

Your New Home

Customer Care | Building Insurance | Management company | General information



Contents

The PjLivesey group - Introduction	1
Your home warranty provider	2
Managing agents	3
Appliances	4
Utilities	5
In an emergency	6
Customer care	7
Running in your new home	8
Living in a historic building	9
Waste treatments	10
Your local community	11
Handover form	12
Notes	

The PJ Livesey Group

In a world dominated by mass production it can often seem as though the real quality and craft of building and architecture have been left behind. The beautiful buildings of Britain were created with vision, passion and craft. Few would argue that these qualities are becoming increasingly rare in today's construction industry.

For more than 28 years the PJ Livesey Group has specialised in refurbishing fine period buildings, ranging from stately homes set amongst acres of formal gardens to fine Victorian mansions and Art Deco landmarks, and bespoke new build where enabling developments are required.

Our genuine love for Britain's architectural heritage coupled with the need for newly built homes enables us to create beautiful and stylish living spaces for a new generation. With an unrivalled passion for history our specialist teams continue to renew the grandeur of the past so that it can be appreciated once again both now and in the future.



Your home warranty provider

New home construction in the UK is governed by some of the highest levels of building regulations and consumer protection. In 2010 we welcomed the launch of the Consumer Code for Home Builders: a scheme that ensures new home buyers are better informed than ever before on vital aspects of their property such as service levels and build time scales.



What is the Consumer Code?

The Consumer Code came into effect on April 1, 2010, and was developed by a leading group of house builders, construction industry bodies and the Government. The scheme ensures new house buyers:

- Know what service levels to expect from their home builder
- Know the build time scales and other important property and location information
- Know how to access speedy, low-cost dispute-resolution arrangements in the unlikely event that they are dissatisfied.

Your Protection

Your solicitor will have given you a copy of the warranty pack when you have exchanged contracts on your new home. Inside this you'll find your copy of the warranty information which we strongly recommend you take the time to read. The warranty is valid for 10 years, usually from the date of legal completion.

The warranty has two main parts

- For the first 2 years following completion the PJ Livesey Group will put right a defect or damage physical damage or defect to your home caused by faulty workmanship or materials. **Please follow our customer services procedure as outlined within this booklet to report these issues.**
- During the next 8 years (ie years 3 to 10) your warranty provider will supply direct insurance cover for the full cost, subject to a minimum claim value, of putting right any physical damage to your home caused by a defect in the parts of the building as defined in your warranty pack.

For the contact details of the guarantee company relevant to your home please refer to your warranty pack provided by your solicitor.



Managing agents

Once construction work has been completed most PJ Livesey Group developments are initially maintained by a locally nominated specialist managing agent appointed by the company who will work closely with the PJ Livesey Group and home buyers to ensure your new home offers you safety, security and enjoyment for years to come.

Upon completion of the last property, the estate will be handed over to the management company and all residents to run as they deem fit. Any changes to the level of service provided can then be re assessed by the homeowners and the charges revised as deemed appropriate, giving you confidence in the knowledge you have an input in to all aspects of your new home and surrounding environment.

For further information please refer to your contract which will outline in more detail the items on the development covered by the nominated managing agents.

Should you experience any difficulties please contact the development managing agents. A separate information document from the relevant managing agent relevant to your site can be found in your hand over pack with up to date contact details.



Appliances

Your new home appliances come with a standard manufactures warranty. Should you experience any technical difficulties please refer directly to the Manufacturer who will be able to assist if the concern falls within their warranty obligations.

Please note most appliance manufacturers require you to register your product within a specified time frame after completion. Please ensure you contact the manufacturer to validate your warranty at your earliest convenience.

For all service agent contact details please refer to the individual manufacturers product literature which can be found in your hand over pack.



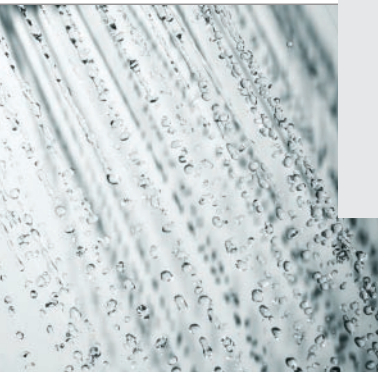
Utilities

Upon legal completion P J Livesey Group Head office will write to the utilities suppliers to inform them of the meter readings taken at handover and to confirm that you are now the legal property owner. Please note you will shortly receive copies of the letters sent for your information.

Although PJ Livesey Group contact suppliers to confirm the property handover, it may be prudent for the home owner to contact the suppliers themselves to set up account and billing preferences.

Utility Supplier Contact Numbers

- Electricity**
- Water**
- Gas**



In an emergency

Gas Leak

If you suspect a gas leak call the national gas emergency service on 0800 111999

Total loss of power, water, gas or electricity

In the first instance you must check with your utility supplier in case they have interrupted your supply for routine maintenance etc. For loss of power please ensure you also try resetting the master trip switch on your fuse board.

In case of an emergency, please contact our out of hours service Audiuvo on 0161 393 2023

**Their services are available between the hours of 5pm – 8am
Monday to Friday and all day on weekends and bank holidays
(including Christmas)**

**Please note that this service is only available for emergencies only
i.e. a leak. Non urgent defects* should be reported in the usual
manor via the Customer Care Team, details of which can be
found on Page 7.**

*** Please note that using the emergency service to report any non
urgent items may incur a charge.**



Customer care

By the time you collect your keys you can rest assured that your new home has undergone a series of independent quality and standard checks including independent sign off from building control and your new home warranty provider. The finishing touches are carried out by a specially trained finishing foreman before the final sign off to ensure that your new home meets the standards equivalent to a PJ Livesey show home.

You will have had the opportunity to view your new home prior to completion and raise any concerns at your home demonstration, if these have not been attended to then please contact customer care. If there is anything you would like to bring to our attention they usually fit the following categories:

Home Owner Maintenance - These are perfectly normal issues that occur in a new property or as a result of every day wear and tear. If you are in any doubt, please refer back to page 8 of your manual or your warranty provider for further information. For example shrinkage, internal decoration, scuffs etc should be attended to by the home owner as routine maintenance.

Appliance Faults - PJ Livesey source and fit branded appliances. Apart from the usual manufacturer checks a PJ Livesey finishing foreman will run all of your appliances to check that they are functioning normally. In the event of a fault home owners should to contact the appliance manufacturer directly. This information can be found in the booklets provided at completion.

Latent Defects - PJ Livesey will assess and where required under the terms of the warranty, attend to defects in the first 2 years of your warranty period. Please contact customer care for further information.

Continued

Customer care continued

Management Company - Your management company will handle the running of the communal areas and estate as well as any out of hours issues. The first three months of your service charge are held on account and many of these services are undertaken FOC by PJ Livesey until your phase has been handed over. Handover of phases is at the discretion of PJ Livesey usually on completion of the last property in a phase.

Customer Care - The Customer Care team are on hand to help with queries you may have whilst settling in to your new home. Our office hours Monday to Friday 10:00am – 5:00pm.

Contact Details - 0161 877 1862 or alternatively you can submit your enquiry through the Customer Care section of the website www.pjlivesey-group.co.uk. We operate a 3-5 day response target for non-emergency issues.

Out of Hours and Emergencies

In case of an emergency, please contact our out of hours service Audiuvo on 0161 393 2023

Their services are available between the hours of 5pm – 8am Monday to Friday and all day on weekends and bank holidays (including Christmas)

Please note that this service is only available for emergencies i.e. a leak

Non urgent defects should be reported in the usual manor via the Customer Care Team, details of which can be found on Page 7.

Escalations and Disputes - In the event that PJ Livesey are not able to resolve your query please follow the consumer code for home builders guidelines or refer directly to your warranty provider.
<http://consumercodeforhomebuilders.com/>



Running in your new home

New homes should be run-in gently over the first few months. This is because concrete, bricks, timber, plaster and other materials will have absorbed water during construction. You may not be aware of it, and it certainly will not do you any harm, but it does need to evaporate slowly and be ventilated away. Up to 5000 litres of water are used to construct a property, and this water needs to be released slowly into the atmosphere.

On going routine care and solutions

As your home is lived in and heated, timber and other materials will shrink and this can cause small cracks on wall and ceiling finishes. Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery. These cracks are not structurally significant and can be put right in the normal process of redecoration. However, because such minor cracks are inevitable, the builder is not required to rectify them.

It is in your own interest, therefore, to follow the advice given by the warranty-cover provider. Information for the relevant warrant providers can be found on the Customer Care section of our website. Some helpful notes have been given here: To minimise cracking, try to keep a reasonably even temperature throughout your home, even in rooms which are not occupied.

If you move in during winter months try to use the central heating sparingly at first, so that the structure of your home warms up and dries out gradually. Depending on how your home has been built and the weather conditions, this may take several months. Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Please do not attempt to force dry your new home as this could cause a large number of cracking and shrinkage problems in the future.

Leave windows or, at least where provided, the trickle vents (slotted vents in the window frame) open for as long as you can each day.

If you are living in a historic building, please refer to the ‘Living in a historic building’ (section 9) for further information.



Living in a historic building

Additional information for owners living in a historic building

PJLivesey Group properties bring history back to life by developing redundant listed buildings around the county into beautiful homes, however working within old and unique structures, their use as residential buildings creates some issues that would not be found in newly built homes. This section has been compiled for those whom have purchased a property within a historic building.

You may have purchased the property because of its historic nature and detailing, and this document will try to address some of the most common questions raised by this type of property. Intended as guidance on how best to maintain your home and to give advice on what to expect from a building of this age, We hope this will give you confidence in maintaining your property in the best way and ensuring the continued performance of the buildings' fabric.

The guidance is split into eight areas:

- 1 Condensation
- 2 Walls
- 3 Windows and Doors
- 4 Floors & Stairs
- 5 Roofs
- 6 Sound/Fire separation
- 7 Basements (if applicable)
- 8 Regular inspection and maintenance

In each of these sections advice is given under three headings

- What you should expect upon moving in
- Things to be aware of initially
- Advice for the future.

We would recommend that you read the following pages carefully, keep the document in a safe place and look at the relevant section if you experience any problems with your property. The advice contained may give you the information you require. If the problem is not covered or you need further advice then please contact the PJLivesey Group Customer Care team.



9.1 Condensation

Condensation in Old Buildings

As you will be aware, the property you have purchased is the conversion and renovation of a building which has been standing for many years. Over this period of time it may have undergone varying uses but generally not as a residential buildings. Condensation can be a problem in any building if certain guidelines are not followed. The property does comprise stone/masonry walls of 'solid' construction, and windows manufactured to replicate the style and proportion of the originals. The walls and windows can suffer from condensation if efforts are not made to restrict its formation.

What is condensation?

The modern living environment can potentially create high levels of humidity and the Building Regulations have changed in recent years to increase not only the thermal efficiency of homes, but also to regulate the amount of necessary ventilation to offset the potential for condensation. In order to minimize these effects in old buildings, we need to be aware of how condensation is formed and take steps to combat its formation. Warm air is able to 'hold' much more airborne moisture than cold air. If warm air containing water vapor is allowed to come into contact with cold air or cold surfaces it is unable to retain the water held within it. As the temperature of the warm air quickly falls it releases this moisture onto the cooler surfaces thus forming condensation.

The following are helpful hints on how to reduce the chances of condensation occurring

- Open windows when cooking and use extract fans. If slow cooking over long periods ensure that there is ample ventilation or extraction in this location
- Do not block or shut off any ventilators provided in the building
Open windows and doors when possible to induce through ventilation
- Ensure that there is ample ventilation when using tumble dryers, dishwashers and showers etc.
- Keep heating levels as constant as possible to minimize differences in the temperature of the structure

If care is taken to minimize the amount of excess airborne moisture within the building, ventilation is provided and temperature levels are kept reasonably constant condensation will be minimized in your home.

9.2 Walls

What you should expect

The walls to your property will have undergone repairs and alterations throughout its lifetime and therefore may be considerably different to newer properties that you may have lived in or viewed previously. The buildings may over the years have moved and distorted to varying degrees. This major movement should now have abated, however some smaller movements of the structure are to be expected as the buildings may have been unoccupied for some years prior to renovation and conversion. Walls may have patches of differing brickwork which is normal for this type of building.

- Plastered areas may be a mixture of new and old and different textures and finish will be apparent.
- Historic staining of walls and timbers will be visible externally and internally and this may leak through internal decorations.
- Historic staining and marking of the external elevations may also be present; this is to be expected and has been left as part of the buildings character and history.
- Bricks and stone elements may be chipped or uneven and brick faces and mortar may have eroded slightly.
- Some services will be surface mounted due to the lack of wall and ceiling voids.
- The insulation of the walls may differ from modern methods due to the existing historic fabric of the building and as a result of this the wall surface may be cold to the touch and heating costs may on occasion be higher.
- Due to the different use of the buildings there will be higher levels of heating and some drying out cracking may occur. The room temperatures may also drop more rapidly than in a newly constructed building.

Continued

9.2 Walls Continued

Things to be aware of initially

- Keep room temperatures as constant as possible.
- Ensure that rooms are ventilated to minimize condensation occurring on walls
- Cooking, bathing and showering can generate large quantities of steam and additional ventilation should be introduced at this time.
- Some surfaces may continue to flake and create dust.
- Be aware that wall coverings or painted surfaces may be affected by staining from the existing walls
- It is advised that where possible furniture, wardrobes, cabinets are positioned away from external walls to prevent 'dead' air where condensation can easily occur.

Advice for the Future

- Ensure that materials that may retain moisture/rainwater are not stacked against the outside of the building.
- Maintain gutters, rainwater pipes and gullies and ensure they are cleared regularly. Even small amounts of leaves can cause a blockage causing damp and mould to form on walls. Further lack of maintenance could lead to water entering the property causing considerable damage.
- Seek permission and guidance from the Landlord, local English Heritage, Planning and Building Regulations Authorities before making any alterations in future and exercise care in undertaking any work to prevent compromising the warranty providers cover, covenants or any listed building restrictions.

9.3 Windows and doors

What you should expect

The windows on this development may be original or could indeed have been manufactured to replicate the style and proportion of the original windows in agreement with the Conservation/LA Planner and the warranty provider where applicable. Original retained windows, due to their age, may not have clean crisp lines and will require regular maintenance to ensure their ongoing performance.

- Where applicable frames and sashes (sliding windows) have been prepared and re-decorated to retain their characteristics; this will result in blemishes and undulations.
- Glazing may have existing scratches and marks.
- Bedding of the glazing may be uneven (putty or glazing beads).
- Some draughts may be experienced around the sashes and window openings.
- Windows will not operate as smoothly as new, modern units.
- Due to the fact that some windows are single glazed, condensation may occur on the glazing surface, frame and sills (see advice given on condensation).
- Window furniture such as handles & hinges will have aged along with the windows and may not operate smoothly and may have superficial marks, dents etc.
- Timber and stone sills may have superficial cracks and chips.

Things to be aware of initially

- Ventilate the rooms as much as you can, opening the windows slightly when it is possible or practical to do so.
- Do not cover or block any vents provided.
- Where at all possible avoid curtains and blinds having any direct contact with single glazing.
- Care should be taken when cleaning older sections of glazing; they may be thinner and more brittle than new glass.

continued

9.3 Windows and doors continued

Advice for the future

- Check the condition of the paint on all windows both internally and externally on a regular basis.
- Re-decorate any damaged or flaking surface finishes as soon as possible after identification to prevent long term deterioration of the windows.
- Prepare and re-decorate timber/metal surfaces at approximately three yearly intervals or before if necessary.
- Lubricate hinges and handles when necessary.
- If condensation does occur on glazed surfaces, open the nearest window until the condensate has dissipated.

Please note The PJJivesey Group are not responsible for the routine upkeep of the internal decoration of the property. Please also refer to the contents of your lease to assess which of the properties external windows are to be maintained by your warranty provider.

9.4 Floors and stairs

What you should expect

- Due to the age and movement in the buildings over many years, floors may not be level and can be uneven.
- Existing staircases may not be to current day dimensions, care should be exercised when using these stairs.
- As the buildings dry out, particularly with modern heating systems, you may experience some shrinkage and some squeaking of floors and this is to be expected in these old timber structures.
- Where existing floor boardings have been re-used the surface will not be as even as you would expect in a newly constructed property.

Things to be aware of initially

- When fitting carpets, particularly on stairs, the carpet grippers should be screwed into the treads not nailed as this hammering can affect the joints in the stairs.
- As with all floors care should be taken when fixing floor coverings
- Laminated floor coverings or ceramic tiles should not be fixed straight on top of old floor boarding (see lease).
- Floors between apartments have additional elements to increase sound and fire resistance. The structure of these floors should not be altered in any way (please refer to lease).

Advice for the future

- If floor boarding is removed or lifted at any time it should be re-fixed with great care to prevent damage to the joists or any services that are routed under the boarding.
- Do not cut or notch any joists without consulting a suitably qualified person.
- Check on a regular basis, that air bricks surrounding ground floors (where applicable) are not blocked by debris, leaves etc. Any discrepancies should be reported to the relevant managing agents.

9.5 Roofs

What you should expect

- Roof coverings may be a mixture of colors and sizes.
- Newer slates or tiles may have been introduced in some areas and will take some time to weather in.
- Due to their age, there may be some undulations in the roof lines.
- Ventilation may have been introduced into the roof space above the ceiling insulation, this will lead to the roof space being very cold in winter months and this is normal.
- Gutters and rainwater down-pipes have been retained where possible. You may have a mixture of new and old and there may be obvious differences in the weathering of surfaces.
- There may be exposed metal roof elements that are retained where possible. Condensation can occur on these parts if a constant temperature is not maintained.

Things to be aware of initially

- Your roof will be complete and water tight but will need to be subjected to routine and regular maintenance. especially in respect of the gutters (valley, hidden or parapet gutters) and other roof outlet areas.
- If the roof space is accessible and you are going to store any items in the roof space, be aware that in certain weather conditions it may be a cold and damp environment. Please refer to your lease for this information.
- The storage of any flammable liquids is not permitted in any part of the demise.
- Should the property not have any access to the roof space please do not attempt to form any sort of access or storage area in the roof area as the structure may not allow for this type of facility. There may also be other environmental reasons, for example the presence of protected species of bats or indeed runs of service ducts / cables / pipes etc. Please seek advice before attempting any examination of this form of enclosed roof space

Continued

9.5 Roofs continued

Advice for the future

- Ensure that the ventilation at the eaves level and any special vent tiles are not removed or blocked.
- Where appropriate, only limited storage of normal household items is recommended and this should be on separate boarding laid across the ceiling joists.
- No alterations of any kind are carried out without landlord approval, prior planning permission and building regulation approval (where required)
- Do not alter or cut timber or metal elements without professional advice. These are likely to be essential parts of the roofs structure and not purely retained features.

9.6 Sound and fire separation

What you should expect

- Buildings of this age and original usage will not have been designed to restrict sound transmission or to have the requisite fire resistance between dwellings. Substantial works have been carried out to bring the structure in line with current Building Regulations for sound and fire resistance. There may be some areas of the buildings that have not been upgraded due to listing and English Heritage restrictions. In these cases it may be possible that sound does travel through the structure.
- You may find that new flooring has been laid over the existing floors. This is part of the upgrading of the sound insulation between floors
- Ceilings may have been renovated, have additional boards fixed or have been replaced completely.
- Some walls may have additional surface finishes or boarding to increase sound insulation and fire resistance.

Things to be aware of initially

- Walls, floors and ceilings will have been upgraded for sound insulation and fire resistance and these aspects should be born in mind when considering alterations to any of these building components (See advice below and refer to your lease).

Continued

9.6 Sound and fire separation

Continued

Advice for the future

- Ensure that any works carried out to walls, floors and ceilings do not affect their sound and fire resisting performance. This includes drilling holes, cutting out for features and niches etc. Separating walls between apartments or corridors should not be altered.
- Additional coatings or boards fixed to separating walls may be assisting with the sound reduction through and improving fire resistance of the structure and therefore should not be removed or altered.
- Do not remove or alter the floor or ceiling components; these are necessary to achieve the sound and fire resisting requirements of the Building Regulations. These may include additional layers of boarding on top or under the floor joists as well as insulation between them.
- Do not carry out any work without consulting a suitably qualified person.

Floors above other apartments are designed to meet Building Regulations requirements covered by soft covering (e.g. carpet). If you intend to fit hard surface flooring i.e. laminate flooring on an appropriate sound insulation, isolation barriers must be fitted to comply with Building Regulations. If this is not carried out, you may be required to remove your flooring (please refer to the lease).

9.7 Habitable basement rooms

Where applicable

What you should expect

The basements that are retained in some parts of this development are to be used as habitable rooms and have been renovated from the original basic brick construction. The internal walls have been lined with a special purpose made material that will assist in the prevention of ground water entering these areas. There may be residual moisture in the original structure that may take time to dissipate, however the new internal construction will restrict the effects of this to a minimum.

The most likely effect will be a slightly cooler feel to these rooms.

Things to be aware of initially

These rooms can generally be used in the same ways as above ground areas but the following is advised

- Keep the room at as constant a temperature as possible.
- Ventilate the room when possible.
- Do not create excessive moisture by cooking etc. in these rooms.

Advice for the Future

- Avoid drilling into basement walls and floors as this will affect the water proofing
- Get appropriate professional advice prior to making any alterations in basements Do not insert any deep fixings into the floor structure for gym equipment etc. as this may affect the damp proofing.
- Always keep access stairs and doors clear of obstructions.

9.8 Regular inspection & maintenance

Living in a historic building means that you have become a caretaker for that building and the history it contains. Historic Buildings need additional care and attention than that required of new build properties. They were created with love and care and in the knowledge that those employed on the estate management team of the day would maintain the property in a good state of repair for the owners. Today the Management Company is set up, amongst other duties, to work and carry out scheduled preventative maintenance as well as emergency maintenance on behalf of the owners for the common parts of the estate.

In addition to this it is also the responsibility of each home owner to effectively maintain the elements of the property that are the sole responsibility of the home owner. Beyond this, it is also the responsibility of each home owner to report any problems with the buildings or estate to the Management Company in order that they can and do fulfil their duties with regard to planned and emergency maintenance.

Each individual lease will determine which parts of your property are the responsibility of yourself as lease owner to maintain, and which parts of the estate are the responsibility of the Management Company to maintain. Either way, listed below are typical examples of elements of the building/estate that will require a regular planned maintenance regime in order to ensure their upkeep, that they perform satisfactorily, efficiently and safely, achieve their intended design life, and so that they are maintained in compliance with current safety and regulatory requirements.

Please note that any guarantees, warranties or insurances that your property benefits from may be compromised should it be that a good housekeeping maintenance regime has not been implemented. Records should be kept of all maintenance and inspections for this purpose. All works should be carried out in a suitably safe manner and only competent, suitably experienced /qualified contractors should be commissioned, particularly with work at height.

Continued

9.8 Regular inspection & maintenance Continued

This list is neither conclusive nor limited, but gives a good guide as to the typical elements that would require a planned maintenance regime:

- **Window cleaning**

All windows will require cleaning at periodic intervals. Any defective or damaged panes should be replaced in accordance with the requirements of the landlord

- **Rainwater gutters** and rainwater drainage systems, including gullies, etc.

As a good housekeeping measure, we recommend the regular inspection and cleaning of gutters in order to prevent the blockage of rainwater gutters, valleys, outlets, rainwater pipes, overflows and gullies.

- **Boilers and heating systems**

These (particularly gas appliances) should be serviced/inspected annually in order to ensure they operate safely.

- **Single ply membranes, secret gutters and roof coverings**

As a good housekeeping measure, we recommend the regular inspection and maintenance of roof areas in order to prevent any wind or water ingress to the structure below. Foot traffic on roofs other than those areas designed for foot traffic should be kept to a minimum, and access should only be for specific maintenance and/or essential repair works.

- **Automated access gates/barriers**

Any automated access gates and barriers should be maintained regularly in accordance with the manufacturer's recommendations and HSE guidance in order to ensure they operate safely and reliably.

- **Fire safety equipment** and Fire Plan, to include; dry risers, alarms, fire escape routes, exit doors, lighting, signage, smoke vents, etc.

All fire safety installations and emergency exit routes should be maintained as required and in accordance with the fire safety plan for the building. We would recommend that maintenance and inspection agreements should be entered into for any specialist equipment.

- **Decoration (internal and external)**

Painting should be carried out to accord with the lease and essentially to maintain the presentation of the development and protect the building elements beneath the painted surface.

Continued

9.8 Regular inspection & maintenance Continued

- **Tile grout and silicon sealant**

After a period of time the condition and ongoing effectiveness of grout and sealant to tiled wall and floor areas, shower trays, sink areas, baths and wc's etc. should be reviewed and replaced if deemed necessary. This inexpensive routine maintenance outlay could prevent possible water leaks to properties or rooms below, or indeed the forming of pools of water eventually causing mould and in some cases wet rot.

- **Lifts**

Lifts should be maintained in accordance with the statutory requirements and manufacturers recommendations. We would always recommend a planned and emergency call out contract be in place with a reputable company.

- **Communal electrical equipment**

To include lighting (internal and external), power circuits to communal areas, etc. All communal electrical equipment should be checked periodically by a qualified electrician and failed light bulbs should be replaced immediately.

- **Lightning protection systems**

Lightning protection systems should be checked for compliance each year. In this regard we would recommend that an annual testing/inspection and maintenance agreement be entered into with a reputable company.

- **Foul Drainage system**

To include sewage treatment plants and pump stations. Drains should normally run without maintenance. Any drain blockages however should be reported to the Management Company immediately to avoid any further escalating problems. Specialist equipment (Treatment plants and pump stations, etc) should be maintained in accordance with the manufacturer's recommendations and in order to comply with any requirements of the Environment Agency Consent to Discharge. In this regard we would recommend that a maintenance agreement is entered into with a reputable company.

- **Watercourses, water features, ponds, lakes, etc**

Any surface water drains or watercourses, etc should normally operate without the need for maintenance. Any blockages or problems however should be reported to the Management Company immediately to avoid any further escalating problems. Any life saving equipment (lifebelts, etc) or warning signs should be maintained at all times.

Continued

9.8 Regular inspection & maintenance Continued

- **Tanking, damp proofing and timber treatments.**

Many of our historic converted buildings will have been subject to specialist tanking, damp proofing and/or timber treatment works carried out by a specialist contractor and which will benefit from an insurance backed guarantee.

As with any converted property, we recommend that an annual inspection of your property by a suitably qualified person or organisation with regard to timber and damp. We believe this to be a prudent long term housekeeping measure that will lead to minimising any future maintenance costs.

- **Refuge storage and bin store areas**

Refuse or bin store areas should be kept tidy and cleaned periodically as required in order not to attract vermin, become fire hazards or become the source of unpleasant odours.

- **Communal water tanks and pump stations**

Communal water tanks should be cleaned and tested periodically for water quality in accordance with the statutory requirements and ensure a good quality water supply. Any pumps should be maintained in accordance with the manufacturer's recommendations. In this regard we would recommend that an annual testing/inspection and maintenance agreement be entered into with a reputable company.

- **Landscaping**

All landscaped and planted areas require regular maintenance and it is usual that a maintenance contract is entered into for the common parts of the estate. It should be noted that special precautions may be required with regard to pets and children when carrying out maintenance works in particular when using fertilisers, herbicides, pesticides and when using mechanical equipment.

Waste treatments where applicable

Some developments will incorporate a waste water treatment plant to deal with the untreated waste water from the properties on the estate, and should this be relevant to your new home this will have been explained to you during the home demonstration. An environmental discharge licence is operated for the plant and this along with the general maintenance of the system comes under the remit of the management for the development.

The waste water flows from your house via the plumbing system into the tank where settling occurs and the heavier solids i.e. organic waste sink to the bottom of the tank and self forming bacteria help the system digest these solids or sludge. Some solids such as soap scum or fat will float to the top of the tank to form a scum layer. It is therefore, recommended that the tanks are desludged, a process which the managing agents will arrange. Care should therefore be taken to ensure that the tanks operate efficiently and effectively and the do's and don'ts which can help to ensure the smooth operation of the system are highlighted below.

Do's

- Use mild detergents, toilet fresheners, washing powders etc in moderate amounts which will not upset the bacterial balance of the tank.
- Use disinfectants if necessary but as little as possible.
- Reduce your water use by taking shorter showers; turn off the water while brushing your teeth and wash full loads in the dishwasher and washing machine.

Don'ts

- Flush anything other than human waste, toilet paper and water down the toilet. Anything else should be bagged and binned, including nappies or sanitary towels.
- Dispose of grease or cooking oil down the kitchen sink, pour them into containers and dispose of them in the bin.
- Put paint brush cleaning liquids, garden chemicals or other harsh chemicals down the drain.

A water treatment tank will not operate properly if it is overloaded so please follow the do's and don'ts that are applicable to this type of system.

Your local community

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Handover form


Moving into your new home

When your new home is ready for us to hand over to you our site and sales staff will do all they can to ensure this busy time is runs as smoothly as possible for you. Please see below an example of the PJLivesey Group 'handover' form. This form is used by our staff as a checklist to ensures none of the final important items and details are forgotten. All the utility meter readings at point of handover are also recorded on the form for your future reference.

Property details and comments

Check list of vital handover items

Record of utility readings at time of handover



Handover Form

Site Name: _____	Comments: _____	
Plot No.: _____	_____	
Purchasers Name(s) (Block Capitals in full)	_____	
_____	_____	
I confirm receipt of the following items:	Yes	N/A
Front Door Keys x 2		
Back Door Keys x 2		
Window Lock Keys		
Verandah / Patio Door Keys x 2		
Garage Door Keys x 2		
Post Box Keys x 2		
Meter Box Key (Gas & Electric)		
Remote Control for Electric Gates		
Main Communal Entrance Keys		
Remote Control Secure Parking		
NHBC Booklet Received		
Alarm Booklet Received		
Electricity Meter No: _____	Electricity Meter Reading: _____	
Gas Meter No: _____	Gas Meter Reading: _____	
Water Meter No: _____	Water Meter Reading: _____	
Signed by Purchaser: _____		
Date: _____		

Welcome to your New Home

Notes

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....