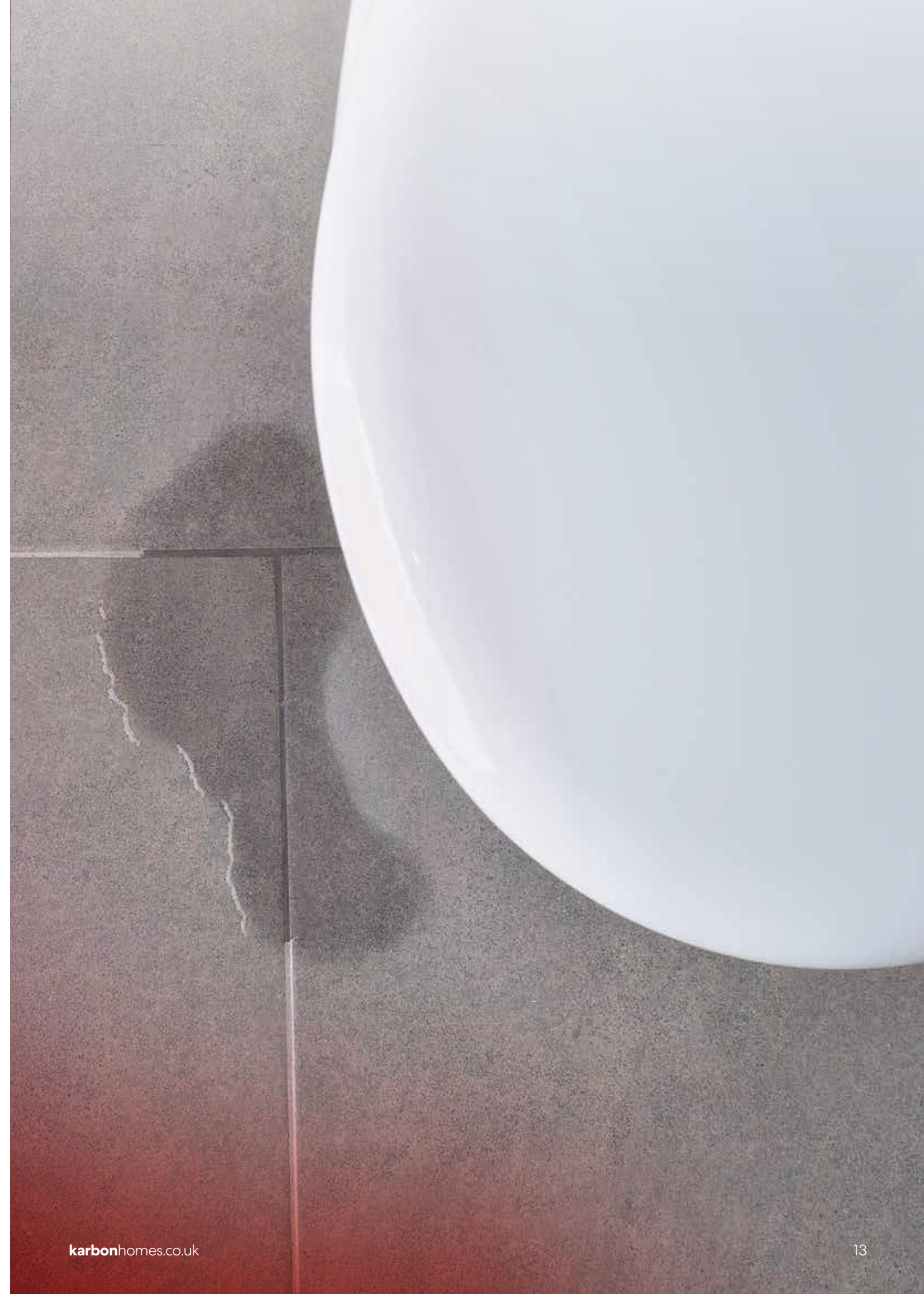
Dealing with major water leaks

If you experience a major leak that you can't control, be sure to switch off your electricity supply if it's safe to do so. First, find the fuse box (usually located in a hallway, cupboard, utility room or garage). Flick the large switch in the direction of off; this will isolate the supply (see image below left).

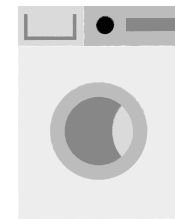
Turn off the water supply at the stop tap, this will be found under the kitchen sink. Turn on the taps to make sure all the water has drained; this is to empty the pipes.

The image below shows a typical stop tap. Turn it clockwise.

To isolate leaks coming from appliances such as washing machines, first find the isolator which is a plastic handle usually blue in colour and located under the sink. Carefully turn the handle until the water is off.



Kitchen



Using your kitchen appliances and cooker hood

Kitchen appliances are provided with a two-year manufacturer's warranty.

Before using your oven for the first time we recommend heating the oven for around 45 minutes at high heat, this will help to remove the coating inside the oven and the new smell. The manufacturer manual will give instruction on this.

Don't forget to activate the manufacturer warranty for your appliances and cooker hood.

Washing machine

You are responsible for purchasing and maintaining your own washing machine. You will need to contact a joiner to drill any holes needed in the kitchen cupboard for the washing machine pipework.

Using the correct pans for your hob

Some of our homes may have induction hobs, which require specific pans. Please contact our Sales & Lettings team if you need to confirm the type of hob that will be in your home.

Damage caused by water ingress/water

The images below show examples of water damage to the kitchen frontals and as you can see, the areas have become bubbled and blown.

These images are used for illustration purpose only.

This is known as water damage or water ingress. We'd recommend making sure that you're wiping and carefully drying any water or liquid spillages as soon as possible, to avoid any water damage or ingress to the worktops, cupboards and drawers. Please be mindful, this type of damage wouldn't be covered under any warranty provided.

Should there be a leak, please make sure you isolate the water supply first and contact our Customer Care Team.





Throughout your home

Flooring

Please note, you'll need consent from us to lay anything other than carpets. Please contact our Customer Relationship Team once your tenancy has begun. A surveyor will then provide you with a decision on the flooring you have requested to lay within approximately 10 working days.

Unfortunately, all floor tiles and wood flooring are classed as fixed fittings so we can't give you permission to fit these within the first 12 months of living in your new home.

When you arrange with your carpet fitter to lay any underlay and your own carpets, you will also need to arrange for any internal doors to be rehung or planed.

Please ensure your flooring contractor only uses staples or glue when they are fitting any gripping strips to the stairs. Nails will cause damage to the staircase, and can result in the stairs starting to creak, which is excluded from being a defect.

Radiators

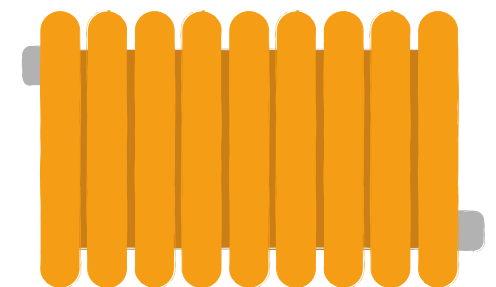
Most radiators, other than those in bathrooms, hallways or the rooms where the thermostat is located, will have a thermostatic radiator valve to adjust your heating.

Some homes may have more than one heating thermostat depending on their size, this gives more control over the temperature in certain parts of the home.

Before you report a defect of heating, please ensure the radiator has been bled to remove any airlocks.

Radiators not heating

If your radiators are not heating equally, this means they need to be bled. Please follow the user manual provided and bleed all radiators that may be affected and then test the radiators to ensure they are hot. Contact Vital if this still doesn't help.



Mine Water Heating

Your home is heated by Mine Water Heating; we would ask that you please refer to your Vital Energi Welcome pack for more useful information.

How do you receive heat and hot water to your new home?

The heat and hot water supplied to your home is generated at an energy centre and distributed to your home through insulated district heating pipes. The heat generation equipment and district heating pipes ensure you have a continuous supply of both heat and hot water at all times of the day and night.

There is no gas supply, or a gas boiler provided in your home, annual safety checks associated with a gas boiler would not be required.

Checking your heat consumption

A remote reading will be taken from your meter monthly; this means you are likely to pay for what you consume.

Meter Reading

Your meter is automatically read via a data network, and you do not need to submit meter readings. However, you may contact Vital Energi to receive information on your meter readings.



Help and Support 24 hours a day every day.

If you are having a problem with your heating or hot water, then this may be due to, problems with the heating system inside your home, problems with the development heating system in your building, or Community Energy Scheme. In the first instance please call Vital Energi on to be confirmed

Operations and Maintenance Team

If there is any issue with the heating or hot water supply to your home, or with your Heating Interface Unit, please call please call Vital direct on 0808 156 0016.

Emergency with the Community Energy Scheme

This will also include Emergency concerns, such as a flood or electrical failure. Additionally, a full outage /loss of heat and hot water, uncontrollable leak of any form from the Heat Interface Unit.

Please note we would not recommend turning off your heating during the coldest winter months, this is to avoid any frozen pipes.

Condensation

You may experience some form of condensation; this is perfectly normal and will reduce as part of the natural drying out process. Excess condensation can result in the appearance of mould. To help prevent this, keep all trickle vents open and ventilate your home as much as possible. Use the extractor fans provided in bathrooms and kitchens. Avoid drying clothing on radiators as this can also cause condensation in your home. It's important to wipe away any moisture from windows. You can find more tips on damp and mould section of our website.

Loft access and storage

The loft is a ventilated space which isn't designed for storage or boarding. This can affect the insulation, or even the warranty on your home, if it damages the ceiling below.

Lofts can also become damp during the drying out process and are not suited for storage. If you do need to enter the loft, please only stand on roof trusses.

TV aerial location

Wiring for the TV point is coiled in the loft, approximately one metre from the hatch. Please contact your provider to arrange any internet connection after moving in.

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If you wish to fix a TV onto a wall, please ensure a suitably qualified person does this, with the appropriate fixings and brackets. No TVs should be fixed to a party wall (a wall that separates your home from your next-door neighbour).

Please note, if you fit a TV onto a wall, this will not be guaranteed under the 12-month defect warranty. Any problems or repairs that may occur as a result will need to be managed under your normal home maintenance.

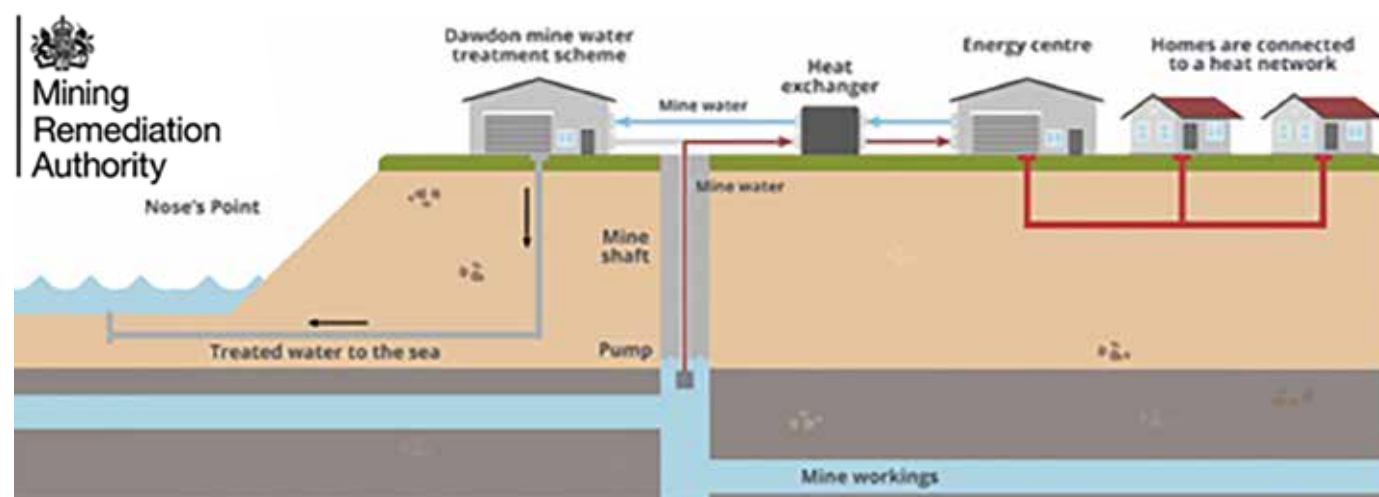
Glazing

Please check your windows for excessive scratches straight away. When checking, stand in the middle of the room, and look through the glass. If excessive scratches are visible, take a photo and send it via email to Customercare@karbonhomes.co.uk within 24 hours of moving into your new home, and you will be contacted with a further update.

Windows, doors and vents

All windows have locks, except fire escape windows. Please leave trickle vents open to help with the drying out process of your home where possible. You can keep your windows in good condition by regularly cleaning the mechanism tracks and making sure they're free from debris, as well as oiling the moving parts.

External doors can be locked by firstly closing the door and lifting the handle, you'll then be able to turn the key or thumb screw. Most door locks are fitted with a thumb screw, to allow easy escape in the event of a fire.





Bathrooms

Sealant

Sometimes water can get past the seals around the edges of baths and showers. If the leak is around a fixed sealant known as mastic/silicone (the edge of a bath or shower), the seal may have deteriorated.

Keeping seals in a good condition is part of your normal day-to-day maintenance. When possible, dry tiles with a towel after a bath or shower to prevent mildew build up or mould.

Waste pipe leaking

First find the source of the leak. If the water is escaping from a joint in the waste pipe that you can access yourself, try to tighten the joint. You'll be able to do this by holding the collar of the joint in one hand and the section of pipe it's screwed onto in the other, then rotate the collar clockwise until it feels tight. If the leak seems to be coming from an area you can't access, such as under the floor, then please contact our Customer Relationship Team.

Bathroom care

Don't forget to clean the hair trap or drain on showers and baths regularly, to avoid blockages. We recommend using warm soapy water to clean tiles and grout.

Baths are fitted with an anti-scald valve, located under the bath. This can restrict the hot water temperature to 40 degrees which is to comply with building and water regulations. When cleaning the bath, avoid bleach, this can take the surface off the bath and discolour shower trays.

Extractor fans

Try and use the extractor when running the bath or shower, the isolation switch for this can usually be found above the bathroom door.

Due to the design of many extractor fans, you may experience some low noise when the unit is in use, this is perfectly normal and nothing to be concerned over.

Looking after your toilet

You'll see your toilet is dual flush, the large button gives a six-litre flush, the smaller one three litres. Please do not flush wipes and nappies as these can cause blockages to yours and your neighbours drains. Please bin all wipes.

Please try to avoid the use of cleaning products containing corrosive chemicals, such as bloo products, these can cause seals to erode and cause leaks.

Please note: If a blockage is caused by misuse or carelessness, including flushing wipes, you may be charged for unblocking the drain and any repair costs.



Outside your home

Drives and pathways

Gravel, stones, and other loose surfaces may become displaced over time, and you may need to add or replace these stones in the future. Some settlement to landscaping may naturally occur over time, this would be managed under your day-to-day maintenance of your home.

Please try not to cover drains with soil, turf or paving, and make sure they are always kept clear and free for debris. Drain covers will need to be removed to investigate any blockages.

Visitor parking bays

These are not intended for personal or sole use, please park on your own designated parking area provided.

Guttering and downpipes

Gutters and downpipes may occasionally become clogged with debris and leaves.

Cleaning the gutters regularly is an important part of your day-to-day home maintenance.

Your garden maintenance

All maintenance and upkeep of any grassed area is part of the day-to-day running of your home.

New turf should not be walked upon for a minimum of four weeks after being laid. This is essential for the long-term quality of the lawn. The turf should be watered thoroughly during its first three weeks after being laid if the weather does not provide daily rain.

Winter/early spring

These are the quiet months in your lawn care calendar. Avoid walking on turf if it is waterlogged or frozen the garden may also become water drenched/boggy.

Spring

During this time, rake up any rubbish on the surface of the lawn. Make the first cut of the season when the weather conditions are dry. The first of the new season should just 'top' the grass – as cutting off too much of the grass could damage it this early in the season. Then you can increase the frequency of mowing and gradually lower the height of the cut to the normal summer cutting height.

After the first year, we suggest you feed the lawn with an application of spring lawn feed. The best feeds contain some long-lasting nitrogen fertiliser. No fertilisation will be necessary in the first year after a new lawn is laid.

Mid spring is the best time for applying a weed killer or weed and feed. If moss is a problem, use a good brand of lawn sand and rake up the dead moss a fortnight later. Again, please remember that no weed killer should be applied in the first year after a new lawn is laid.

Any alterations to your garden areas require prior consent from Karbon Homes.

Summer

Mow to the normal summer cutting height once or twice a week if possible. If dry weather is prolonged, water the lawn well. A good soaking once or twice is far better than frequent light watering.

Autumn

Begin to decrease the frequency of mowing and gradually increase the height of the cut. This is an ideal time to scarify the lawn and follow it up with spiking to aerate the soil below the lawn. For the last cut of the year, simply 'top' the grass. Feed the lawn with an application of autumn lawn feed.

Waterlogging or surface water in your garden

It's normal for some parts of the garden to become waterlogged or suffer surface water during wet conditions, during the winter season or following any adverse weather, such as heavy rainfall or storms.

Please allow the surface water to fully drain away, you'll need to monitor it over several drier days. If you experience prolonged or extreme flooding over several weeks, contact our Customer Relationship Team.

External taps

External/outside taps need to be isolated during the winter months; this will stop frost causing damage to the tap or pipework. When you move into your new home please check to see if the water is running from the outside tap. If not, it has been isolated, and the water will need to be switched on.

The image below shows a typical isolator valve.



To drain the outside tap of any water, run the tap and use a screwdriver to turn the isolator valve (as circled on the image) a quarter turn until the water stops. The isolator valve is usually located under the kitchen sink.

Efflorescence

The appearance of a white deposit on the wall (known as efflorescence) can also be an effect of the drying-out process. These white deposits are natural salts that come out of the wall materials. These salts are not harmful and usually disappear over time, and where they appear on internal walls, they can be brushed or wiped away.





Finding fault tips

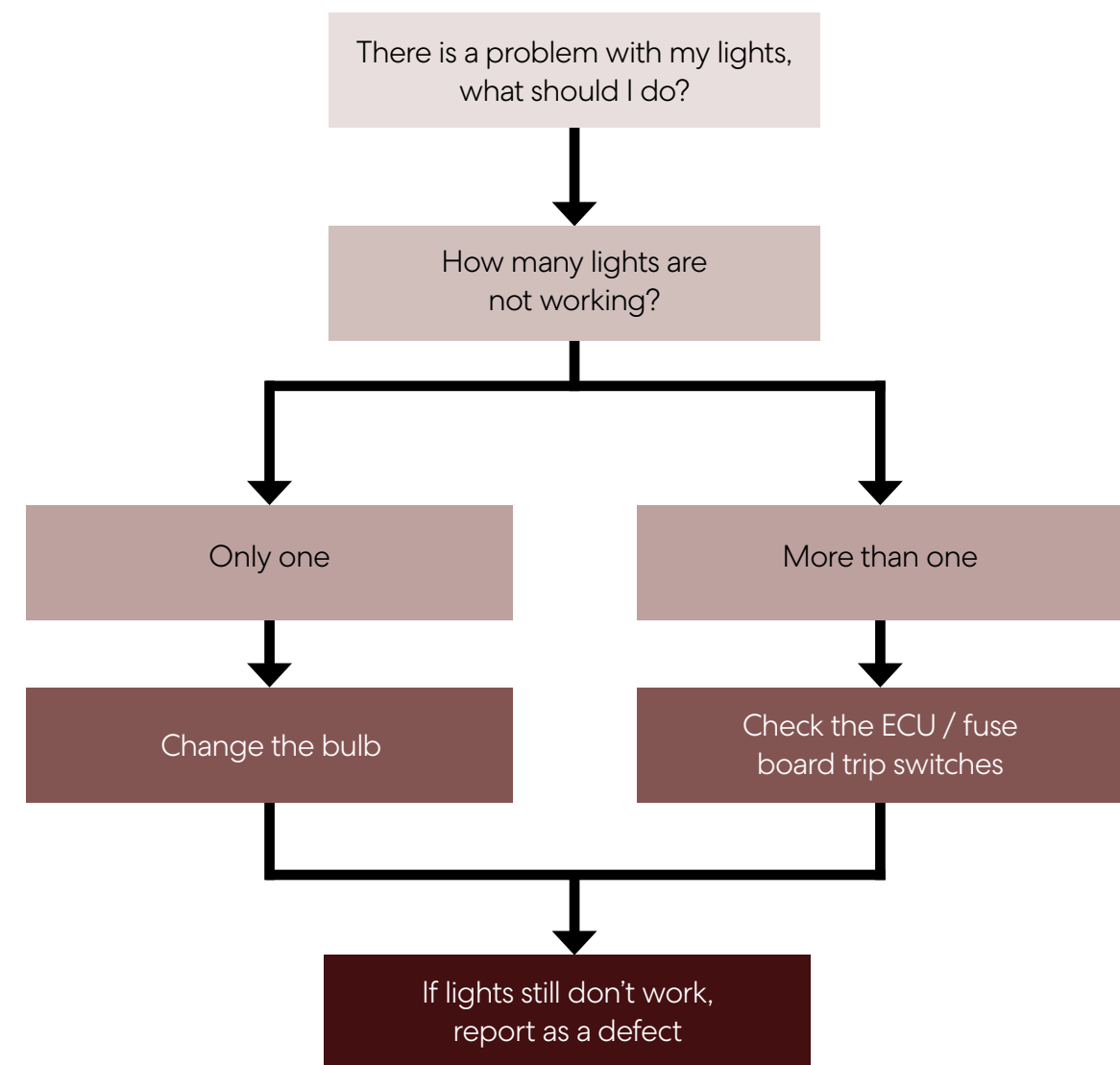
Sometimes it can be difficult to understand whether we can resolve an issue ourselves or need to take further action. For example, a light bulb could have stopped working – does it need changing, or is there an electrical fault?

We've put together some handy flow charts to help you understand whether you can solve an issue yourself, or if you need to contact us.

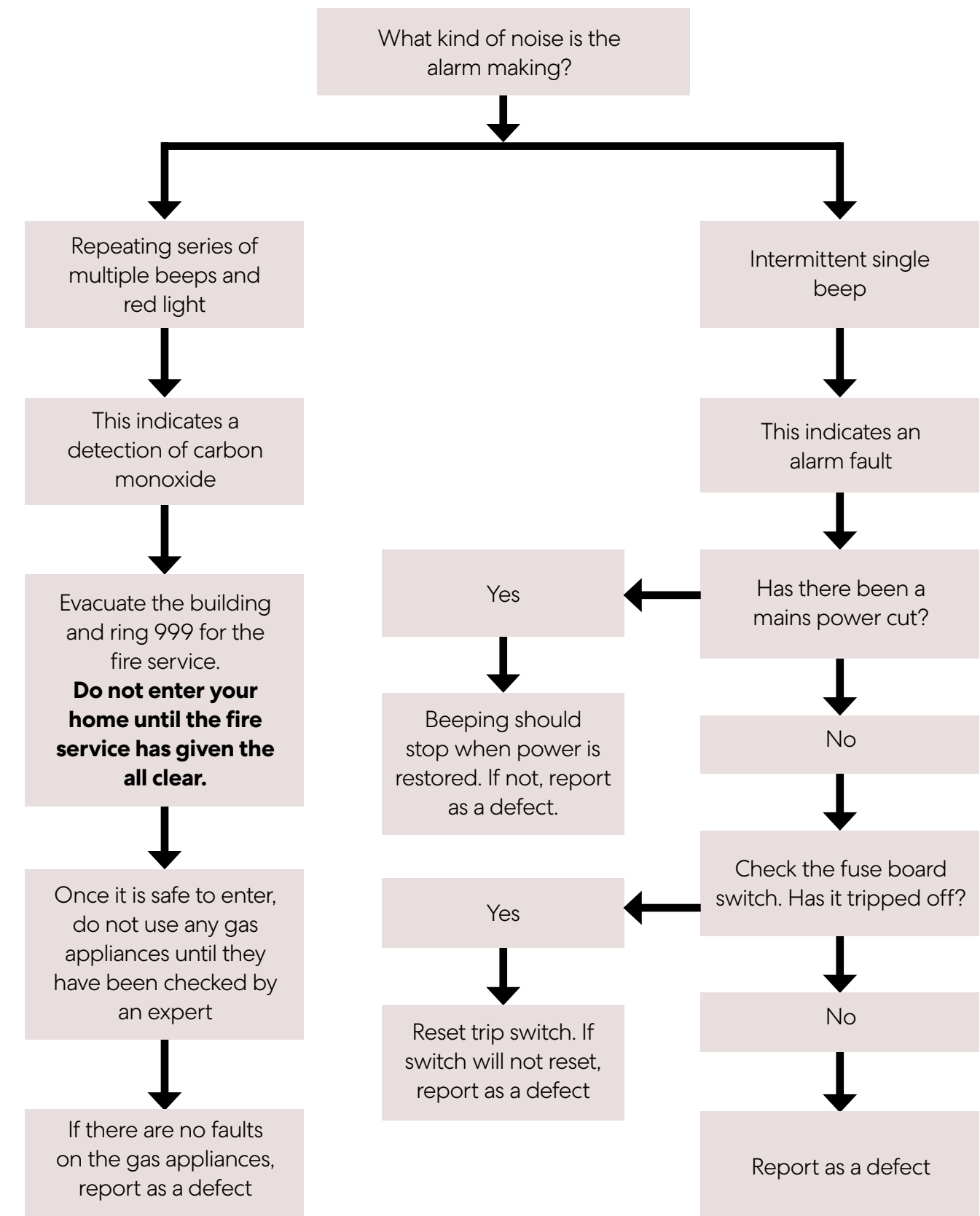
Fault finding tips:

Please use the flow charts below to try to resolve issues before contacting us.

Lighting



Carbon monoxide detector



Smoke and heat detectors



Contact us

Email: **customercare@karbonhomes.co.uk**

Telephone: **0808 164 0111**

MyKarbon: **www.karbonhomes.co.uk/customer-area/mykarbon**

Thanks for choosing Karbon Homes, we hope you will be incredibly happy in your new home and create some wonderful memories.