

Tilia Homes

Home Warranty Guide





Your home warranty guide

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Your warranty

A summary of your warranty

When you buy a home by Tilia Homes, you will receive a 10-year NHBC Buildmark policy, be covered by a two-year builder (Tilia Homes) warranty from legal completion and a further 8 years of structural issues insurance cover from warranty provider (e.g., NHBC and LABC), which we hope gives you peace of mind in your new home.

Within this guide, you'll find a summary of what is covered by your warranty. Should you have any queries or concerns, please visit our website where you have access to self-help videos and advice for living in your home by Tilia Homes. Here you will also find guidance on how to best maintain your home.

We know how excited you will be on your moving-in day and even if you may not be moving in straight away, we ask that you carefully inspect your home, ideally on that day, so it is easier for us to put right any issues you may find.

Issues/snags need to be sent to your regional customer services team but will be managed by the site team for the first four weeks. After the four weeks, customer services will organise the relevant trade to come in and resolve the issues. Should you have any questions which you are unable to

answer from our online information, please do not hesitate to contact one of our dedicated customer services colleagues who will be happy to assist you further.

You also have additional useful information within your Home User Guide along with documentation from your warranty provider so please take the time to familiarise yourself with those documents.

As part of your warranty, any issues caused by faulty materials or workmanship are covered for the first two years after legal completion. Please be aware that damage due to wear and tear or poor maintenance is not covered under your warranty.



During the first two years

01 Settling-in

We imagine your thoughts may be about where you will put your furniture during the first couple of weeks in your new home and appreciate it can be a busy time getting everything set up. We will leave you to settle in but will give you a call to see how everything is going and if there is anything we can help with. We'll also book your courtesy visit or call, if you haven't already arranged it.



Please visit our website or scan the QR code to view our helpful Home Demonstration Video Portal.

02 The first week

If in the first week of living in your new home you notice any issues, please report them to Customer Services within seven days and our aim will be to resolve these within 28 days.

Also, during your first week, a member of the team will visit you to make sure you have settled in.

03 Four weeks after completion and during the first two years

At this point, all of the original issues raised in the first few weeks will have been resolved, be underway or have appointment dates confirmed by our site team. Throughout this guide, you will also find many useful hints and tips on how to maintain and live in your home.

All of our homes are built by skilled teams using quality materials, but as part of your warranty, we will rectify any issues that arise as a result of faulty materials or workmanship during the construction, providing it is recorded during the two-year warranty period.

All matters raised will be considered against industry standards. We will cover any associated costs, and you can be assured that the works will be completed within a reasonable timescale.

Items covered

Items covered under the first two years by Tilia Homes warranty

- The boiler and heating system within your property will be covered under the warranty, providing that, as the homeowner, you have arranged to have your boiler and hot water cylinder (where applicable) individually serviced annually, in accordance with the manufacturer's recommendations. Failure to arrange the servicing of your heating system may void the warranty, and you will become responsible for any repairs and costs at this time. For two years, Tilia Homes are responsible for installation issues only – not for servicing your boiler or hot water cylinder.
- Electrical wiring and components (excluding lightbulbs and any components fitted by the homeowner following occupation).
- Window and door issues that are a result of the manufacturing or poor installation.
- Kitchen issues (excluding damage caused by misuse).
- Defective guttering or drainage (excluding failure caused by inclement weather or damage through misuse by the homeowner, such as blocked drains caused by disposal of nappies, fatty deposits etc).
- Warranties for appliances will be provided by the manufacturers, who will deal with issues directly, subject to you registering the appliance upon completion. Contact details for the manufacturer can be found in the appliance literature provided.
- Structural elements, such as excessive cracking to bricks and/or mortar, problems with drives or garden walls, where there is a concern that excessive ground settlement may have occurred, and roof tiling issues (unless caused by high winds or inclement weather):
Cracking to external render, internal walls and staircase strings are only considered a defect if they are in excess of 4mm. Any crack less than 2mm will be deemed as natural shrinkage and you are required to remedy this during the normal course of redecoration.
- Specification items that are not fit for purpose.

Remedial works

Any works required will be carried out to our high standards, and we will follow your warranty provider's guidelines completing works between 9am – 5pm, Monday to Friday. Please note that we are unable to carry out any work at weekends.

We will do our utmost to minimise any inconvenience to you. Works will be recorded and actioned in order of priority and we will liaise with you when it comes to agreeing access at mutual times that are convenient to both you and our contractors.

Please also be aware that approved contractors will be given contact details for our homeowners and will be asked to liaise directly with you, the homeowner, in most circumstances. We will of course keep records of any activity and contact to ensure this is conducted in line with our high standards.

Should any parts need replacing, we will remove the faulty parts and dispose of them accordingly.



This image shows a typical Tilia Homes home and may include optional upgrades at an additional cost.

Items not covered

Items NOT covered under the first two years by Tilia Homes warranty

- Wear and tear.
 - Homeowner maintenance such as: shrinkage, including resealing of wet areas. This is quite normal and can be minimised by allowing the home to dry out slowly. It can easily be remedied during redecoration.
 - Door or window adjustments affected by settlement.
 - Toilet seat adjustment.
 - Kitchen adjustments and realignments.
 - Deterioration caused by neglect, lack of maintenance or lack of servicing. See 'plumbing and heating' bullet point on page 5.
 - Dampness caused by condensation, and shrinkage that isn't the result of the builder's failure to comply with warranty provider's Standard.
 - If you are not the first homeowner, any item that you were aware of when you acquired the property that was accounted for in the purchase price or alternative arrangements.
 - Damage to sanitaryware and appliances.
 - Inclement weather: storm and wind damage to the property (e.g., roofing, guttering, etc.).
- Please refer these concerns to your building's insurance company. Flooding and changes in the water-table level.
- Garages are non-habitable and are naturally a damp environment. During adverse weather conditions, your garage walls and floor may become wet. Therefore, we strongly advise you do not store anything of significant value that may come into contact with these areas. Tilia Homes will not accept responsibility for damage caused in garages for items becoming wet.
 - Cosmetic issues that can only be viewed on close scrutiny, i.e., standing within 2m of the item.
 - Damaged items reported after legal completion or your courtesy check.
 - Damage caused by fire or smoke.
 - Anything that is specifically excluded on your Buildmark Insurance Certificate which was provided to you by your warranty provider after legal completion.
 - Any works to your home or land that were carried out after the completion date, excluding works done by Tilia Homes or your warranty provider to fulfil their responsibilities under the Buildmark Warranty.

10-year Buildmark policy

During the 10-year NHBC Buildmark policy, you will be covered by a two-year builder (Tilia Homes) warranty from legal completion and a further eight years of structural issues insurance cover from the NHBC which gives you insurance against major structural damage, caused by non-compliance within technical requirements.

Details of your insurance are provided to you upon legal completion by your Solicitor.

You will have received a comprehensive list of items covered; if this is something you cannot locate you should be able to obtain this from your warranty provider's website.

Please contact the warranty provider, using the details on the following page, to discuss any concerns that you have within years two to ten:



Key contacts

Central

Tel: 0121 2968320

Email: central.customerservice@tiliahomes.co.uk

Eastern

Tel: 01234 417838

Email: eastern.customerservice@tiliahomes.co.uk

Western

Tel: 01392 322712

Email: southwest.customerservice@tiliahomes.co.uk

Northern

Tel: 01925 407434

Email: northern.customerservice@tiliahomes.co.uk



NHBC

NHBC House
Davy Avenue
Milton Keynes
Buckinghamshire
MK5 8FP

Tel: 0800 035 6422

Email: claims@nhbc.co.uk

Website: www.nhbc.co.uk

LABC

2 Shore Lines Building
Shore Road
Birkenhead
Wirral
CH41 1AU

Tel: 0800 183 1755

Email: drs@labcwarranty.co.uk

Website: www.labcwarranty.co.uk

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