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# New adventures begin

Welcome to your new home at Brabazon.

Buying a new home is one of the most significant decisions that we make in our lives. At YTL Homes, we understand how important it is to know both that your home is built to the highest standards, and that our service to you does not end once you move in.

## This guide is a central part of our ongoing **commitment to quality.**

Every home changes over time. Much like a car, it will need regular servicing and maintenance so that everything runs smoothly. Equally, no matter how much care has been taken through construction, occasionally something might slip through the net.

This guide is designed to give you the information you need to maintain your home, as well as how we will respond to any defects that may appear after you move in.

It contains guidance on the best way to keep your home secure, warm and comfortable. It contains instruction manuals, safety certificates and maintenance advice that you should keep in a safe place for future reference. And it gives you details and of your New Home Warranty that guarantees that we will do the right thing if any defects do come up.

Much of the information in this guide might seem obvious. Some of it we hope you will never need. But please do take some time to read it. Given that Brabazon is named after a pioneering airplane, think of it like a pre-flight safety video: an essential part of the journey. This guide should have all the information you need. However, if you do have any further questions, our Customer Relations team will be happy to answer your queries.

### Contact Us

|                                          |           |                                                                                                          |
|------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------|
| <b>YTL Customer Relations Department</b> | Telephone | : 0330 1234 208                                                                                          |
|                                          | Email     | : <a href="mailto:customer.relations@ytldevelopments.co.uk">customer.relations@ytldevelopments.co.uk</a> |

|             |           |                                              |
|-------------|-----------|----------------------------------------------|
| <b>NHBC</b> | Telephone | : 0800 035 6422                              |
|             | Website   | : <a href="http://nhbc.co.uk">nhbc.co.uk</a> |

|                             |           |                                                                              |
|-----------------------------|-----------|------------------------------------------------------------------------------|
| <b>Brabazon Estates Ltd</b> | Telephone | : 0330 678 1601                                                              |
| c/o Encore (managing agent) | Email     | : <a href="mailto:brabazon@encoregroup.co.uk">brabazon@encoregroup.co.uk</a> |
|                             | Website   | : <a href="http://www.encoreestates.co.uk">www.encoreestates.co.uk</a>       |

## **PART A: Things to know the day you move in**

# At your service

### **Who are YTL Developments and YTL Homes?**

YTL Developments is transforming the historic former Filton airfield into Brabazon: a thriving new neighbourhood for Bristol. YTL Homes is also a subsidiary of the YTL UK Group, working in partnership with YTL Developments specifically to deliver the new homes at Brabazon.

We are a team of adventurous place makers, creating exceptional developments where many generations can thrive. Our Pioneering Spirit unites us to enrich people's lives by creating tomorrow's communities.

Alongside Brabazon, the YTL Group's UK portfolio includes some of the country's most innovative luxury hotels such as The Gainsborough Bath Spa, Edinburgh's The Glasshouse and Berkshire's Monkey Island Estate.

### **Introducing the YTL Developments Customer Relations team**

Our commitment to quality continues even after you have moved into your new home at Brabazon. That's where our dedicated Customer Relations team comes in.

Before you move in, your Customer Relations Manager would have inspected your new home to ensure it meets our quality standards. They should have conducted a Home Demonstration with you to take you through the features and systems of your new home. And on the day we hand the home over to you, they will pass on all your instruction manuals, safety certificates and warranties. But their service continues after you have completed your move. They can answer any questions about your home, remind you how to run the key systems, and if anything needs fixing under your warranty, they will be your first port of call.

You can contact our Customer Relations team on:

|                 |                                                                                                          |
|-----------------|----------------------------------------------------------------------------------------------------------|
| Email           | : <a href="mailto:customer.relations@ytldevelopments.co.uk">customer.relations@ytldevelopments.co.uk</a> |
| Telephone       | : 0330 1234 208                                                                                          |
| Monday - Friday | : 08:30 - 17:00                                                                                          |

## Customer satisfaction

We strive to ensure our commitment to quality shows through in everything we do. To help us achieve the standards we set ourselves, we will invite you to take part in a customer satisfaction survey run by the Home Builders Federation and our warranty provider the National House Building Council (NHBC). This will allow you to give your feedback on our service and help us to improve, so we would very much appreciate you taking the time to complete it.

## Out of hours emergency

We hope it never happens. But if within the first two years after you move in there is an issue with your new home that threatens your health, safety or security, our emergency contact centre aims to solve the issue within 4 hours / as soon as possible.

### **If there is an emergency issue, please call 0330 1234 208**

If the emergency is out of normal office hours, your call will be redirected to our emergency contact centre.

The list below gives some guidance on what we would see as an emergency that required immediate attention:

- **A total loss of power**

If the power supply fails entirely due to an electrical fault, we would see that as an emergency requiring immediate attention.

However, when the power fails in your home, it is likely that the cause will either be a power interruption from the grid, or a 'tripped circuit'. A power interruption from the grid usually lasts for a few seconds at most before power is restored. A 'tripped circuit' is an electrical safety mechanism that can easily be reset using the switches on your electrical consumer unit; your Customer Relations Manager will have shown you how to do this during your Home Demonstration prior to handover of your new home.

We strongly recommend that you check both your electrical consumer unit for a tripped circuit and with your electricity supplier or with a neighbour, as to whether there is a general power failure from the grid before contacting our Customer Relations team.

- **A partial loss of power**

If there is a partial loss of power in your home, it will only be considered as an emergency if it poses a safety hazard or a risk of electric shocks, or if the loss of power affects the kitchen.

- **An interruption to your water supply**

If the water supply to your home is interrupted, the most likely cause is that the local water company has deliberately turned off supplies in order to carry out repairs or maintenance. Please check with the water company or with a neighbour before contacting the Customer Relations team.

- **Water leaks**

A water leak would be considered an emergency if it could not be contained and therefore risks causing damage to your home or other properties, or if water is affecting electrical equipment or cabling.

- **Heating and hot water**

A complete failure of the heating and hot water system would be an emergency – please contact the Customer Relations team.

- **Faulty locks**

If a fault to a door, window or lock is causing a loss of security to your home this would be an emergency – please contact the Customer Relations team.

- **Damage to walls or fences**

Damage to a wall or fence would not typically be an emergency unless the damage is dangerous or causes a safety risk either to you or your home. This does not include storm damage.

- **Blocked drains**

A blockage to the drains would be an emergency if as a result all toilets and washing facilities are not usable. Please be aware that the drainage system is only designed for human waste or for toilet paper. In the vast majority of cases, blocked drains are the result of other foreign objects being flushed down the toilets. If we respond to a call out to a blocked drain which proves to be the result of a foreign object being flushed down the system, we reserve the right to charge for the costs of the call-out.

## Settling in to your new home

### Checklist: Things to do straight away when you move

With lots to do on the day you move in, it is easy for important things to get forgotten. This checklist should help ensure that you settle in as quickly as possible.

## 1. Getting set up in your home

- a) Read this manual and familiarise yourself with your new home and what to do should you experience any problems.
- b) Familiarise yourself with the operating instructions for heating your home, hot water and using the appliances.
- c) Ensure you are aware of the locations of the electrical consumer unit and water shut off valves as you may need to isolate them in an emergency.
- d) Read the NHBC 'Guide to Your New Home' booklet. This provides useful advice and information to help you look after your new home.
- e) Take care before hanging pictures and mirrors. We recommend you purchase a cable detector before undertaking any DIY in your new home.

## 2. Checking your warranties

- a) Register your new appliances with the manufacturers using the warranty information provided.
- b) Read the NHBC Buildmark policy which contains terms and conditions of the Buildmark cover for your home. It details your obligations as the homeowner, our obligations as the builder and NHBC as the warranty provider.

## 3. Changing your address and setting up your utilities

- a) Check that you have completed all your change of address notifications. We particularly recommend that you contact any organisations that might hold sensitive data about you, such as:
  - Your bank and any financial services organisations (e.g. credit companies)
  - Your GP, dentist or other healthcare provider
  - Companies from which you regularly order deliveries (e.g. Amazon)
  - The voter registration department of your previous local authority
- b) Contact the utility companies that supplied electricity, gas and water to your old property. Provide them with your final meter readings.
- c) Contact the utility companies serving your new home at Brabazon and register for your accounts with them. To set up your account correctly they will need to know the meter serial numbers, meter point numbers and their readings on the day you moved in. We will notify them that we are no longer the owner of your property, but for data protection reasons we cannot pass on your details to them.
- d) Register with the local authority for Council Tax.
- e) If you haven't already done so, arrange for the connection of telephone, internet and cable or satellite TV services as required.
- f) Make sure you have moved your TV licence to your new address.

#### 4. Getting your paperwork in order

- a) Familiarise yourself with the details of the estate management company - Brabazon Estates Ltd.  
Including what the company is responsible for and who to contact if you have any questions.  
Note when the next estate charge payment is due.
- b) Ensure your buildings and contents insurance is up-to-date and valid for your new home.
- c) Check that you have received your Energy Performance Certificate, Electrical Installation Certificate and Gas Safety Certificate. These are important documents that should be stored in a safe place.

#### Setting up your utility services

On the day you legally completed the purchase of your new home, we will have taken meter readings for your utility services. These will all be recorded on your handover form.

The next step you will need to take is to contact the existing suppliers to register with them. We recommend you do so straight away - this will help you ensure that you are on the correct tariff for your needs, and will avoid any unexpected bills later on.

Your Utility providers are:

##### Energy - Electricity

Scottish Power

Telephone : 0345 270 0700  
Monday to Friday : 08:30 - 17:30  
Saturday : 08:30 - 13:00  
Website : [www.scottishpower.co.uk](http://www.scottishpower.co.uk)

##### Energy - Gas

Scottish Power

Telephone : 0345 270 0700  
Monday to Friday : 08:30 - 17:30  
Saturday : 08:30 - 13:00  
Website : [www.scottishpower.co.uk](http://www.scottishpower.co.uk)

##### Water

Bristol Water

Telephone : 0345 600 3600  
Monday to Friday : 08:00 - 18:00  
Website : [www.bristolwater.co.uk](http://www.bristolwater.co.uk) :  
Leak/Supply Issue 0345 702 3797



### Telephone and internet

A BT Openreach fibre connection has been installed into your property. Therefore, to get your telephone and internet connection up and running, you will need to select a telephone provider or an Internet Service Provider (ISP). They will arrange to activate your connection and will typically send you a wireless internet router for you to set up a broadband internet connection.

Telephone line sockets to connect with a landline telephone or a broadband router are located in your living room and master bedroom. Please note that final connections to make telephone lines live within the property, can only be made after you have set up your account and an engineer has made the final connections. You will not have a telephone and internet connection from the day you move into your new home.

If you wish to select a supplier that is not compatible with a BT Openreach connection, such as Virgin Media, alternative cabling may be required. If you do wish to pursue this option, each home does have a spare duct to allow any new cables to enter your home.



### Television

Television aerial points have been installed to various locations throughout your home. These points are connected to an aerial that has been pre-installed into your new home and is ready to use. For services such as SKY and BT, you will need to set up an account and arrange for installation prior to receiving them.

If you require any additional aerials, they must not be positioned to the front of the property in order to help maintain the character of Brabazon. For more details, please check your lease, sale contract or transfer documents.

## Refuse and Recycling

The refuse and recycling service at Brabazon is provided by South Gloucestershire Council. When you move in, you will need to contact them to request external waste and recycling bins.

When putting out refuse for collection, please ensure that all general waste is bagged and tied securely in a bin liner before being placed in the refuse bin. Your bins should be placed in the zone highlighted on your refuse and recycling plan, by 7.00am on collection day. At Brabazon we are committed to sustainable living and would recommend wherever possible, you recycle items based on the guidance issued from the Local Authority.

For hygiene and fire safety reasons,  
please do not leave refuse and recycling out  
anywhere else on the development, including  
next to your bins.

For information about waste collection dates for your home, you can find this on the council website: [www.southglos.gov.uk/](http://www.southglos.gov.uk/)

For further information please contact the South Gloucestershire Council waste collection team directly:  
Telephone: 01454 868000  
Website: [beta.southglos.gov.uk/environment-and-waste/waste-and-recycling/](http://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling/)

## Where to find...

Moving into a new home is an incredibly exciting time, but inevitably, there are still all the everyday essentials that will need to be taken care of. Whether you need a supermarket to fill up the fridge, have to pop to the post office or want to speak to the headteacher of the school, in this section we have provided a list of local useful contacts.

### Local supermarkets and food shops

#### Supermarkets

##### Aldi

Brook Way, Patchway, Bradley Stoke  
Bristol BS32 9DA  
0800 042 0800

##### Asda Filton Superstore

Highwood Lane, Patchway,  
Bristol BS34 5TL  
0117 317 2400

##### Farmfoods

Unit 6 Shield Retail Centre Filton  
Bristol, Filton BS34 7BR  
0121 700 7160

##### Iceland

Arnside Rd, Southmead, Bristol,  
BS10 6AT  
01179 593309

#### **Lidl**

Hayes Way, Ring Mead, Patchway, Bristol  
BS34 5BZ  
0800 977 7766

#### **Morrisons**

1 Lysander Rd, Patchway, Bristol,  
BS10 7TX  
0117 950 9103

### **Schools and colleges**

#### Primary Schools

##### **Callicroft Primary Academy**

Rodway Rd, Patchway, Bristol  
BS34 5EG  
01454 867195

##### **Charlton Wood Primary Academy**

Charlton Blvd, Patchway, Bristol  
BS34 5BN  
0117 450 6606

#### Secondary Schools

##### **Abbeywood Community School**

New Road, Stoke Gifford, Bristol,  
BS34 8SF  
01454 862986

##### **Orchard School Bristol**

Filton Road, Bristol, BS7 0XZ  
01173 772000

### **Shops and essentials**

#### Shops, Cafes, Bars and Restaurants

##### **The Mall**

The Mall at Cribbs Causeway,  
BS34 5DG  
01179 030 303

##### **Marks and Spencer Foodhall**

The Mall, Merlin Rd, Cribbs Causeway,  
Patchway, Bristol, BS34 5QT  
01179 044444

##### **Tesco Extra**

Centre, Bradley Stoke, Bristol,  
BS32 8EF  
0345 026 9562

##### **Charborough Road Primary School**

Charborough Road, Bristol,  
BS34 7RA  
01454 867220

##### **Filton Hill Primary School**

27 Blenheim Drive, Filton, Bristol,  
BS34 7AX  
01454 866559

##### **Blaise High School**

Station Rd, Henbury, Bristol  
BS10 7QH  
0117 903 0100

##### **Patchway Community School**

Hempton Ln, Almondsbury, Patchway,  
Bristol, BS32 4AJ  
01454 862020

##### **The Venue**

The Venue at Cribbs Causeway,  
BS10 7SR  
01179 030 303

#### Post Offices

##### **Filton Post Office**

2-3 Church View, Filton, Bristol,  
BS34 7BT  
01179 470124

##### **Little Stoke Post Office**

8 Kingsway, Little Stoke, Bristol,  
BS34 6JL  
01179 693341

#### Libraries

##### **Filton Library**

Shield Retail Park, Link Road, Bristol,  
BS34 7BR  
01454 868006

##### **Patchway Library**

Rodway, Patchway, Bristol,  
BS34 5PE  
01454 868006

### Health and emergency services

#### Dentists

##### **Mydentist**

114 Gloucester Rd N, Filton, Bristol,  
BS34 7PF  
01179 692230

##### **Patchway Dental Practice**

19-21 Coniston Rd, Patchway, Bristol,  
BS34 5JN  
01179 692638

#### Doctors

##### **Conygre Medical Centre**

3 Conygre Road, Filton, Bristol, BS34 7DA  
01179 6 799430

##### **Filton Clinic**

Shields Avenue, Bristol, BS7 0RR  
01179 692326

#### Pharmacies

##### **Jhoots Pharmacy**

Conygre Medical Centre, Conygre Road,  
Filton, Bristol, BS34 7DA  
0121 526 5555

##### **Morrisons Pharmacy**

Lysander Rd, Bristol BS10 7UD  
01179 594720

### Gyms, parks & activities

#### Leisure Centres

##### **Filton Sports + Leisure Centre**

Elm Park, Filton, Bristol, BS34 7PS  
01454 866686

##### **Riverside Leisure Club**

Station Rd, Little Stoke, Bristol,  
BS34 6HW  
01454 888666

#### Gyms

##### **Anytime Fitness**

The Venue, Merlin Rd,  
Patchway, Bristol BS10 7TT  
01179 277225

##### **Village Gym Bristol**

Bullfinch Close, Filton, Bristol, BS34  
6FG 01174 507820

# Welcome to a thriving new neighbourhood

## The vision for Brabazon

Bristol is a city that has always pushed the boundaries. Now so much that is new and exciting in the city is coming over the horizon at Brabazon.

Located on the historic former Filton Airfield – birthplace of Concorde and supersonic travel – Brabazon will be a thriving new neighbourhood for Bristol. You will be able to wander around independent stores, discover new restaurants or relax in leafy parks and open public squares. There will be iconic events, the latest amazing exhibitions, and the best in live music at the new YTL Arena Complex.

A place for enjoyment and entertainment.

A centre of learning and a launchpad for business.

A hub for industry and invention, with a beating social heart.

Inspired by a revolutionary airplane that became an icon of engineering, Brabazon is the new playground for Bristol's next generation. The Hangar District is where Brabazon begins. And like the pioneering airplanes that came before it, this new community is designed to be different.

We want Brabazon to be a place to be proud of. That means we want to keep it maintained to the same high standards it is being built to.

## Introducing Brabazon Estates Ltd

Brabazon Estates Ltd is the management company that we have set up to manage the maintenance of this thriving new neighbourhood. In this section, we will explain the details of the company, what it is responsible for and who to contact about it.

## What is Brabazon Estates Ltd?

Brabazon Estates Ltd will be responsible for managing all common external areas of Brabazon, with the exception of any roads that are adopted by the local authority. By managing these within a separate estate management company, rather than handing them over to the local authority, we can ensure that Brabazon is maintained as a great place to live over the long term.

Brabazon Estates Ltd is a formal, legal entity registered at Companies House under registration number 12374097. It has all the rights and obligations of any other UK incorporated company.

### Why is it needed?

We want Brabazon to be not just a place to live, but a place to enjoy the best that life has to offer. There are lots of little details that need regular attention to make that vision a reality. Brabazon Estates Ltd is the company that will look after those details:

- Ensuring the planting in the verges is watered, weeded and pruned
- Managing the upkeep of Brabazon Park, from insuring the children's play area, to looking after the lawns and maintaining the park's benches
- Coordinating Brabazon's parking policies, to help ensure its streets remain an attractive place to walk, rather than being littered with parked cars
- Maintaining the public squares and open spaces, paying for the electricity, street sweeping and managing any litter or refuse from public areas.

Brabazon Estates Ltd will grow over time as Brabazon itself becomes established as a new neighbourhood. Whenever new areas of this new city district are developed, new areas of public and communal space will come under its management. However, at the same time, every new homeowner or commercial occupier will begin contributing to the company.

### Who runs it?

Brabazon Estates Ltd is a company limited by guarantee. Everyone who owns a home at Brabazon will be a member of the company. The commercial buildings, office occupiers and all other owners or tenants at Brabazon will also pay a fair and reasonable share towards the costs of managing the Brabazon Estate.

Brabazon Estates Ltd has appointed an experienced property management firm - Encore - to act as the managing agent on behalf of all members of the company. They will manage the Brabazon Estate on a day-to-day basis on behalf of all the property owners at Brabazon.

### Who pays for it?

The legal documents when you purchased your new home gave you automatic membership of Brabazon Estates Ltd. That membership also carries an obligation to pay an annual estate charge to the company.

The estate charge is calculated in proportion to the floorspace<sup>1</sup> of your home. The charge is split across two payments which will be due six monthly in advance.

In that way, the size of the estate should grow continuously over time, but the contributions of each member of the company should only rise broadly in line with inflation, since the additional land that comes under the estate's control should broadly balance with the increase in contributions from new property owners and occupiers.

<sup>1</sup> Estate charges are calculated on the basis of the Net Saleable Area (NSA) of each property

The funds from the estate charge are held by the managing agent in a separate client account. Each year the managing agent will prepare accounts that will detail all expenditure in the previous year, as well as set the estate charges for the year to come based on an itemised list of forecast expenses. The accounts and forecasts will be shared with all residents.

### How do I contact the managing agent?

You can contact the managing agent - Encore - using the following details:

#### Encore

2 Hills Road  
Cambridge  
CB2 1JP

Email (General Enquiries): [info@encoreestates.co.uk](mailto:info@encoreestates.co.uk)

Email (Service Charge Accounts): [service.charge@encoreestates.co.uk](mailto:service.charge@encoreestates.co.uk)

Phone (Monday to Friday 9am-5pm): 0330 678 1601

### Keeping everyone safe during construction

Over the next 20 years, Brabazon will be transformed. That means that construction work will always be continuing in some parts of this new neighbourhood. At YTL Developments, we will always take measures to keep any disruption to a minimum and ensure that as far as possible, access to your new home will be clear and tidy.

## Most important of all, health and safety is our number one priority.

That means wherever possible we will segregate construction work and traffic away from completed areas of the development, and we will ensure that construction only takes place in secured areas surrounded by appropriate fencing. Unfortunately, a certain amount of dust and noise is inevitable, but we will endeavour to keep this to a minimum. Whenever construction work is due to take place in the immediate vicinity of current residents, we will give suitable notice and progress updates over the course of the work.

To help us keep you safe and minimise the risk of any disruption, please follow these simple rules:

- Pay attention to safety signage, including speed limits.
- Keep to designated walkways.
- Look and listen out for construction traffic.
- Keep out of restricted areas.
- Instruct children in your care to keep away from the active construction areas of the development.

### The YTL Arena Complex

Brabazon is set to become a thriving new neighbourhood for Bristol and the most exciting destination in the South West. North Bristol is already becoming established as a hub for amazing independent attractions, with the Aerospace Bristol Museum, Bristol Zoo's Wild Place Project and The Wave - the UK's first inland surfing lake - all right on your doorstep. Residents also have the shops and restaurants of The Mall, as well as a cinema, bowling alley and an ice rink just a stone's throw away at Cribbs Causeway.

The YTL Arena Complex will take this exciting local leisure hub to the next level.

It will help make Brabazon one of the most exciting, diverse, and vibrant communities in the country.

You can find more details on YTL Arena website [www.ytlarenabristol.co.uk](http://www.ytlarenabristol.co.uk).

We recognise that homeowners will want reassurance that this major new attraction will be managed appropriately. Our guiding principle in the management of the Brabazon Estate is that all property owners will pay a fair and reasonable proportion of the cost of services provided by Brabazon Estates Limited. Any additional costs that derive directly from the operation of the Arena Complex will be met by the Arena Complex's management.

## **PART B: Caring for your new home at Brabazon**

# Your home's specification

Like the pioneering airplanes that came before them, the new homes at The Hangar District are designed to be different.

Built of solid red brick and designed by award-winning architects Feilden Clegg Bradley Studios, the houses are proper homes: light, warm and welcoming.

It's the little details that help make them so distinctive. To help you keep your home feeling as good as new, please see below for reference details of the finishes, fixtures and fittings.

## Finishes

### Paints

|                                                                   |                                                                |
|-------------------------------------------------------------------|----------------------------------------------------------------|
| Plasterboard Walls<br>Reference/Colour                            | Dulux Trade Vinyl Matt<br>OONN 8/000 Indian White              |
| Internal Timber<br>Reference/Colour                               | Dulux Trade Satinwood<br>Indian White                          |
| Internal Doors<br>Reference/Colour                                | Dulux Trade Satinwood 22B15<br>40YY56041                       |
| Woodstain/Varnish<br>Reference/Colour<br>(used on unpainted wood) | Osmo UK<br>Osmo Polyx Oil Raw (3044)                           |
| External Metalwork<br>Reference/Colour                            | Dulux Trade Metalshield Satin<br>RAL 7016 Anthracite Dark Grey |
| Kitchen + WC Plasterboard<br>Walls/House<br>Reference/Colour      | Dulux Trade Diamond Matt<br>Indian White                       |
| Bathrooms<br>Plasterboard Walls<br>Reference/Colour               | Dulux Trade Diamond Eggshell Antifade<br>Indian White          |

### Flooring

|                                            |                                                                                                         |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Carpet                                     | Victoria Carpets<br>First Impressions<br>Confident F03                                                  |
| Wood Flooring                              | The Solid Wood Flooring Company Engineered Timber<br>Flooring-White Oak TW-E721 Straight Board UV Oiled |
| Tiling (bathroom + WC)<br>Tiling (ensuite) | CTD Imperial / Light Grey Matt<br>CTD Imperial / Ivory Matt                                             |

### Wall Tiles

|                                            |                                                             |
|--------------------------------------------|-------------------------------------------------------------|
| Tiling (bathroom + WC)<br>Tiling (ensuite) | CTD Imperial / Light Grey Matt<br>CTD Imperial / Ivory Matt |
|--------------------------------------------|-------------------------------------------------------------|

## Fixtures and fittings

### Kitchen

|               |                                                                                                                                       |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Kitchen Units | Roundel Kitchens<br>Porter (Doors)<br>White (standard), Dove, Cashmere & Indigo Blue options available<br>(subject to call-off dates) |
| Worktops      | Signature Splashbacks<br>Silestone - Miami White                                                                                      |
| Sink          | 1810<br>1.5 Undermounted Sink Stainless Steel                                                                                         |
| Tap           | Hansgrohe<br>M52 Talis S <sup>2</sup> Variarc Stainless Steel Optic Single Lever Kitchen Sink Mixer Tap -                             |
| Splashback    | Signature Splashbacks<br>RAL 9010 pure white                                                                                          |

### Sanitary Ware

#### Bathroom

|                       |                                                                                                                                      |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Wash Hand Basin       | Grohe Cube Ceramic Wash Basin 60                                                                                                     |
| Basin Tap             | HG Focus Single Lever Basin Mixer 100                                                                                                |
| WC                    | WC with concealed cistern<br>Grohe Euro Ceramic                                                                                      |
| Bath and Shower Mixer | Hansgrohe - Ecostat Square Thermostatic mixer<br>Shower Head Hansgrohe ProRaindance Select S Shower set 120 3jet<br>EcoSmart 9 l/min |
| Bath                  | Villeroy & Boch<br>Loop & Friends                                                                                                    |
| Bath Screen           | Merlyn Showering MB7 Two Panel Hinged Bath Screen                                                                                    |
| Bathroom Cabinet      | Concept - Bespoke joinery item<br>Mirrored doors with shaver socket and light                                                        |
| Toilet Roll Holder    | Hansgrohe Logis Universal Toilet Roll Holder                                                                                         |

### **En-suite**

|                                           |                                                                                                                                                |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| Wash Hand Basin                           | Hansgrohe Cube Ceramic Hand rinse basin 45                                                                                                     |
| Basin Tap                                 | Hansgrohe Focus Single lever basin mixer 70                                                                                                    |
| WC                                        | WC with concealed cistern<br>Grohe Euro Ceramic                                                                                                |
| Shower Mixer                              | Hansgrohe Ecostat Square Thermostatic mixer                                                                                                    |
| Shower Head                               | Hansgrohe Crometta E Overhead shower 240 1jet SH Eco9L<br>Hansgrohe Raindance Select S Shower<br>set 120 3jet EcoSmart 9 l/min - 26632400.     |
| Shower Tray                               | Just Trays Ltd - Low rise, acrylic<br>JT Fusion Range                                                                                          |
| Shower Encloser<br>(house type dependant) | Merlyn Showering - 6 Series Sliding<br>Door to suit shower recess -<br>Merlyn Showering - Merlyn 8 Series<br>Shower Wall 1200mm wet room Panel |
| Toilet Roll Holder                        | Hansgrohe Logis Universal Toilet Roll Holder                                                                                                   |

### **Cloakroom**

|                    |                                                  |
|--------------------|--------------------------------------------------|
| Wash Hand Basin    | Euro Ceramic Compact Hand rinse basin            |
| Basin Tap          | Hansgrohe Focus Single lever basin mixer 70      |
| WC                 | WC with close coupled cistern Grohe Euro Ceramic |
| Toilet Roll Holder | Hansgrohe Logis Universal Toilet Roll Holder     |

### **Doors/Garage doors**

|                |                                                            |
|----------------|------------------------------------------------------------|
| Front Door     | Rationel - Aura Plus<br>Grey External, White Internal      |
| Patio Doors    | Rationel<br>Grey External, White Internal                  |
| Internal Doors | Stairways - Flush doors<br>Dulux Trade Satinwood 40YY56041 |
| Door handles   | M Marcus - Heritage Range<br>Carlise Brass                 |

|                            |                                                                                                   |
|----------------------------|---------------------------------------------------------------------------------------------------|
| Juliet Balconies           | Glevum - UPVC Doors                                                                               |
| Garage Doors (custom made) | Hormann D Ribbed Anthracite sectional doors<br>Hormann Supramatic E Operators with 2 transmitters |

### Power & heating systems

|                             |                                                        |
|-----------------------------|--------------------------------------------------------|
| Electric car charging point | Project EV<br>EVA-07S-SE                               |
| Solar panels (PV panels)    | JA Solar 320-340 / MR Series; 340W; 120 (6x20) Cells   |
| Inverter                    | Growatt Single Phase Inverter                          |
| Combi boiler                | Vaillant - ecoTEC exclusive with Green iQ combi        |
| System boiler               | Vaillant - ecoTEC exclusive with Green iQ system       |
| Water cylinder              | Vaillant - UniSTOR (Not applicable to all house types) |
| Radiators                   | Myson                                                  |
| Towel radiators             | Vogue Focus                                            |
| Underfloor heating          | Thermofloor                                            |

### Appliances

All electrical appliances included in your new home come with the accompanying manufacturers' guides, which provide clear information on how the appliances work and how to maintain them in good working order.

In almost all cases, the manufacturers offer a warranty on their products. Typically you will have to contact the manufacturer to register your appliances in order to activate that warranty. We strongly recommend you do this as soon as possible after moving into your new home.

All appliance manuals and warranty instructions can be found in the information pack accompanying this guide.

There are some differences in the model of appliances supplied for the different house types. Please see the table on page 22 for confirmation of specific appliance models included in your new home.

| Appliance / Fitting                                        | Wayfarer       | Brandon | Badminton | Prier | Pullman | Burney | Seely | Scout | Sycamore | Boxkite | Belvedere |
|------------------------------------------------------------|----------------|---------|-----------|-------|---------|--------|-------|-------|----------|---------|-----------|
| Siemens 600mm Single Oven                                  | ✓              | ✓       | ✓         | ✓     | ✓       | ✓      | ✓     | ✓     | ✓        | ✓       | ✓         |
| Siemens Combi Microwave Oven                               | ✓              | ✓       | ✓         | ✓     | ✓       | ✓      | ✓     | ✓     | ✓        | ✓       | ✓         |
| Siemens Integrated Fridge Freezer                          | ✓              | ✓       | ✓         | ✓     | ✓       | ✓      | ✓     | ✓     |          |         |           |
| Siemens Integrated Fridge Freezer                          |                |         |           |       |         |        |       |       | ✓        | ✓       | ✓         |
| Siemens Integrated Dishwasher                              | ✓              | ✓       | ✓         | ✓     | ✓       | ✓      | ✓     | ✓     | ✓        | ✓       | ✓         |
| Siemens Induction 4 Ring Hob                               |                |         | ✓         | ✓     |         | ✓      | ✓     |       | ✓        | ✓       | ✓         |
| Siemens Induction 5 Ring Hob                               | ✓              | ✓       |           |       | ✓       |        |       | ✓     |          |         |           |
| Recirculation Hood - Elica Era Lux 600                     | ✓              | ✓       | ✓         | ✓     |         | ✓      | ✓     |       | ✓        | ✓       | ✓         |
| Recirculation Hood - Elica Era Lux 800                     |                |         |           |       | ✓       |        |       | ✓     |          |         |           |
| Montpellier 19 Bottle Wine Cooler                          | ✓              | ✓       |           |       | ✓       |        |       | ✓     |          |         |           |
| Siemens Integrated Washer Dryer -                          |                |         | ✓         | ✓     | ✓       |        |       |       |          | ✓       | ✓         |
| Siemens Freestanding Washer Dryer Black/Glossy Chrome Door | ✓              | ✓       |           |       |         | ✓      | ✓     | ✓     | ✓        |         | ✓         |
| Villeroy & Boch 1800 x 800mm                               | ✓<br>2nd Floor | ✓       | ✓         | ✓     | ✓       | ✓      |       |       |          | ✓       | ✓         |
| Villeroy & Boch Bath - 1700 x 700mm                        | ✓<br>1st Floor |         |           |       |         |        | ✓     | ✓     |          |         |           |
| Villeroy & Boch 1600 x 700mm                               |                |         |           |       |         |        |       |       | ✓        |         |           |
| JT Fusion - 1800 x 800mm Shower Tray White, Anti Slip      | ✓              |         |           |       |         | ✓      |       |       |          |         |           |
| JT Fusion - 1500 x 800mm Shower Tray White, Anti Slip      |                |         | ✓         | ✓     | ✓       |        | ✓     | ✓     |          |         |           |
| JT Fusion - 1400 x 800mm Shower Tray White, Anti Slip      |                | ✓       |           |       |         |        |       |       |          |         |           |
| Included / Fitted                                          | ✓              |         |           |       |         |        |       |       |          |         |           |
| Not Included                                               |                |         |           |       |         |        |       |       |          |         |           |

# What to expect in the first few months

## The drying out process

Did you know that a new home can contain up to 5,000 litres of water in the concrete, mortar, screed, timber and plaster that is used to build it?<sup>2</sup>

Over the first 24 months after your new home is completed, these materials will slowly dry out. This drying out process is a perfectly normal part of buying any new home.

However, the drying out process can cause some noticeable changes to your home. As your home dries out, it will settle on the foundations. Equally, the drying out of the walls will affect the painted surface. Both of these processes can cause minor cosmetic cracks in your new home – this is known as ‘shrinkage’.

The best way to reduce the likelihood of shrinkage cracks appearing and causing any damage to fixtures and fittings is to take a few easy precautions to ensure that the drying out process happens gradually. We recommend:

### 1. Keeping your home well ventilated

Good ventilation helps prevent any moisture condensing on internal walls, fixtures or fittings. Ventilation also helps to minimise any risk of damp or mould.

### 2. Setting your thermostat at a constant temperature

Changes in temperature can cause the moisture in the building materials to expand or contract, which can cause minor cosmetic cracks. Keeping your home at an even temperature – we recommend no higher than 20°C – at least for the first few months will help to reduce any shrinkage cracks that might otherwise appear.

Because shrinkage cracks from the drying out process may occur in any new building and are not the result of a fault, they are seen as part of the normal maintenance of your home. They are therefore not covered by your new home warranty.

<sup>2</sup> <https://www.nhbc.co.uk/homeowners/moving-in>

## Condensation

After approximately 24 months, the drying-out process should be complete, meaning you should experience much less condensation. Nevertheless, some everyday activities still produce moisture. If this moisture cannot escape from the home, it risks forming damp patches or mildew.

To help avoid condensation forming, we recommend:

### 1. Use the kitchen extractor fan

Your kitchen includes a recirculation hood above the cooker hob. We recommend ensuring this is switched on whenever you are cooking.

### 2. Leave bathroom ventilation fans switched on

Your bathrooms include ventilation fan switches to aid with room ventilation. There is a boost mood for both the kitchen and bathroom ventilation fans, operated by a switch next to the light switch (in bathrooms), or on the multi-switch plate (in the kitchen). The system will continually run in the background even when all boost switches are turned off.

Your home's ventilation system serves the entire property and is designed to run constantly. The system has one fan that is housed in a control unit near to the external vent pipe: It is perfectly normal to hear a low hum from this fan as it operates – this is not a defect.

### Avoid overfilling wardrobes

3. Overfilling wardrobes or other storage areas can hinder air circulation, which is the best way of preventing condensation.

### Leave your heating on

4. If your home is cold, moisture will condense quickly instead of being removed through ventilation. To avoid this, we recommend that you leave your heating on at a low level, even if you are not at home.

### Dry clothes in well ventilated rooms

5. One of the most common causes of condensation in a home is washing that is left to dry in a poorly ventilated area. If you are hanging washing up to dry, we recommend you leave internal doors open and consider opening the windows.

### Open the trickle vents in your windows

6. Your windows have small trickle vents fitted so that air can continue to circulate even when the windows are closed. We recommend you always leave these open.

## Hints and tips

| If you notice...                          | We recommend you...                                                                                                                                                                      |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Small / cosmetic cracks in internal walls | <p>These are nothing to worry about and will not affect the structural soundness of your home.</p> <p>Wait until the drying out process is complete, then fill and repaint the area.</p> |
| Shower trays and baths drop slightly      | Reseal the edges with a good quality sealant                                                                                                                                             |
| Screws starting to show in wall finishes  | Wait until the drying out process is complete, then screw tight and fill and repaint the area.                                                                                           |
| Wooden door frames sticking               | You may need to adjust the hinges to ensure these continue to open and close smoothly.                                                                                                   |
| Condensation                              | Wipe away any condensation you notice on walls or windows.                                                                                                                               |
| Mould or mildew                           | Use a suitable cleaner to remove any mould - making sure to take precautions with any cleaning products that contain bleach - and ventilate the affected area well in future             |



# Maintaining your home's systems

## Heating and hot water

### Your boiler and central heating

Your new home's heating comes from an energy-efficient, gas-fired boiler. This powers both the underfloor heating and the radiators. It also provides hot water. The number of bathrooms in your home, will determine whether you have a combination or system boiler.

### Making changes

Should you wish to install an app-based control system (e.g. Google Nest or Hive Home), please be aware that any modification to your boiler risks voiding the manufacturer's warranty. YTL Developments Ltd reserve the right to claim for call-out charges for any boiler-related issues where third-party systems / installations are found to be at fault.

### Combination boiler

This is the most efficient way to provide hot water and central heating. However, it does carry a trade-off: it is more efficient, helping you to lower your energy bills, but it may not have the spare capacity for hot water to be used simultaneously (for example, if one member of your household wanted a shower at the same time as another was running the bath).

### System boiler

System boilers, also known as sealed system boilers, are the perfect solution for larger family homes where you might have many people



using multiple sources of hot water at the same time. System boilers store a large reservoir of hot water, at temperature, in a hot water cylinder so you have a constant supply of hot water around the clock. With a system boiler everything you need for your heating and hot water system is built into this compact yet powerful and highly efficient package.

### Hot water cylinders

Water cylinders are installed in our larger homes with multiple bathrooms which have a high demand for a constant supply of hot water. For families, a hot water cylinder means that you can run multiple showers, do the washing up and flush the toilet simultaneously without a negative effect on the system.

### What is a hot water cylinder?

A hot water cylinder is a well-insulated tank which stores water after it's been heated. Water is heated through your boiler system and is then stored, at temperature, ready for you to use whenever it's needed. By storing hot water in this way, there's no need to run the heating system constantly resulting in lower energy bills, without subjecting household members to cold showers.



### **Controlling your central heating system**

Once it is set up to your requirements, your heating system should operate with the minimum of attention.

#### **The boiler control panel**

The control panel on your boiler itself allows you to switch it on and off and operate the system safely.

#### **The electronic programmer**

The system then has a separate electronic programmer that allows you to control the temperature and to set timers for your hot water and heating. This electronic programmer will be found in either a hallway or landing area in your new home. We recommend adjusting it seasonally; choosing a higher temperature setting in winter than in summer will be more efficient. We recommend that, at least in colder weather, you never turn off the system entirely even during any periods of absence from your home. By leaving the system to operate continuously at low temperature (min. 6°C), you will avoid any risk of frost damage to your heating and hot water system.



#### **Room thermostats and thermostatic valves**

In the areas heated by your underfloor heating system, you will find a separate wall-mounted thermostat. Similarly, all the radiators in your home include thermostatic radiator valves (TRVs). Both these features allow you to easily adjust the temperature in individual rooms without having to revert to the main control panel. We recommend that you start off with all your radiator thermostatic valves set to the middle setting (usually number 3 / III) before then adjusting it up or down until you find the right setting for your comfort.





### **For more information**

Instructions for the use of your boiler and programmer can be found in the user manual supplied. All your heating systems' equipment is covered by manufacturers' warranties to protect you in case of any faults or defects. However, all regular maintenance or servicing will be your responsibility as the property owner.

### **Maintaining your boiler**

Your gas boiler is covered by a manufacturer's warranty. This is valid for 24 months from the date you completed your property purchase. The warranty is extended to 5 years, if you register your boiler with Valliant within the first few days of completing on your new home.

However, it is a legal requirement that all gas appliances are serviced annually to ensure they continue to run safely and efficiently. A boiler service should be carried out by a registered Gas Safe plumber, recommendations for local plumbers can be found on the Valliant website. If your boiler is not serviced after 12 months, then the second year's warranty is voided.

For your own safety, you should always follow the simple precautions below when operating your gas boiler:

1. Ensure the air supply to the boiler is never restricted
2. Regularly check the balanced flue or any other air supply passages leading away from the boiler are not obstructed
3. Make sure your boiler is inspected by a qualified engineer who is registered on the Gas Safe Register.

### **Maintaining your central heating system**

#### **Underfloor heating**

Your home includes a hot water-based underfloor heating system to the ground floor of your home. This system is designed to be operated via a thermostat. To work effectively, the system will have been balanced before we handed over the property to you.

You should never need to adjust any settings on the installed equipment yourself and we strongly recommend you only use a suitably qualified engineer to inspect and maintain the system.



## **Radiators**

The bedrooms and other parts of your home are heated by wall-mounted radiators. As with your underfloor heating, your radiators will have been balanced prior to us handing over the home to you. This means that they are ready to use straight away.

### **1. 'Bleeding' your radiators**

You may occasionally find that a radiator fails to heat up. This is almost always caused by a build-up of air in that radiator. This is perfectly normal as heated water will tend to release dissolved air over time.

To resolve this, you should release the air by using a radiator key (widely available from all DIY and hardware stores) to turn the valve in the top corner of the radiator. You are likely to hear a slight hissing sound at first as air is released, before a trickle of water comes through the valve, indicating that the radiator has been filled once again. This process is commonly known as 'bleeding' a radiator.

When bleeding a radiator, we strongly recommend holding a cloth beneath the valve. This should protect both the floor surface beneath the radiator from any water that may escape and, more importantly, should protect your hands if that water is hot.

### **2. Radiator covers**

Some people may wish to fit radiator covers within their home. If you wish to do so, please be aware that radiator covers can usually be expected to make your heating less efficient, because they hinder warm air from circulating away from the radiator. This means that the room tends to heat up more slowly and the thermostatic valve on the radiator will be responding to the warmer temperature beneath the cover, rather than the true temperature of the room.

### **3. Removing radiators for redecoration**

When removing radiators for decoration, it is important to ensure to take care to minimise the risk of either burns or a significant water leak. The guidance here is for information, but is not to be relied upon - if you are in any doubt we strongly recommend consulting a professional tradesperson.

Before removing the radiator, you will need to turn off both the thermostatic radiator valve and a lockshield valve that will have been pre-set when the radiator was installed. Once both valves are switched off, you should also drain the radiator into a suitable receptacle.

When fixing the radiator back to the wall, the lockshield valve will need to be returned to its original position. We therefore recommend counting the number of turns needed to close it off before removing the radiator, so that you can turn the valve the same number of times when replacing it.

## Handy heating hints

To keep your home warm and comfortable, we always recommend the following handy hints:

### 1. Always ensure the system is regularly serviced

Regular servicing will ensure your heating and hot water system works efficiently, maximising its operational lifespan and keeping you safe. Annual servicing by a qualified engineer who is registered on the Gas Safe Register should be considered as the minimum requirement, while any signs of leakage or corrosion should be checked and repaired immediately.

### 2. Take time to set up the system to suit you

Setting up the system to the right temperature, and using the timer functionality from the outset should mean your heating and hot water will require minimal ongoing attention. Please refer to the appliance manual for specific set-up instructions.

### 3. Remember that the heating takes time to work

Particularly during colder months, there will be a warm-up period of at least 60 minutes before the home reaches the desired temperature. We recommend setting your timer controls to allow for this warm-up time.

### 4. Ensure radiators and thermostats are not blocked

A room's thermostat can only sense the air temperature in its immediate location. Check that radiators and thermostats are not blocked behind furniture that will hinder warmer air from circulating.

### 5. Close curtains and doors

Particularly in colder months, closing curtains and shutting doors will help keep warmer air in the room, helping you to keep a constant temperature.

### 6. Adjust your settings with the seasons

You will most likely wish to set your thermostats to a higher setting in colder months. Equally, it is usually sensible to adjust the timer programmes when the clocks go forward or back. Adjusting the systems settings with the seasons will ensure it works most efficiently. With underfloor heating, you may find it is more efficient to leave this on continuously at an ambient temperature, to minimise the workload of the boiler.



## Electrical systems

### Your electricity supply

Your electrical supply enters your home through your electricity meter. The meter and the cable leading to it belong to the electricity company and shouldn't be tampered with in any way. All cables and equipment on the 'home side' of the meter are your responsibility as the householder.

Your electricity meter will record how much energy you use. We strongly recommend that you take regular meter readings and share these with your energy provider to ensure that you receive accurate bills. When we hand over your home to you, your electricity will be supplied by Scottish Power.

We will notify them that we are no longer the legal owner of your home and will provide them with the meter reading recorded on your handover form. Due to data protection legislation, we will not share your details with them. Should you wish to switch supplier or tariff, you are able to do so whenever you wish. However, you will still need to register with Scottish Power in the first instance as you will almost certainly incur some electricity charges when you first take ownership of your home.

### Your electrical consumer unit

The cable from your electricity meter leads to your home's electrical consumer unit, which will be located in a utility cupboard. Your electrical consumer unit contains simple on/off switches as well as a master switch that together control all the electrical circuits that power your home. The electrical consumer unit is therefore vital for electrical safety in your home.

Each switch in the consumer unit will be labelled with a description of the circuit it controls. Each circuit will also be protected by a miniature circuit breaker (MCB).

Please note that each MCB will be different, reflecting the power needs of the appliances or systems that are wired to that circuit. For example, a cooker circuit will require 30 amps, but lighting only 5 amps.

It is therefore vital that any changes to your electrical systems are carried out by a qualified electrician and signed off with a valid Electrical Installation Certificate.



### **'Tripped' circuits**

The most common reason for a loss of power in a home will be a 'tripped' circuit.

In the event of a short circuit or a power overload, the MCB in your electrical consumer unit will 'trip', shutting off the power to that circuit. This is a safety system designed to prevent damage to any appliances on that circuit and minimise the risk of any electric shocks. The MCBs within a consumer unit are very sensitive: a loose wire or even a light bulb blowing can cause them to trip.

If you suspect a tripped circuit, you will be able to reset the MCB by ensuring the relevant switch within the electrical consumer unit is in the 'On' position.

If the reason for the trip is not clear, or the switch continuously trips again when it is turned back on, it is likely that there is a fault with a light or appliance that is plugged into that circuit. Testing each light or appliance in sequence should help you identify the faulty item.

If you cannot identify a fault, or the MCB trips regularly or intermittently, do not keep switching the MCB. If you are within the period of your YTL Homes Warranty, please contact the YTL Customer Relations team. Alternatively, we recommend you contact a suitably qualified electrician directly.

### **Solar photovoltaic (PV) panels**

Your new home is fitted with photovoltaic (PV) solar panels to the roof. These panels capture the sun's energy and convert it into electricity.

If you are using electricity in your home at the same time, your home's electrical system will use the PV panels as the primary power source. Any additional power needed will then be drawn from the National Grid.

### **Optional home battery pack**

Your home has been wired so that you can install a home battery pack. Installing a home battery pack means that if your PV panels produce more electricity than you are using at any given time, that excess electricity will be stored in the battery for later use. Using your PV panels in conjunction with a home battery pack could reduce your electricity bills by up to 50%<sup>3</sup>.

If you do not have a home battery pack, or if it is fully charged, the excess electricity will be exported back to the National Grid. Should you wish to discuss the costs of installing a home battery pack, please contact our Customer Relations Team.

<sup>3</sup> Forecast is based on typical home usage and will vary by property and usage.

### **The Smart Export Guarantee**

The Smart Export Guarantee (SEG) is a government initiative that enables small-scale low-carbon electricity generators – such as households with PV panels – to receive payments from an energy supplier for any excess electricity exported to the National Grid. Under the current scheme rules, you will be eligible as your PV panel installation meets the qualifying criteria. To receive SEG payments, you will need to apply to a SEG licensee. Many energy companies are also SEG licensees, and each one will set different tariff schedules to calculate your payments depending on the length of their contract with you and the amount of excess energy that you export back to the National Grid.

Please note that when choosing an SEG tariff:

1. There is no requirement for your SEG licensee to be the same company as your energy supplier. You can choose to use separate companies for your SEG export payments, electricity supply and your gas supply if you wish.
2. Whilst wholesale electricity prices can sometimes fall below zero, SEG licensees must always offer a tariff that remains above zero.
3. Electricity generators registered under the SEG are entitled to payments based upon actual meter readings, even if some suppliers offer deals with alternative payment models.
4. As with all energy tariffs, it is recommended that you shop around to find the best deal for your circumstances.

For more information about the Smart Export Guarantee, please visit:

[www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg](http://www.ofgem.gov.uk/environmental-programmes/smart-export-guarantee-seg)

### **Solar panel maintenance**

Solar panels generally rely on natural rainfall to keep themselves free of heavy soiling, but in the same way that your windows benefit from regular cleaning, so might your PV panels. To ensure that they operate to their optimum capacity, we recommend they are cleaned annually by a professional solar panel cleaning company. There are a couple of options when it comes to cleaning solar panels:

- Use a solar panel cleaning company. This is certainly the easiest method, but perhaps the costliest.
- Simply search on the internet for a local window cleaner who offers the service to professionally clean solar panels.
- Some companies offer an automatic solar panel cleaning system that washes and rinses your solar panels. This system attaches water nozzles to your solar panels, and houses a store of soap concentrate, which is administered to the panels when required.
- You can also apply a nano-coating that to the panels, much like polishing a car. When solar panels are treated with the nano-coating, its hydrophobic properties repel water and dirt as it comes into contact with the panels (this should be completed by a professional solar panel cleaning company).



### **What is a solar inverter?**

A solar power inverter is a large component within a solar panel system that converts the direct current (DC) produced by your solar panels into ready-to-use alternating current (AC) to power your home.

Most inverters typically have a conversion efficiency between 93% and 96%. However, the Growatt which is installed in your home has a maximum efficiency of 97.4%.

### **When do you need a solar PV inverter replacement?**

While most solar power inverters come with a lifespan of approximately 5 to 10 years, they do require regular maintenance in order to ensure optimal solar PV inverter efficiency.

For instance, a high quality, well-maintained inverter can last up to 15 years, whereas a not-so-well-maintained solar power inverter will last between 5 to 10 years. Maintenance should only be carried out by a suitably qualified electrician.



### **Electric car charging point**

Your new home has a Project EV EVA-07S-SE electric car charging point. The unit's case is a blend of dark and light grey plastic.

The Project EV electric car charge can be controlled via an App on your phone. It also has dynamic charging capabilities, meaning you can change the settings so that, for example, it only charges via the solar panels and not via grid power. For further information please refer to user manual and specification sheet.

### **Low energy light fittings**

Low energy LED light bulbs have been fitted throughout your home. These bulbs typically last longer than traditional bulbs and use less energy. Replacement bulbs will be readily available in most major supermarkets, hardware shops and DIY stores.

## Water and Drainage

### Your water supply

The water supply in your home is provided by Bristol Water via the mains supply. It is fed into your home via a water meter to a stopcock. The stopcock is a valve which will shut off all water to your home if required – for example, in order to contain a water leak. Your stopcock can be found in either a base cupboard in the kitchen or through an access point located towards the front of the home.

When we hand over your home to you, you will need to register for an account with Bristol Water. We strongly recommend that you take regular meter readings and share these with Bristol Water to ensure that you receive accurate bills.

### Your drains & sewerage

Unlike some other areas of the country, your water service is actually provided by two companies. Bristol Water supplies your fresh water, and Wessex Water provides your sewerage service. However, both companies combine your water and sewerage charges into a single bill. This means that there is no need for you to register separately with Wessex Water.

### Your waste water and plumbing

Waste water from your kitchen and bathroom is drained, via plastic pipework, directly into the underground drainage system. You are responsible for the maintenance of these fittings and the waste plumbing.

The best way to maintain the waste water pipes is to avoid blockages developing. Please do not put anything other than water down the sink or flush anything other than toilet paper down the toilets. In particular, please do not drain waste cooking oils or flush wet wipes or cotton buds away. Both YTL Homes and Brabazon Estates Limited reserve the right to charge residents to clear any blockages to waste pipes or drains caused by foreign objects being placed in the waste water or drainage systems.

In the event of a blockage in the sink or basin pipework, try using a flexible rod or suction cup to remove it. Failing this, empty the sink or basin by hand and put in a proprietary brand of drain cleaner. In the case of stubborn blockages, it may be necessary to unblock a pipe by hand. To do so, firstly be sure to use gloves and eye protection and have a suitable container ready to catch waste water. Then, carefully unscrew the plastic trap beneath the sink or basin to remove the obstructing material before screwing the trap firmly back in place.

### **Water softener system**

In the UK, the fresh water supplied through the mains is often 'hard water'. This means that significant concentrations of minerals are dissolved in the water. Hard water is absolutely safe to drink. However, if left untreated, hard water can cause mineral deposits. These deposits are commonly known as 'scale'. Scale is particularly likely to form in appliances that use hot water, as the higher the temperature of the water, the more likely it is that minerals will solidify and harden.

Deposits of scale can cause damage within your home. It can build up in your pipes, clogging them and decreasing water pressure. It can shorten the lifespan of appliances like dishwashers, washing machines and kettles. And it can leave filmy residues in bathrooms and kitchens. To mitigate the impact of the hard water in the mains supply,

YTL Homes has installed a water softener filtration system in your home.

### **Economical Solution to Prevent Limescale & Corrosion. Protect your household Water Systems and Appliances.**

BWT's Combi Care polyphosphate dosing system works by introducing a very small amount of food grade polyphosphate into the water feed, sequestering the calcium in the water, helping to prevent the formation of scale.

BWT's Combi Care is suitable for the whole house or single appliance protection, for example a central heating boiler, with an easy to change cartridge that has a 12-month life.

Easy to install with zero maintenance, this product provides positive results and ultimate flexibility.

### **How does Combi Care prevent limescale build up?**

Hard water contains calcium and carbonate ions, when the two react they create limescale. The Combi Care works by introducing a very small amount of food grade polyphosphate into the water feed, isolating the calcium in the water and preventing it from forming scale on the heat exchanger.

This type of system is the most popular and effective method of treating water before it is heated in water heating units like combination boilers.

BWT AC002400 Combi Care Replacement Cartridges, White



# Things to know

## Sanitaryware and brassware

### Sanitaryware

The bathroom basins and toilets in your home are made of porcelain. Porcelain is an extremely hard-wearing material and so can be cleaned with abrasive products, including bleach.

By contrast, your bath and shower trays will typically be made of acrylic. Abrasive substances should not be used to clean acrylic products under any circumstances. Doing so is likely to result in the acrylic surface being damaged.



To help keep your acrylic sanitaryware in the best condition, we recommend to:

1. Always use cold water before hot when filling the bath. This will stop any thermal stress occurring and will reduce condensation.
2. Clean the bath or shower immediately after use, while the water is running away and the bath is still warm.
3. Never use abrasive cleaners, regardless of whether they are acidic or alkaline.
4. Regularly descale taps, plugs and showerheads to prevent the build up of limescale.  
We recommend doing so on a monthly basis.
5. Never allow solvents such as hairspray, nail polish remover, dry-cleaning fluid and cleaning products containing tetraethyl to come into contact with your bath or shower fittings.
6. Remove any small scratches or dulled areas on the acrylic surfaces by gently polishing the affected area. Please take care, as this may result in a slippery surface underfoot.
7. Ensure you keep naked flames or burning cigarettes away from your bath or shower fittings.

### Brassware

The use of abrasive cleaners should also be avoided on brassware like taps or shower controls. Doing so is likely to remove the protective surfaces of your brassware, causing corrosion and dramatically shortening their lifespan.



## Flooring and carpets

### Engineered Wood Flooring

Engineered oiled oak wood flooring has been installed into your kitchen and living room. This type of flooring is easy to clean and maintain by following a few simple tips:

1. Any marks can be easily removed with warm water and mild washing up liquid. Never use detergents, abrasive cleaners, scouring pads or scrubbing tools.
2. Do not use solvent-based polishes or paste wax.
3. Wood is a natural product so can be scratched or dented. To avoid this, remove grit immediately using a soft broom and consider using soft pads underneath furniture.
4. Do not use a beater bar when vacuuming; it can visibly damage the floor surface.
5. Do not use steam mops; they may cause damage or cause adhesives to fail.

Specialist cleaning products are available.

For more information, visit:

[www.thesolidwoodflooringcompany.com](http://www.thesolidwoodflooringcompany.com)

### Carpets

The best advice to keep the carpets in your new home looking their best is to avoid particles of loose dirt and dust from working their way into the carpet pile. Dust and dirt act abrasively on the fibres in carpets, which can cause damage and discolouration. Therefore, we recommend that you:

1. Vacuum your carpet regularly, at least twice a week.
2. Only use a cylinder vacuum cleaner with a suction head. Avoid using beater heads and brushes - they will catch and lift the fibres, giving your carpet a bobbled or felted appearance.
3. Place a large, strong doormat at the entrance to your home to help prevent dirt and dust from outside being spread into your home.
4. Treat any small marks or stains as soon as possible, blotting (not rubbing) the area with a dry kitchen towel or a clean dry white cloth. Use a clean damp cloth soaked in warm water to clean any remaining stain, dabbing and then blotting out the remaining liquid with a dry kitchen towel. Be careful not to oversoak the area, and always work from the outside of the stain inwards to stop it spreading further.
5. Contact a professional carpet cleaner to treat large or stubborn stains.
6. Bear in mind that:
  - Shedding - all carpets made using a spun yarn will shed excess fibre when first fitted. This is to be expected and doesn't mean there is a defect. The short fibres given off represent a very small fraction of the pile.
  - Long tufts - occasionally, you may find a stray tuft extending above the pile surface. Again, this is to be expected from carpet fibres.

## Windows

Your home is fitted with double-glazed uPVC windows. uPVC is exceedingly durable and therefore requires very little maintenance. However, to keep your windows in the best possible condition we recommend that you:

1. Clean the windows and the surrounds regularly using a light household cleaner or washing up liquid diluted in warm water.
2. Use a cream bathroom cleaner or a specialist cleaning fluid to get rid of tougher marks. Always test the cleaner first in an inconspicuous area.
3. Ensure the windows and uPVC surrounds are rinsed thoroughly after cleaning to remove any residues.
4. Not use scouring pads or abrasive materials.

## Front doors and patio doors

The front doors and patio doors at Brabazon are supplied by Rationel, a leading manufacturer with a reputation for quality.

The doors come with a manufacturer's warranty, provided that you follow some simple care instructions. It is good practice to shut doors and use the restrictor in windy conditions to avoid damage to avoid damage and when cleaning your doors, be sure to clean the door frames, sashes and surrounds, including the door furniture, at the same as the glass panes.

### Care of external aluminium door frames and surrounds

Doors clad in aluminium are typically very durable and require minimal maintenance. Minor scratches in aluminium can be removed using a polishing agent.

Deep scratches that go all the way through the surface and down to the bare aluminium are automatically subject to oxidation that closes the 'wound' and prevents further oxidation. Deep scratches can be repaired and painted - we would recommend using a qualified decorator to do so.

### Internal care of timber

The internal part of your doors do not require significant ongoing maintenance. However, regularly cleaning to remove dust, dirt and condensation will keep the internal fittings in the best condition and help prevent any discolouration. We recommend cleaning at least every 6 months, or less in rooms such as kitchens, where a build-up of cooking grease and smoke is likely.

For more details on caring for all Rationel products, please see this link:

[rationel.co.uk/wp-content/uploads/2020/02/Rationel\\_UK\\_UserGuide\\_2019\\_4-1.pdf](https://rationel.co.uk/wp-content/uploads/2020/02/Rationel_UK_UserGuide_2019_4-1.pdf)



## Redecorating

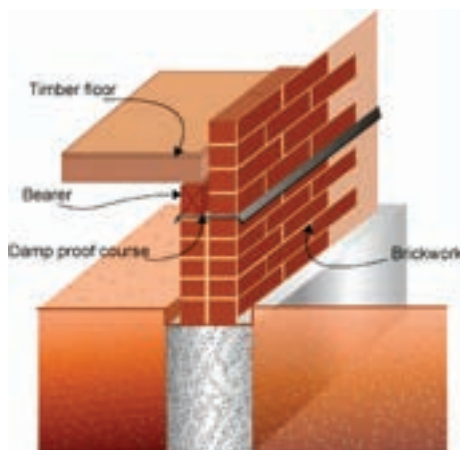
The internal walls of your new home at Brabazon have been painted with a light coating of emulsion paint.

We recommend that you take care if repainting or wallpapering your home takes place before the drying-out process is complete, to ensure moisture can still escape freely and minimise the need for re-work as a result of any cosmetic cracking. If you choose to wallpaper, please be sure to use the correct sealant/adhesive.

## Your damp-proof course

A damp-proof course (DPC) is a waterproof membrane that protects your home from the risk of moisture rising up from the ground (known as rising damp). Your DPC will be visible in the brickwork around the bottom of your home - it is typically c. 15 cm / 6" above the ground level.

Do not cover the damp-proof course or allow soil to collect against the walls above the DPC; doing so may result in damp entering the fabric of your home.



## Air bricks

An air brick contains holes to allow fresh air to circulate beneath suspended floors and within cavity walls. Air bricks are therefore central to the drying-out process and help keep your home in the best condition by preventing moisture building up as a result of cold or damp air collecting in voids or empty spaces. Please take care to ensure that the air bricks in your home are never covered or blocked.

## Garage door

Certain homes have garages fitted with an electric door, which lets you open and close the garage without having to get in and out of your car. Whether you are coming home, or leaving for work, an electric garage door gives you the convenience and comfort of being able to simply drive in or out of your garage.

All the garage doors come with electric key fobs. In case of emergencies, loss of power, or issues with the remote, the door can be opened manually.

## Your garden

### Planting

Many new homes at Brabazon include landscape planting to front curtilages and lawns laid in rear gardens. To keep your landscaped areas in the best condition, we recommend:

1. Watering trees, shrubs and turf on a regular basis, particularly if conditions are dry. New trees especially require generous watering to survive. We cannot accept responsibility for any landscaping that has died through neglect.
2. Checking regularly that tree stakes and ties are still in place and at the correct angle and tension to provide support.
3. Taking care not to plant any new trees or shrubs too close to your property. The root systems of trees or larger plants can easily grow into foundations, pipes or conduits, which risks causing structural damage to your home.

### Paving

Some rear gardens, terraces, paths and driveways have been surfaced with tarmac or paving. These areas have been weed treated prior to the handover of the property to you, but it is your responsibility to continue to treat the areas appropriately to prevent weeds or invasive plants from growing.

### Fencing

Most new homes at Brabazon have timber-fencing to mark the boundaries of the property. To maintain the appearance of this timber fencing, we recommend that it is treated annually with an appropriate timber care product. The colour of the treatment might be restricted in your legal transfer documentation - we suggest that you check this before decorative works commence.



# Lower energy use, lower energy bills

## Energy efficiency

Excellent insulation comes as standard in your new home at Brabazon: the fabric of our building is on average 10% more efficient than regulations require.<sup>4</sup> Keeping the warm air in and the draughts kept out will help reduce the amount of energy you use, helping you to live more sustainably and save more money on your heating bills.

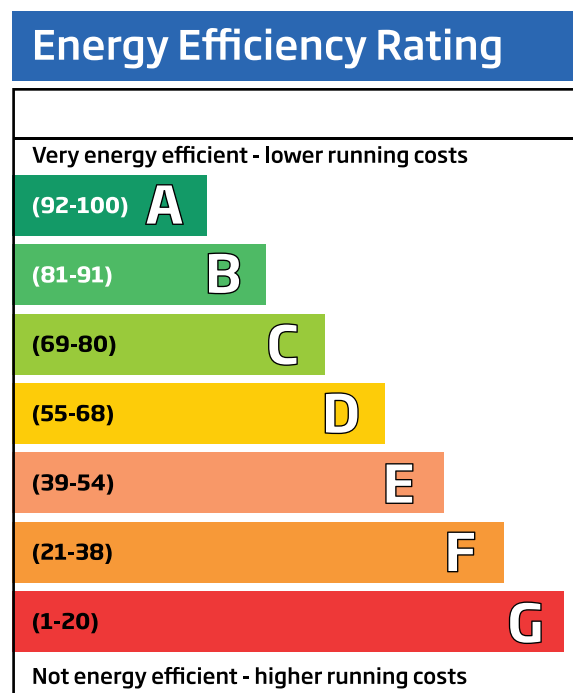
## Your Energy Performance Certificate

Information about the energy efficiency of your home features on your Energy Performance Certificate (EPC), which is enclosed. It contains two measures that help you make informed decisions about your home's energy performance: the Energy Efficiency Rating and the Environmental Impact Rating. Please keep your certificate safe as it will be required should you decide to move home.

### Energy Efficiency Rating

The Energy Efficiency Rating of your new home has been calculated in accordance with Building Regulations, using the Government's Standard Assessment Procedure for the Energy Rating of Dwellings. This rating gives a measure of the overall energy efficiency of a home, based on energy consumption for space and water heating.

The rating is expressed on a scale of 1 to 100 and is shown on the certificate in a graphical format similar to those available for domestic electrical appliances. The certificate displays the current efficiency rating alongside the potential rating on a scale of A-G. The higher the rating, the more energy efficient your home.



### Environmental Impact Rating (EIR)

The Environmental Impact Rating is also shown on the EPC and is a measure of how much CO<sub>2</sub> your home is expected to generate annually in order to heat and light the property. The rating is expressed on a scale of 1 to 100. The higher the rating, the less impact your home has on the environment through carbon dioxide (CO<sub>2</sub>) emissions.

<sup>4</sup> Information correct at the time of printing - February 2021

### Energy saving measures

If you are looking to live more sustainably and save energy, here are some top tips to get you started:

1. Turn your central heating thermostat down by just 1°C.
2. Close curtains at night to limit how much heat escapes through windows.
3. Switch household appliances off at the wall socket. When left on standby, they still use energy.
4. Turn off all lights in any empty rooms.
5. Allow hot food to cool before placing in a fridge/freezer, so it won't have to work harder to maintain its set temperature.
6. Fill the kettle with only the amount of water you need.
7. Regularly descale appliances so that they work most efficiently.
8. Washing machines:
  - a) Set your machine to wash at lower temperatures.
  - b) Wait until you have a full load or use the 'half load' setting.
  - c) If you have cheaper, off peak electricity, set the machine to run during this period.
9. Allow clothes to dry naturally; avoid using your tumble dryer where you can.
10. Match the size of your saucepan or frying pan to the appropriate ring on your hob to ensure that it works at its most efficiently.
11. Run the dishwasher only when it is full and use an economy programme for lightly soiled items.

For more information on Energy Efficiency Ratings (and on energy efficiency generally), contact your local Energy Saving Trust advice centre on [0300 123 1234](tel:03001231234)



## PART C: If anything were to go wrong

# Health and Safety



### Fire prevention

Fire is one of the biggest risks to your home and fire safety and prevention is something that everyone should be mindful of. Fortunately, most fires in the home can be prevented by taking some simple and straightforward precautions:

1. Check your smoke and heat alarms at least once a month. This can be done by pressing the test button and holding it until the alarm sounds. Replace the back-up battery every year.
2. Plan the escape route you will take if there is a fire.
3. Make sure the keys to doors and windows are easy to find and escape routes are not obstructed.
4. Be extra careful when cooking with hot oil.
5. Never leave candles lit when you leave a room.
6. Do not overload electrical sockets. Always switch off and unplug electrical appliances when they are not in use.
7. Follow the maintenance instructions for your home's gas heating and electrical systems, and ensure they are inspected regularly.
8. Ensure you always have Buildings and Contents Insurance in place to cover you and your home if there were to be a fire.

### Electrical safety

The electrical system in your home is designed to adhere to current electrical safety standards. The electrical commissioning certificates are included with this Home User Guide. Please keep these certificates in a safe place – they may be required by your insurer.

To minimise the risk to people or property, we always recommend that you:

1. Check that all the plugs on your appliances are properly earthed and have the correct fuse.
2. Regularly inspect and, if necessary, replace damaged plugs, sockets, cables and wires. We do not advise using electrical tape to carry out these repairs.
3. Not use adaptor plugs where possible as they can cause overheating.
4. Always use an extension lead to avoid stretching cables.
5. Employ a fully qualified electrician to carry out any repairs, maintenance or modifications to your home.
6. Commission a full electrical safety inspection at least every 5 years.

To maintain the electrical safety of your home's systems, government legislation requires that any new electrical work must be approved by a fully-qualified electrician in accordance with Building Regulations (Part P - Electrical Safety).

To find out more about electrical safety legislation visit the Electrical Safety Councils website at [www.esc.org.uk](http://www.esc.org.uk)

### Gas safety

The gas supplied to your home comes from the mains. It enters your property through a meter located within a brown meter box on the outside of your home.

Within the meter box there is a yellow and green earth bonded cable attached to the gas pipe. If there is ever a fault, this cable protects the pipework in your home from becoming electrified. It is therefore vitally important that you do not remove or make alterations to this cable.

### If you smell gas

If you smell gas, think you have a gas leak or are worried that fumes containing carbon monoxide are escaping from a gas appliance,

please call the National Grid 24 hour emergency line immediately on [0800 111 999](tel:0800111999)

and please also take the following precautions:

1. Do not smoke or light matches.
2. Do not turn on or turn off any electrical switches.
3. Extinguish all naked flames.
4. Turn the gas off at the stop valve located in your meter box.
5. Open all doors and windows.



## Carbon monoxide

If gas appliances and boilers are not correctly ventilated, they can release a gas called carbon monoxide. Carbon monoxide is odourless, colourless and exposure can be fatal if undetected.

### Protecting yourself from carbon monoxide

Carbon monoxide alarms have been installed in properties where the boiler has been fitted within a cupboard. We recommend you test the alarm at least monthly and change the batteries whenever required.



However, if your gas appliance or boiler has soot around the appliance, burns with a weak yellow or orange flame rather than a blue flame, or has a pilot light which goes out easily, this may be a sign of poor ventilation that could put you at risk of carbon monoxide poisoning.

### Symptoms of carbon monoxide poisoning

Symptoms of include:

- Nausea
- Light-headedness
- Headaches
- Shortness of breath
- Dizziness
- Sleepiness

### If you suspect carbon monoxide leak

If your carbon monoxide alarm sounds or you suspect a carbon monoxide leak, please:

1. Evacuate the property immediately.
2. Stay calm and avoid raising your heart rate. If you feel unwell, please call NHS Direct on 111, or in an emergency, call 999.
3. Stop using all appliances and switch them off.
4. Turn the gas off at the stop valve located in your meter box.
5. Open doors and windows to ventilate the property.
6. Call the Gas Emergency number on 0800 111 999 or the Gas Safety Advice Line on 0800 300 363.
7. Don't go back into the property; wait for advice from the emergency services.

## DIY safety

We understand that you will immediately want to make yourself feel at home in your new home at Brabazon. However, DIY home improvements are a major cause of domestic accidents. We always recommend following all of the following precautions:

### Take care when...

#### 1. Entering the roof space or ceiling voids

Always place your weight on the joists. Where mineral wool insulation is installed and may be disturbed, wear a face mask, goggles, and gloves to protect against irritation from the fibres.

#### 2. Working at height

Wherever possible we recommend that you clean windows from the inside. Where a ladder is the only means of access, for example by painting or decorating externally, or clearing gutters, ensure the base of your ladder is placed on a firm, level, dry surface. The safest angle of use for a ladder is to have the base one metre out from the wall for every four metres up you intend to go. To prevent the ladder from sliding, we recommend securing the top in place where possible, and having someone standing at ground level to keep the base securely in place.

#### 3. Using anything which involves heat

Paint stripping guns, welding equipment or heat lamps can cause fires if not used correctly. Always use gloves, work in a well-ventilated area and keep flammable materials away from the heat source.

#### 4. Using electrical machinery

Always take care to avoid the risk of electric shock by taking care of cables for garden equipment or power tools. We recommend using a circuit breaker to give you the best protection against the risk of shock should you cut through an extension lead and touch a live conductor.

#### 5. Using knives, saws and cutting blades

Use sheaths or covers to keep any blades safe when not in use. Ensure any electrical cutting implements are correctly stored. Use hand and eye protection when using sharp tools.

#### 6. Hanging pictures

Take care not to disturb any pipes or electric cabling that may lie beneath the surface of the wall. We strongly recommend that you use a cable detector, which can be purchased from most DIY stores.

### Never...

1. Carry out building work without appropriate planning or building control permissions.
2. Make any structural alterations to your home until you have consulted a professional. Please note that making structural changes may limit or invalidate the warranty on your new home at Brabazon.
3. Undertake a project unless you have the required skills to carry it out safely and competently. If not, seek help from experts.
4. Make any alterations to the gas installation. By law this must be done by a gas engineer or installer who is on the Gas Safe Register.
5. Alter the electrical system. This should only be done by a qualified electrician.
6. Leave chemicals, cutting blades or tools in reach of pets or children.

## Your warranty

### Buying a new home is one of the most significant decisions we make in our lives.

It's only natural to want reassurance that the home you are buying is built to the highest standards. At YTL Developments & YTL Homes, our dedicated Quality Manager oversees every stage of construction, ensuring our commitment to quality is maintained at every step. However, no matter how much care has been taken through construction, occasionally something might slip through the net.

The YTL Homes New Home Warranty lasts for two years after completion, giving you added reassurance that we'll do the right thing if any defects do come up. What's more, it forms part of the National House Building Council's (NHBC) Buildmark Warranty scheme – the UK's most comprehensive and trusted warranty scheme – giving you a further eight years' protection between years 3-10.

#### Years 0-2: Your YTL Homes New Home Warranty

Your YTL Homes New Home Warranty means that any defects that may come to light in the construction or materials used to build your new home will be rectified by us at no extra cost to you during the first two years.

However, it is important to understand what counts as a defect. Your warranty does not cover any problems arriving from wear and tear, poor maintenance or cosmetic cracking that may appear during the drying-out process. For more details on what is and is not covered in your warranty, see your warranty document which is enclosed with this guide.

If you wish to raise a suspected defect with us, please contact your YTL Homes Customer Relations team on 0330 1234 208 / [customer.relations@ytldevelopments.co.uk](mailto:customer.relations@ytldevelopments.co.uk). We will then work with you to investigate the issue and, if appropriate, arrange for any necessary remedial work.

One thing to be aware of is that we can only rectify a defect if we can have access to do so. Our Customer Relations Team will always look to coordinate with you to ensure that any work takes place at a time that is convenient for you. However, we do have a 'Three Strikes' rule whereby after three failed attempts to gain access – such as if we contact you to agree a time and don't receive a response, or cannot gain access at a time we have previously agreed – we will no longer treat the item in question as a defect to be resolved by us.

If you are dissatisfied with our handling of the problem, you can talk to the NHBC in this period. They can then escalate any complaints with us or, if necessary, can direct the issue to an independent dispute resolution scheme.

### Years 3-10: Your National House Building Council (NHBC) Buildmark Warranty

Once two years have passed following the completion of your new home, responsibility for managing your warranty passes from YTL Homes to the NHBC under their Buildmark scheme. This protects your home in case any structural defects arise up to 10 years after completion.

Full details of this cover will be in your NHBC Buildmark warranty documents, which are enclosed with this guide. Please keep these warranty documents safe: you will need to refer to them in the event of a claim, and will need to pass them on to a buyer if you decide to sell your home within the warranty period.

If you wish to contact the NHBC Claims team to discuss any concerns, you can phone them on 0800 035 6422 or visit [www.nhbc.co.uk](http://www.nhbc.co.uk)

### Appliances

All the domestic appliances supplied with your new home will be covered by a manufacturer's warranty. The terms of the warranty will vary by appliance or supplier. In most cases, you will also need to register your ownership of the appliances to activate the warranty. We recommend you do this immediately following the handover of your new home either online, over the phone or by completing and returning manufacturers' forms. Please see below for details of the manufacturers and suppliers of the appliances in your new home:

#### Ovens, stoves, fridges, freezers, washing machines and washer-dryers

Siemens

General Enquiries and Spares and Repairs

0344 892 8999

Register Warranty: [siemens-home.bsh-group.com/uk/mysiemens/register-product](http://siemens-home.bsh-group.com/uk/mysiemens/register-product)

#### Extractor Hoods

Elica

General Enquiries and Spares and Repairs

01252 351111 / [service@drcookerhoods.co.uk](mailto:service@drcookerhoods.co.uk)

Register Warranty: [elica.com/IT-en/register-your-product](http://elica.com/IT-en/register-your-product)

#### Wine Coolers

Montpellier Domestic

General Enquiries, Spares and Repairs

03333 234 473 option.3

Register Warranty: [registernowonline.co.uk/montpellier](http://registernowonline.co.uk/montpellier)

# Useful contact numbers

There is always lots to do when moving home. We have gathered together a range of useful contact numbers in one place to help make your move more straightforward.

## Your home at Brabazon

### YTL Developments - Customer Relations

Telephone : 0330 1234 208  
Email : [customer.relations@ytldevelopments.co.uk](mailto:customer.relations@ytldevelopments.co.uk)

### Brabazon Estates Ltd

c/o Encore (managing agent)

Telephone : 0330 678 1601  
Website : [www.encoreestates.co.uk](http://www.encoreestates.co.uk)

### NHBC

Telephone : 0800 035 6422  
Website : [nhbc.co.uk](http://nhbc.co.uk)

## Utilities

### Water:

Bristol Water

Telephone : 0345 600 3600  
Monday to Friday : 08:00 – 18:00  
Website : [bristolwater.co.uk](http://bristolwater.co.uk)  
Leak/Supply Issue : 0345 702 3797

### Electricity: Scottish Power

Telephone : 0345 270 0700  
Website : [scottishpower.co.uk](http://scottishpower.co.uk)

### Gas: Scottish Power

Telephone : 0345 270 0700  
Website : [scottishpower.co.uk](http://scottishpower.co.uk)  
In emergencies  
Telephone : 0800 111 999

## Health and emergency services

### North Bristol NHS Trust

Telephone : 01179 505050  
Website : [nbt.nhs.uk](http://nbt.nhs.uk)  
In emergencies  
Telephone : 999

### Patchway Police Station - Avon and Somerset Police

Telephone : 0117 998 9112 or 101  
Website : [avonandsomerset.police.uk](http://avonandsomerset.police.uk)  
In emergencies  
Telephone : 999

### Avon Fire and Rescue Service

Telephone : 01179 262061  
Website : [avonfire.gov.uk](http://avonfire.gov.uk)  
In emergencies  
Telephone : 999

## South Gloucestershire Council

Badminton Road  
Yate  
South Gloucestershire  
BS37 5AF

Telephone : 01454 868009  
Website : [southglos.gov.uk](http://southglos.gov.uk)

### South Gloucestershire Council - Waste Collection

Telephone : 01454 868000  
Website : [beta.southglos.gov.uk/environment-and-waste/waste-and-recycling](http://beta.southglos.gov.uk/environment-and-waste/waste-and-recycling)

### South Gloucestershire Council - Council Tax

Telephone : 01454 868003  
Website : [southglos.gov.uk/council-tax](http://southglos.gov.uk/council-tax)