Warranty & *Guarantees.*

Your 2-Year Warranty

Item	What's the issue?	What should I do?	Am I covered?
Appliances	Failure	Please contact appliance manufacturer after sales service	✗
	Damage	Your responsibility	✗
Blockages/ drainage	Major leak in home or outside drainage problem with water threatening/entering	Contact Customer Services (if the blockage is caused by misuse you may be charged)	✓
	Minor leak that can be contained	Contact Customer Services (if the leak is caused by misuse you may be charged)	✓
Brickwork (external)	Minor cracks to bricks/mortar	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	Large cracks to bricks/ mortar/render	Contact Customer Services	✓
	Variation in brick colour	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole', not areas in isolation. View from a distance of 10m	✗
Central heating	Complete failure	Contact Customer Services (it is your responsibility to arrange and maintain service records for an annual service for your boiler)	✓
	Malfunction	Contact Customer Services. Failure to do this will invalidate your warranty cover for your central heating system	✓
	Unsure how to operate timer controls	Please refer to your Heating control manual or user guide. If you still need assistance in how to operate your central heating then contact Customer Services	✗
Chips and scratches	Damage to sanitary ware, worktops, tiled floors, walls and glass	Refer to your handover form. If not specifically listed these are your responsibility	✗
Condensation	Condensation forming between the glass panes themselves	This could be a manufacturing defect and may need investigation. Contact Customer Services	✓
	Condensation forming on the glass panes within the room	This is a normal occurrence as your new home dries out. There are guidelines later in this manual as to how to reduce condensation through effective ventilation	✗
Cracks to ceilings, dry lining, wood joints and paintwork	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	Large open cracks	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing cracks after this period then contact Customer Services	✓
Extractor fans	Not working	Check isolator is switched on and the consumer unit has not tripped. Contact Customer Services	✓

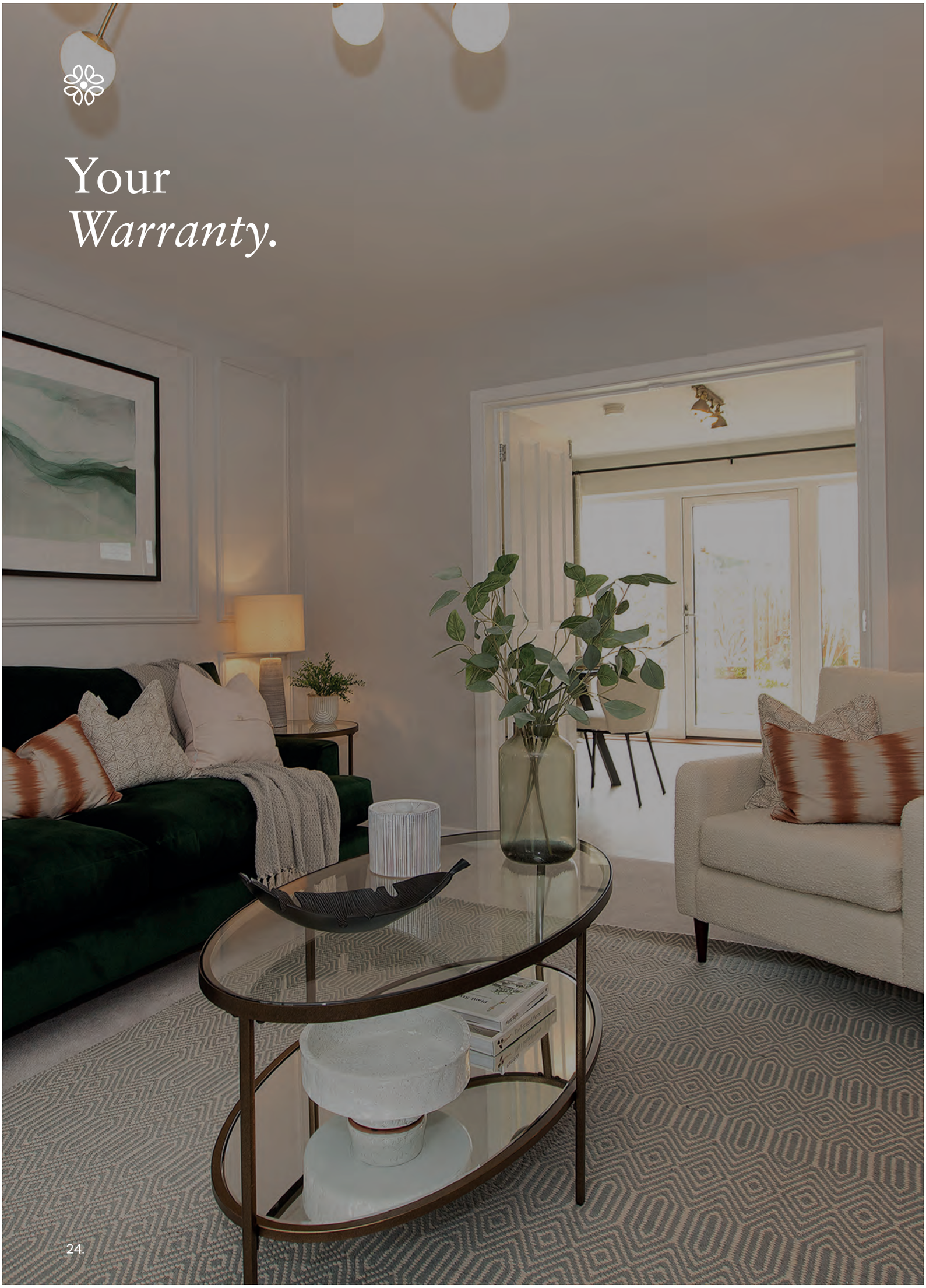
Item	What's the issue?	What should I do?	Am I covered?
Decoration	Paintwork Excessive nail or screw pops	Some variation in colour and finish is normal and can be checked in natural daylight in the middle of the room	⊗
		If there are areas of missing or incomplete paintwork, contact Customer Services	✓
		You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing excessive nail or screw pops in one area after this period then contact Customer Services	✓
Doors/locks	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Services. If your door has been in direct sunlight and will not open/close or lock, please allow it to cool down/hose it to allow the material to retract.	✓
		If a door is catching on flooring that you have had fitted this is your responsibility	⊗
Electrical	Complete power failure	Check local area for fault, if just your property contact Customer Services	✓
	Sockets and plugs not working, or issues with consumer unit	Check consumer unit has not tripped. Unplug all appliances and check them one by one first, then contact Customer Services	✓
	Damage to fittings, blown bulbs, or failure due to electrical installations you have carried out	This is not covered and is your responsibility	⊗
Fencing	Loose panels or posts	Your responsibility including any damage caused by storms	⊗
		If the concrete posts are not holding, or large gaps are present between panels, please contact Customer Services to arrange an inspection	✓
Flooring	Creaking after 6 months from legal completion	You should allow for your home to 'settle-in' for the first 6 months. Minor creaking is normal and is not covered	✓
	Damage	Refer to your handover form. If not specifically listed these are your responsibility	✓
Garage door	Damage and dents	Refer to your handover form. If not specifically listed these are your responsibility	⊗
	Can't be locked or opened, or the opening mechanism has failed	Contact Customer Services	✓

Your 2-Year Warranty (continued)

Item	What's the issue?	What should I do?	Am I covered?
Gas	Leak	You must immediately contact National Gas – 0800 111 999. Do not use any gas appliances or your heating/hot water and vacate property	N/A
Grout and silicone sealant	Cracks and sealant gaps during the first 6 months of occupation	During the first 6 months contact Customer Services	✓
		After 6 months this is your responsibility as part of routine maintenance	✗
Guttering and downpipes	Not aligned or attached	Contact Customer Services	✓
	Blocked	It is your responsibility to keep your gutters free from leaves, debris etc. (if the blockage is caused by leaves, debris etc. you may be charged)	✗
Lawn, trees and shrubs	Severe and lasting waterlogging	Although some waterlogging due to weather is normal, if you encounter severe waterlogging contact Customer Services	✓
	Dead or weed fill lawns, shrub areas	It is your responsibility to maintain your garden, lawn, shrubs and paving from move-in day	✗
Leaks	Pipework leaks	Contact Customer Services, and if uncontainable, turn off stop valve (stopcock) immediately	✓
Meter box (utilities)	Malfunction or broken	Contact your utility provider	N/A
Paths, paving, outside steps and driveways	Excessive rocking or moving slabs	Contact Customer Services	✓
	Chipped or damaged slabs	If noted on your handover form, please contact Customer Services, otherwise your responsibility	✗
	Weeds growing between slabs and brickettes	Your responsibility to maintain	✗
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Contact Customer Services	✓
Immersion heater	Malfunction	Contact Customer Services	✓
Render	Minor cracks	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	✗
	Large cracks	Contact Customer Services	✓
	Variation in render colour following repair	Some variation is to be expected and is not considered to be a defect. You should take account of the wall 'as a whole', not areas in isolation. View from a distance of 10m	✗

Item	What's the issue?	What should I do?	Am I covered?
Roof	Slipped tiles	Please be aware that weather related damaged is not covered under your warranty. Contact Customer Services	⊗
	Roof flashings leaking or loose	If the slipped tiles are not caused by weather damage then contact Customer Services	✓
Kitchen	Unit door and drawer alignment	Your unit doors may need adjusting after a period of use. Refer to instructions further in this manual	⊗
	Damage	Refer to your handover form. If not specifically listed this is your responsibility	⊗
	Worktop damage	Damage to work surfaces are your responsibility	⊗
Sanitary ware	Damaged, scratched or cracked baths, shower trays, sinks and toilets	Refer to your handover form. If not specifically listed these are your responsibility	⊗
Shower	Not working	If shower is electric, check consumer unit has not tripped, then contact Customer Services	✓
Shower door	Leaking or not aligned correctly	Contact Customer Services	✓
Subfloor concrete cracks	Minor cracking	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	⊗
	Large open cracks	Contact Customer Services	✓
Taps, showers, handles, toilets, sinks and baths	Rusty, limescale build up, mould, residue build up	It is your responsibility to clean and maintain these	⊗
Toilet seat	Broken or soft-close no longer working	If within first 28 days, contact Customer Services/site team	✓
		After 28 days, as this is a personal item, it is your responsibility	⊗
TV	Not connected/poor reception	Your TV sockets are connected to a facility in the loft for an aerial which it is your responsibility to fit, unless you sign up for a digital service	⊗
Woodwork	Small cracks	Minor cracks as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us	⊗
	Large cracks	You should allow for your home to 'settle-in' for the first 6 months. If you are experiencing large cracks after this period then contact Customer Services	✓
	Protruding nails	Protruding nails are common on woodwork as the home settles, if they are excessive, contact Customer Services	✓

Your *Warranty.*



Your new home comes with a 10-year new home warranty and insurance policy which aims to protect the interests of homebuyers.

There are three providers of structural and new home warranties. These are the National House Building Council (NHBC), Premier Guarantee, and Local Authority Building Control (LABC). When you became the legal owner of your home, your solicitor provided you with details of your specific warranty provider.

Your new home has been designed and built in accordance with building regulations. Each home is independently inspected by your warranty provider at key stages to ensure it meets those standards.

We strive to deliver a quality home and service to all of our customers, all of the time. If, for any reason, we haven't done that, we want to know why – and we want to put things right.

Visit:
www.tiliahomes.co.uk/buying-with-us/help-and-support/building-warranty

HBF Home Builders Federation
★★★★★
Customer Satisfaction **2025**

Resolution Scheme
We do our best to deal with our customers in a fair and responsible manner. However, if you are still dissatisfied after going through our internal complaints' procedure, you may wish to refer the issue to your Home Warranty provider, either NHBC, Premier Guarantee or LABC, under their claims and dispute resolution service. The warranty provider will then either deal with the complaint under the terms of the warranty policy or, if the complaint falls outside their dispute resolution scheme, you will be able to ask the New Homes Ombudsman to investigate your claim.

Full details can be found at:
https://www.nhqb.org.uk/homebuyers/how-are-complaints-dealt-with.html