

# New Home Warranty



## Your New Home Warranty Terms and Key Facts

### 2 Tier Warranty Period

- Cover for the first two years after completion – SGS Associates Ltd
- Cover for parts of the home in years 3 to 10 of ownership – LABC Policy.

SGS Associates Ltd has produced a warranty package that is aimed towards client support during and after the purchase of your home. We invest heavily into the key stages of the purchase to enable a smooth and enjoyable experience. The warranty process provides valuable time to settle in and get a real feel and understanding of your new home.

## The first 30 days in your new home

### Pre-Handover

During the handover process your Sales Negotiator will arrange for a formal inspection to register you are happy that the house is finished to an acceptable standard which includes kitchen, sinks, taps, showers, sanitary wear and windows are in good condition. We have formulated a “New Home Checklist” which is also available for download on our website [www.sgsassociates.co.uk](http://www.sgsassociates.co.uk)

### The first 7 days after the legal completion:

We fully appreciate that moving day can be hectic, so we have a 7-day window in which damage missed pre-moving-in day can be dealt with. We would ask that any issues you may discover relating to damage of your property (which includes both internal and external elements) are reported to us within 7-days from your legal completion. Any damage claims outside of this period unfortunately cannot be processed.

Any issues arising from activity outside of the direct construction of your home can be excluded from our commitment and include (but are not limited to) third party flooring installation, moving activities, damage caused by storms, negligence or abuse and poor maintenance of the property.

### Warranty process during the first 30 days in your new home:

During this initial period of your warranty, our onsite team are responsible for dealing with any areas of defect and complete agreed remedial works identified during the pre-handover inspection and Legal Hand Over.

### Routine Defects and reportable items.

Whilst we take every care during construction to achieve a very high standard of finished product, on rare occasions a teething problem may occur which will need rectifying by the site team. Our aim is to inspect and resolve all agreed items as quickly as possible, to assist you in this process we have a 30 day window in which you can form a single list of concerns which you would like to draw to our attention.

Appliances faults should be reported at any time to the Manufacturer. Appliances will require warranty registration at the point of legal completion.

# New Home Warranty



## **Emergencies.**

If in the unlikely event, you suffer an emergency our team will be happy to assist. Please call the relative number that can be found within your “New Home Pack”.

## **Emergency definitions:**

Water escape.

Electrical failure in part (limiting function) or whole.

Failure to secure / open any external door.

Full loss of heating (Oct 1<sup>st</sup> to April 30<sup>th</sup>)

Full loss of hot water.

Structural issues likely to cause critically undermining of the home.

No working WC at all in property.

Blockage to foul system. (home owners will be liable for costs due to self-inflicted blockages).

## **After the first 30 Day Warranty Period:**

From the first 30 days to the 24-month anniversary, SGS Associates are on hand to assist rectification work of any major defects. We have developed a customer friendly format that covers work quickly and effectively.

All routine remedial items are exclusively handled under our formal inspections process, if you experience any defects with your home that you would like us to consider, please contact us and we will be happy to offer guidance and book a follow-up inspection with the Assessments Manager.

SGS Associates Ltd is responsible for inspecting and putting right any issues caused by our failure to build to the LABC Standards and product defect, which are reported formally in writing to us within the 2-year liability period. After 9 months we come back to your property and carry out a “one time only” re-instatement by preparing internal walls and woodwork, filling, and re-decorate any areas that have dried out and formed drying out cracks. This process is to ensure that the finished standard of your house is kept as high as possible. After the 9 month “one time only” re-visit then you are responsible for any drying out cracks that occur after this date, no further re-decoration will take place.

## **Under the warranty, what are SGS Associates Ltd not liable for?**

- Wear and tear, neglect and failure to undertake appropriate maintenance.
- Damp, condensation and shrinkage not resulting from our failure to comply with the LABC Standards.
- Storms & severe weather conditions, flooding and changes in the water-table level.
- Fire and smoke.
- Anything specifically excluded on your LABC insurance certificate.
- Anything done to your home or your land after the completion date, except for the work done by us or LABC to fulfil responsibilities.
- If you are not the first owner, anything which you knew about when you acquired the home and which resulted in a reduction in the purchase price you paid or which was taken into account in any other arrangement.

# New Home Warranty



---

## **LABC Warranty - years 3 to 10 - Insurance after the builder warranty period**

All of the LABC policies are underwritten by 'A' rated global insurers, ensuring you are protected for the duration of the policy. The LABC cover is also accepted by all leading UK mortgage lenders helping you secure finance easily. The LABC provide insurance to cover the cost of putting right any physical damage to the home caused by the builder failing to comply with the LABC requirements.

Further information on your cover period in years 3 -10 can be found: [www.labcwarranty.co.uk](http://www.labcwarranty.co.uk)