

*Viola*  
HOMES

CONSUMER  
CODE FOR  
HOME BUILDERS  
[www.consumercode.co.uk](http://www.consumercode.co.uk)



# Mill Meadows, Filey

## Homeowner Manual

All you need to know about your new home...



[violahomes.co.uk](http://violahomes.co.uk)

# Contents

1. Introduction	3
2. How to report a defect	4
3. General guidance	6
4. Mains services	8
5. Equipment	10
6. Environmental design features	14
7. Exteriors	17
8. Living on a construction site	19
9. Security	19
10. Complaints, compliments and concerns	19
11. Useful information	20

# 1. Introduction

## Welcome to your new home

This Homeowner Manual has been prepared to help you become familiar with your new home quickly and easily.

It contains information on how to look after your new home, how to report certain types of problems, electricity and water supply information details, as well as advice on safety and security. We have also included technical help and practical tips on DIY, energy saving and recycling.

When you move into your new home, you will be given various leaflets supplied by the manufacturers and installers of the equipment in your home. Please keep all this information in a safe place together with this handbook so you can refer to it in the future. Customers will need to order their own bins from North Yorkshire County Council on 0300 131 2131.

## Useful contact information

### Beyond Housing

Tel: 0345 060 5555 – press option 2  
Email: [enquiries@beyondhousing.co.uk](mailto:enquiries@beyondhousing.co.uk)

### Local authority

[North Yorkshire County Council](#)

Tel: 0300 131 2131

### Water authority

[Yorkshire Water](#)

Tel: 0345 124 2424

### Electricity

[EON](#) (account enquiries)

Tel: 0808 501 5200

### Gas

[EON](#) (account enquiries)

Tel: 0808 501 5200

Gas emergency

Tel: 0800 111999

### Police

[North Yorkshire Police](#)

Emergency tel: 999

Crimestoppers

Tel: 0800 555 111

## 2. How to report a defect

Viola Homes will provide the initial warranty on your home for the first two years following the date of legal completion. If you encounter any problems with your home during this time, please get in touch and we will work with you to put things right. All repairs and defects reported during this period will be completed within a reasonable time, at our expense and in accordance with NHBC requirements.

As stated in the NHBC 'Guide to your new home', which can be found [here](#) there are certain standards of finish that are to be expected in a new build property. More detail regarding these can be found [here](#) please refer to the grey information boxes for advice on the consistent approach to finishes.

Please report any defects to Beyond Housing who manage new home aftercare on our behalf. The best way to do this is by emailing [enquiries@beyondhousing.co.uk](mailto:enquiries@beyondhousing.co.uk) with accompanying photos of your defect.

Alternatively you can contact 0345 060 5555, and press option 2 to be connected directly to the Beyond Housing Customer Service team.

Defects are attended to in order of urgency to ensure any emergency works are prioritised. Emergency repairs can be reported by telephone 24 hours a day, 7 days a week and include:

- Loss of water
- Uncontainable leak
- Complete loss of electricity
- If your home is unsecure due to faulty locks
- Toilet not working (if no other toilet)
- Loss of heating in winter months (November–March)
- Complete failure of combined central heating and hot water.

We aim to remedy defects within 30 days, and emergency defects within 24 hours (these may require a routine follow-on appointment after the initial emergency response). If there is a significant reason for a delay beyond this, we will explain it clearly to you and provide monthly updates until the issue is settled.

## What is not a defect?

The builder will not be required to attend to the issues listed below:

- Cracks, chips, scratches or other visible damage to basins, sinks, WC suites, tiles, kitchen units and worktops, glazing or floor coverings after taking possession of the property
  - Normal settlement and shrinkage cracks (see section 3)
  - Accidental damage, neglect, vandalism, or a failure to maintain a product in line with the manufacturer's recommendations
  - Changes or improvements not carried out by the builder
  - Storm damage
  - A drainage issue caused by the flushing or disposal of inappropriate products or substances into the drainage system (see section 3)
  - Condensation or associated problems caused by a failure to adequately ventilate the property (see section 3)
  - Any damage resulting from the removal of fixtures or fittings provided by the builder, including finished flooring (where provided)
  - Any issues with lawns/turf where maintenance guidelines have not been followed (see section 7)
  - The alteration of internal doors following the installation of flooring (see section 3)
  - Any damage resulting from the storage of items in the loft space (see section 3).
- Please note you may be charged for unnecessary callouts, including any callouts relating to the items listed above.

As the purchaser you are responsible for servicing and maintaining your boiler, central heating system and any integrated appliances, in a timely and satisfactory manner. It is also your duty ensure that you register all manufacturer's warranties as soon as possible after legal completion.

# 3. General guidance

## Flooring

Underlay and carpet can be fitted directly onto the unfinished floors within your new home. If you would like to fit a different type of flooring, such as vinyl, timber, laminate or tile, then additional work and preparation may be required to ensure it can be fitted in line with the manufacturer's and/or supplier's requirements. Any additional work needed for the fitting of finished flooring will be at the occupant's own expense and the builder will not be responsible for any additional work required to enable alternative flooring to be fitted.

Where finished flooring has been provided by the builder, the sub-floor will have been prepared in line with the relevant requirements. The builder will not be responsible for any damage caused by the voluntary removal or replacement of such flooring.

Please note, the builder is required to leave a minimum gap of 1cm between the unfinished floor and the underside of the internal doors. Depending on the thickness of your chosen finished flooring, some doors may need to be altered after the flooring has been fitted to allow them to open and close correctly. Any alterations required to internal doors after the flooring has been fitted will be at the occupant's own expense and the builder will not be responsible for any alternations to internal doors following the installation of the finished flooring.

## Loft space

Where a loft hatch has been provided, this is to allow for suitable access into the roof space for future inspections and/or repairs. We advise that only professional tradespeople enter the loft space to avoid unnecessary damage and/or injury.

The loft is a ventilated space and is not designed for storage or boarding. Doing so can reduce the thickness of the insulation, reduce the energy rating of the property and potentially invalidate the warranty should any issues occur.

## Drying out

Today's new homes include many improvements in construction that have been introduced over the years, but your new home still needs to be run-in gently for the first few months. This is because bricks, timber, plaster and other materials generally absorb water during construction.

As the home is lived in and heated, it dries out. As it dries out, the wood and plaster may shrink, causing nail pops and small cracks to appear. These nail pops and cracks are not structurally important and are covered in the normal process of redecoration. Because cracks are inevitable, the builders are not obliged to rectify them unless they are larger than 3mm in width.

New buildings often take a long time before they are fully dried out. While this is happening, they need heat and extra ventilation. During the first winter of occupation, most dwellings require gentle heat over more hours than they may

need in subsequent winters. Allowance should be made for this. The builder will repair any very large cracks caused by this process at the end of the defects period. If possible, try to avoid any decorating during the first year, especially using wallpaper, as it is very difficult to assess the extent of any cracking if the walls have been papered over. Care must be taken not to puncture the external walls.

### **Minimising cracking**

By taking the following steps, you should be able to reduce the occurrence of cracking due to shrinkage:

1. Avoid large temperature differences during the day by setting your heating controls at a comfortably low level for longer periods (instead of shorter periods on a higher heat setting). This allows your home to gradually warm up
2. Check to ensure all trickle vents (ventilation slots in your windows) are open 24 hours a day. This allows gradual, gentle ventilation
3. Encourage ventilation by opening windows and internal doors whenever you reasonably can
4. Keep kitchen and bathroom doors closed when cooking or washing as these activities create a lot of water vapour, which should not be allowed to spread to other rooms in your house. Ensure the extractor fans are on when you wash or cook and open a window where appropriate.

### **Preventing condensation**

Condensation is steam or water vapour that turns into water by condensing on cold surfaces, and next to shrinkage is often the most common problem in new homes. It can damage clothes, bedding, floor coverings, decorations and the home itself if mould growth takes hold on walls and ceilings. Homes that are heated and ventilated intermittently are more likely to suffer condensation problems.

The moisture in the air comes from several sources within the house – water vapour is produced in relatively large quantities from normal day-to-day activities such as washing and drying clothes, personal washing and cooking.

To help deal with condensation you should take the following steps:

#### **Produce less moisture**

Ordinary daily activities produce a lot of moisture. Be conscious of minimising the amount of moisture you produce when for example boiling kettles, running baths and cooking.

- Use lids on pans when cooking (this saves fuel too)
- If possible, dry clothes outside
- Do not use paraffin heaters (they produce a lot of water vapour)
- Wipe up wet surfaces after use e.g. bathroom tiles, kitchen worktops and sinks
- Ventilate to remove moisture.

You can ventilate your home without making draughts. Some ventilation is needed to get rid of the moisture that is produced all the time. Keep your trickle vents open 24 hours a day. Consider having a window ajar when someone is in the room.

You need much more ventilation in the kitchen during cooking so you should open a nearby window. Close the kitchen and bathroom doors when they are in use. This stops the moisture reaching other rooms, especially the bedrooms that are often colder and more likely to suffer from condensation.

Opening and closing doors to circulate the air can ventilate cupboards and wardrobes. Avoid putting too many things in them as this can stop the air circulation. Leave a space between the back of the furniture and walls and if possible do not position wardrobes, beds and large pieces of furniture touching external walls.

#### **You should also:**

- While drying clothes indoors, ventilate the room
- After a bath or shower, try to ventilate the room to the outside, not the rest of the home – opening a window (closing the door) and/or allowing the extractor fan to run on will help
- Make sure the extractor fan is operative. Extractor fans often have an air-moisture switch so that they operate automatically while the moisture in the air is above a set amount.

#### **Efflorescence**

This is another sign of drying out that may appear as white deposits on outside walls. This is caused by salts coming out of the wall materials. On external walls, the efflorescence will eventually disappear.

## **4. Mains services**

### **Electricity**

The name and contact details of your current supplier can be found on page 4 of this guide. If you want to, you can change supplier.

The electricity meter is located externally in a meter cabinet. The meter and the cable leading to it belong to the supply company and must not be tampered with.

Should you wish to turn off the electricity for any reason, you can do so by using the 'off' button on the consumer unit, which is situated in the entrance hall.

Your consumer unit is equipped with 'circuit breakers' rather than fuses. Circuit breakers are generally more sensitive than fuses and may trip out even when a light bulb fails or if you are using an appliance with an electrical fault or defective plug.



## **Do not attempt to do any work on an electrical circuit or appliance unless you are suitably qualified.**

If a power point is not working, check the circuit breaker and reset if necessary. If it trips again, unplug the appliance and contact Beyond Housing on **0345 065 5656**.

General safety guidance relating to electricity can be summarised as follows:

- **Always** unplug any appliance before carrying out any maintenance i.e. changing a fuse
- **Always** ensure appliances are fitted with the correct fuses as recommended by the manufacturer
- **Always** follow the manufacturer's instructions for wiring appliances
- You are strongly advised **not** to use a portable electric fire in the bathroom
- You are strongly advised **not** to use an electric hair dryer or any other portable electric appliance in the bathroom
- **Do not** attempt to repair, alter or extend electrical installations
- **Do** keep a torch close to the consumer unit in case of an emergency
- You are protected by a residual current breaker. These breakers are easy to re-set by returning the switch to the on position.

## **Gas**

The name and contact details of your current supplier can be found on page 4 of this guide. If you want to, you can change supplier.

The main gas enters your home via a wall mounted or ground meter box located next to the front entrance door. In emergencies, a lever valve in the meter box can turn off the gas. Any gas appliances should be installed by a Gas Safe Registered fitter.

If you smell gas or are worried about gas safety, you can call the National Gas Emergency Service on 0800 111 999 at any time, day or night, every day of the year. Your call is free and you will be put through to a trained operator who will take all the details. All calls are recorded and may be monitored.

- **Do not** create a flame or operate electrical switches
- **Do** put out flames, open doors and windows and keep people away from the area and turn the gas off at the control valve.

## **Water**

You cannot change water supplier.

Each property has its own water supply and water meter, which is on the front pavement. The water company reads the meter and will send you a bill regularly.

Your water supply can be turned off at the stopcock, which is usually found in the kitchen unit below the sink.

You will find connections for a washing machine in the designated washer space. We recommend a qualified engineer installs your washing machine.

### **Telephone**

Telephone sockets have been provided. To set up a telephone connection, you will need to contact your chosen supplier directly to arrange this service.

### **TV aerial**

TV points are usually wired back to the loft space for future installation of an aerial. Please note, an aerial is not usually provided.

### **Buried services**

Dig your garden with care, a layer of top soil is provided for planting, you should not dig below this level. Special care should be taken to prevent contact with services that are buried in the grounds of the property.

The electricity, gas, telephone/TV and water services normally enter the property from buried ducts at the front of the property. Gas and electricity supplies are laid generally in straight lines to the meter unit. Depths typically start at about 400mm.

Drainage for the property is often routed across rear and front gardens; the system also includes inspection chambers, which may be located on paths or in the soft ground. These chambers have an important role in the maintenance of a free running drainage system. Therefore, they must not be covered or overgrown. If covers are found to be loose or ill-fitting they should be reported to Beyond Housing on **0345 065 5656**.

## **5. Equipment**

### **Hinges**

Hinges should be lubricated periodically with light machine oil. Whilst squeaking of hinges is a sign of lack of lubrication, if it occurs frequently then pin misalignment should be investigated.

### **Locks and latches**

The correct operation of a lock or latch, assuming correct fitting, is often affected by movement of the door or frame caused by climatic conditions or wear on hinges.

Lubricant should occasionally be applied to the side and striking face of latch bolts. Grease should not be applied to the internal lock mechanism, as this will attract dust.

## **Cylinders**

Cylinders should not be lubricated with oil, as this will attract dust, which can affect their smooth operation. They should be maintained with a periodic application of powdered graphite into the keyway.

## **Lever handles**

Back plate and rose fixings should be periodically checked for tightness and adjusted if found loose. Badly fitted and maintained furniture can prevent the lock from operating correctly. Spindle grub screw fixings should also be checked and tightened.

## **Care of ironmongery finishes**

Frequent dusting using a soft dry cloth and occasional washing with warm soapy water, followed by a light application of good quality wax polish will provide a good foundation for preserving the appearance of most finishes. Chemical sprays, cellulose based thinners and silicone based polishes should be avoided. Ironmongery fitted externally will require greater attention due to increased exposure to atmospheric conditions.

It is strongly advised that solvents, metal polishes, or cleaners containing abrasive powders or abrasive cloths and pads should not be used for cleaning lacquered or electro-plated finishes.

## **Kitchen unit door and drawer fronts (melamine and foil wrapped)**

These should be wiped clean with a cloth dampened with water containing a mild detergent. Avoid over wetting. Do not use any abrasive cleaning agents, acids, bleaches, petrol or solvents. Similarly, do not use scouring pads, wire wool or any similar cleaning aids.

## **Kitchen drawer boxes**

To clean drawer boxes, remove drawers from units and brush to remove loose dirt, etc. Wipe clean with silicone furniture polish or cloth dampened with mild detergent. Avoid harsh, abrasive cleaning materials, solvents and particularly avoid saturating the drawer bottom with water.

## **Kitchen unit hinges and drawer runners**

These should be inspected periodically and any dirt, fluff or grime removed by means of a vacuum cleaner nozzle and flexible nose or soft dry brush or duster. Lubrication should not normally be necessary. However, household spray polish can be used as a lubricant if required.

## **Interior of kitchen units**

Brush out any loose dirt etc., and clean interior surfaces by means of a silicone furniture polish or cloth dampened with water containing a mild detergent. Polish

surfaces with a soft dry duster. As with drawer boxes, avoid any harsh or abrasive cleaning materials and excessive water or any other liquid.

### **Kitchen worktops**

Most everyday stains may be removed by wiping with a cloth dampened with water and a mild detergent. Persistent stains can be removed with a mild abrasive cleaner, but harsh scouring powders should be avoided.

Stains on textured worktops are best removed using a household spray type cleaner and a nylon bristled hand brush moved in a circular fashion. Afterwards wipe clean with a damp cloth.

Certain chemicals and strong dyes can cause damage and cause discolouration. Spillage of such things such as beetroot juice, concentrated fruit juice, dye, shoe polish, chemicals, etc. should be mopped or wiped off and thorough cleaning commenced immediately.

### **Stainless steel sink and splashback**

Your sink and splashback should be washed with warm soapy water, wiped dry and then buffed with a soft cloth to restore the polished surface. Using undiluted disinfectants and bleaches on your sink and splashback will leave a permanent stain if not removed immediately. Clean the area with plenty of water containing a mild detergent. Do not use any harsh abrasives or scouring powders.

### **General kitchen do's and don'ts**

- **Do** wipe away any spillages immediately from worktops or within units
- **Do** thoroughly clean all units regularly
- **Do not** chop food directly on the worktop surface – use a chopping board
- **Do not** place hot pans, cigarettes, etc. on the worktop surface or sinks, use protective mats or ashtrays
- **Do not** leave unit doors, oven doors etc. open longer than necessary; this could cause injury to yourself or others
- **Do not** overload shelves.

### **Cleaning windows**

- Slightly dirty frames can be cleaned with warm water and washing up liquid
- Extremely dirty frames should be cleaned with a cleaning agent
- Abrasive cleaners as well as dry cleaning with a duster should be avoided. Cleaning solutions and polishes that contain solvents or thinners should not be used. Aggressive chemicals like these will attack the window frames and seals
- Rust patches can only appear because of external metal particles from the outside atmosphere.

## Frequency of cleaning

The accumulation of atmospheric grime makes it necessary to clean the surface of the window regularly to maintain its appearance. In badly polluted, industrial, marine or city centre locations it is recommended that cleaning is carried out once every three months, and in relatively rural locations once every six months. Cleaning can usually be carried out when the window glass is cleaned.

## Glass and glazing

All glass installed complies with BS 6262 – 1982, and the Building Regulations in place at the time of the installation. The exact type and specification of the glass installed will be detailed on our production drawings.

## Door and window hardware

All moving parts, locks, hinges, side arms etc., must be oiled with a light grade lubricant on a six-monthly basis, or more frequently when under heavy use or if there is a salt or chlorine atmosphere.

Replacement hardware is available from ourselves if required, due to breakage or damage.

## Blockages – kitchen waste pipes

If a blockage occurs and the sink is full of water, try to remove the blockage by using a suction cup plunger (if you feel able) to force water up and down the waste pipe.

The risk of blockage can be reduced if you pour fat that goes hard when cold into an empty tin or milk carton and place in the bin rather than down the drain.

## Blockages in baths and basins

A blockage here is normally caused by a build-up of hair and soap and becomes noticeable when the shower or basin starts to drain away more slowly.

Note: All basins, sinks and baths are fitted with removable waste traps which can be unscrewed and cleaned as necessary.

Blockages resulting from misuse by customers may be rechargeable.

We would like to remind you toilets are designed to flush water, human waste and toilet paper **only**.

Never flush disposable nappies, sanitary towels, disposable razors etc. down the toilet. These can cause serious blockages, which will require the services of a drain cleaning company to clear, and the cost of this service will be your responsibility.

### **Cleaning sanitary ware**

Baths, basins and sinks should be cleaned with recommended products to avoid damaging the surfaces. Do not use scouring or gritting cleaners. Bleach should not be mixed with lavatory powders nor allowed to stand in stainless steel sinks.

### **Ceramic tiles**

The routine cleaning of glazed ceramic wall tiles should be carried out after the removal of any loose dirt or grit by wiping off with a dry cloth, followed by washing with warm water to which a neutral, low sulphate detergent has been added. After a further rinse with clean water to ensure thorough removal of the detergent solution, the installation should be given a final wipe down and polish with a clean, dry, soft cloth. Abrasive powders, which may scratch the glaze, must not be used.

## **6. Environmental design features**

### **Well insulated**

Walls, floors, roofs and separating walls are all insulated to the latest Building Regulations requirements with products attributing low global warming potential.

### **Energy efficient windows**

Site-specific materials and window styles are chosen to improve thermal comfort within the home, thus reducing fuel costs and the impact on the environment. All windows that are fitted are low-e argon filled double-glazing.

### **Efficient gas boiler**

The boiler installed is a high efficiency gas combination boiler, which will reduce fuel usage and provide on demand heating and hot water.

### **Low energy lighting**

All fittings within your home accommodate compact fluorescent lamps, which save energy and have a much longer life than standard bulbs.

### **Good sound insulation**

All properties will be constructed in compliance with Part E of the Building Regulations.

## **Environmentally friendly materials**

Wherever practical, locally sourced materials are used. All materials are sourced from suppliers/manufacturers with the appropriate legislative environmental certifications.

## **Timber from sustainable harvest sources**

Certified or recycled timber has been used in the construction of your home.

Certified timber means that the timber has been harvested in accordance with certain standards. Most of these schemes also operate a chain of custody control to ensure that the wood is, verifiably, from the certified source. It requires that the timber is marked and/or separated from uncertified timber through all processing stages from the forest to the retail shelf.

## **Energy**

### **Your home and global warming**

The earth is surrounded by an atmosphere, which keeps it at a constant temperature. Certain gases released into the atmosphere make it work like a blanket, trapping heat in. These are known as greenhouse gases.

There is evidence that the earth is heating faster than ever before because we produce too many of these harmful greenhouse gases. For example, the nine warmest summers in the UK since records began have occurred in the last twelve years.

As well as saving the earth, it is estimated the average household could also save £300 a year in energy bills by being more energy efficient.

### **Heat your home for less**

A few simple steps could result in your home costing less to heat, as well as producing less of the harmful CO2 emissions. The Energy Savings Trust recommends you:

- Turn your thermostat down by 1°C as this can cut more than 10 per cent from the average central heating bill
- Close your curtains at night and make sure they are tucked behind the radiators (saves up to £15 a year)
- Close windows when the heating is on – but remember to leave vents open to prevent condensation
- Wear warm clothes when indoors during winter months. Set heating controls so that your property is not heating when you are going out for long periods

- If you have adjustable radiator valves, turn them down (but not off) in rooms not in use.

### **Hot water**

The mixing valve has a wax capsule thermostat that maintains a stable temperature, ensuring safe operation for the user of 43°C. TMVs (thermostatic mixing valves) have been installed to the bathroom washbasins and to the bathroom shower.

### **Lighten your bills when you light your home**

In most homes, lighting accounts for around 10 to 15 per cent of an electricity bill. If everyone in the UK installed one energy saving light bulb, we would save enough harmful CO<sub>2</sub> to fill the Royal Albert Hall nearly 200 times. The Energy Saving Trust advises:

- Energy saving lights bulbs use 70 per cent less energy than normal light bulbs but are just as bright
- Switching from a standard bulb to an energy saving bulb can reduce your electricity bill by up to £9 a year
- Remember to turn the lights off when you leave a room – no matter what kind of bulb you have – this can save you £7.50 a year.

Dedicated low energy lights supply 100 per cent of your home's lighting. The average life of a CFL is 8-15 times longer than that of traditional bulbs. While the purchase price of a CFL is typically 3 to 10 times greater than a traditional bulb, the extended lifetime and reduced running cost more than compensates for this.

### **Use your kettle to stop your bills boiling over**

You can help save energy in many ways around the home even when making yourself a cup of tea or coffee. It is easy to use your kettle efficiently and save money.

- Only put as much water in as you need when boiling the kettle but always cover the element
- Remove limescale in your kettle by leaving in a cup of vinegar overnight. Kettle elements coated in limescale use more energy.

### **Washing savings**

Washing and drying your clothes can be a costly business – but it need not be. A few seconds preparation could help you save energy and money when you do your laundry.

- Modern washing powders and liquids work just as well at lower temperatures. Washing at 40°C will use a third less electricity than at 60°C



- Run the washing machine with full loads
- Let clothes dry naturally if possible using the rotary dryer if available.

### **Say goodbye to standby**

How many of us leave appliances plugged in all the time? If chargers for devices such as mobile phones and laptops were unplugged when not in use, the UK could save enough electricity each year to power 115,000 homes. People leaving appliances on standby waste almost a billion pounds worth of electricity in the UK every year.

- Do not leave appliances on standby or on charge unnecessarily. Once they are fully charged or not in use switch them off.

## **7. Exteriors**

### **Turf aftercare**

Proper care for your turf after laying is vital for developing a healthy beautiful lawn. The following information is intended to guide you through the early stages when your turf is at its most vulnerable. Bear in mind that site conditions and time of year should be taken into consideration when caring for your new turf.

### **Never let establishing turf dry out**

1. Water your new lawn immediately after installation using a hose and sprinkler. A watering can or hand held hosepipe is not good enough. If cracks appear in the turfed lawn, it is a sign of under-watering
2. Pay particular attention to the edges and corners. You should have your sprinkler on for approximately 45 minutes per area
3. Irrigate twice a day for the first week
4. Irrigate once a day in the second week
5. Irrigate as necessary depending on weather conditions in the third and following weeks
6. Water areas near buildings and paths more often where reflected heat dries the turf out faster
7. Be aware windy days dry the turf out just as fast as hot days
8. Turf is a living plant and requires as much loving care as any other garden plant – more so during establishment

9. It is best not to walk on the turf while your lawn is establishing. When moving your sprinkler use planks to spread your weight across the area.

### **Maintenance**

- During the first three weeks, avoid heavy or concentrated use of your lawn. This will give the turf and roots an opportunity to firmly knit with the soil and ensures that your turf will remain smooth
- Mow your new turf approximately ten days from laying during the spring and summer seasons, or after three weeks during autumn and winter depending on grass growth
- Adjust your mower to its highest setting – it is vital that the new turf is not cut too short or scalped during the early mowings, or left to get too long
- Take care to avoid scalping, keep mower blades sharp and never use a strimmer to cut your lawn
- An occasional change of mowing direction can be beneficial
- Rolling of your new turf may benefit the establishment of your new lawn.

### **Feeding**

As a rule of thumb, a balanced fertiliser containing similar levels of nitrogen (N), phosphate (P) and potash (K) should be applied every four to six weeks during the growing season. Always follow the manufacturer's recommendations with regard to the quantity, timing and method of application. A policy of little but often will help maintain your lawn in peak condition.

### **Car parking**

Car parking spaces have been provided for all properties.

Please do not carry out engine oil changes on these areas. Spillages will seriously damage the surface and pollute the environment.

### **Using your garage for storage**

All detached garages on this development have been built with a single skin of brickwork. This means that water or damp may affect the building, for instance if the brickwork becomes saturated following heavy or prolonged rainfall or where there are damp weather conditions. This is normal and is not a defect.

These garages are not designed to be habitable dry environments and it is advisable to only store outdoor items in them, please do not store indoor items or items which may be damaged by damp or wet conditions.

We cannot accept any responsibility for damage to items stored in your garage.

## 8. Living on a live construction site

The construction team will ensure that the site meets all health and safety legislation and guidance. If you have any health and safety concerns, please contact us at the earliest opportunity. You will always be provided with safe access to your property however please be mindful that there can be heavy machinery moving around the site, and access to plots still under construction is strictly prohibited. We may require your co-operation from time to time in order to finish certain elements of the site, however we will inform you in advance of this.

## 9. Security

- Do not allow strangers into your house without asking for proof of identity and being satisfied with that identity
- Whenever you leave your home, even to visit a neighbour for a short time, make sure your entrance door and all windows are secure
- Never leave valuables where they can be seen by looking through a window. Hide small valuable items like jewellery in a safe place
- Make sure the contents of your home is insured against fire, theft and any terms about declaring valuables are complied with
- Have valuable items photographed and use the new marking methods available so your goods can be traced if stolen.

## 10. Complaints, concerns and compliments

Viola Homes is committed to listening and learning from our customers and will work with you to resolve your concerns and complaints efficiently and fairly. We understand that having a clear way to tell us when things don't meet your expectations is important to you, along with a timely and fair response. You may also want to tell us when we have got things right. This also helps us improve our service as we'll keep doing the things that make you happy.

We're confident that by working together we can resolve your complaint to your satisfaction. Where you may need extra support or advice, the [National Housing Building Council \(NHBC\)](#) and [Consumer Code](#) scheme are available to help you.

For a copy of our up-to-date complaint procedure or to lodge a complaint, concern or compliment please visit the complaints, concerns and compliments portal [here](#) on the Viola Homes website.

# 11. Useful information

## Junk mail

If you want to stop receiving unaddressed mail delivered by Royal Mail to your home, you can do so by contacting Royal Mail at:

**Freepost RSTR-YCYS-TGLJ**  
**Royal Mail Door to Door Opt Outs**  
**Kingsmead House**  
**Oxpens Road**  
**OXFORD**  
**OX1 1AA**

Email: [optout@royalmail.com](mailto:optout@royalmail.com)

You will then receive an opt-out form to your address, which you must sign and return for security reasons and to verify that residents at the address have requested the opt-out.

Once you have returned this form, Royal Mail will stop delivering unaddressed items to your address within six weeks.

The opt-out will last for a period of two years from the date they receive your opt-out form. If you wish to continue your opt-out after the two year period you can do so by contacting them at [optout@royalmail.com](mailto:optout@royalmail.com) or on **01865 796964**, or at the address above.

Please be aware the opt-out service only relates to unaddressed mail, which counts for about 25 per cent of the total volume of unaddressed mail items in the United Kingdom. Royal Mail is still legally obliged to deliver all addressed mail, which includes mail that is addressed 'To the occupier' (or with any other generic recipient information), as well as mail that is personally addressed to you by name.

If you would like to stop any other unwanted communications please visit [mydm.co.uk](http://mydm.co.uk) which provides details on all other preference services, or call **0845 703 4599**.

## Fixing to a wall

The type of fixing you should use to attach items to walls depends on the construction of the wall and the weight of the item. Pictures and other light items can be hung on all types of walls using steel picture hooks or masonry nails.

## Fixing to the external masonry wall

Heavier items can be fixed using wall plugs and screws. You should ensure the wall plug and screw penetrate through the plaster or plasterboard, well into the blockwork.

## **Decorating**

The walls and ceilings of your home have been painted with emulsion paint and the woodwork has been painted with gloss.

### **Walls**

Further coats of emulsion and oil-based paints or wallpaper can be used for later redecoration, once the walls have dried out (this normally takes nine to 12 months). When you redecorate, use decorator's filler to make good any minor gaps and plaster cracks, which have arisen from normal drying-out and shrinkage.

If later, you want to remove wallpaper from a wall with a plasterboard finish, avoid scraping too vigorously, otherwise the surface may be damaged.

### **Ceilings**

Redecoration should follow the guidelines highlighted above.

### **Woodwork**

New woodwork absorbs a lot of paint or stain and so the first painting of a home may not give as good a finish as later repainting. The surface should be cleaned and prepared properly and be completely dry before repainting.

### **Environmental considerations**

There are several things that you can do to help the environment whilst carrying out DIY:

- Use environmentally friendly products and components
- Use timber from sustainably managed sources that have been certified by the Forestry Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification schemes (PEFC).



Carrying out DIY activities such as drilling, hammering and sawing can be noisy and disturbing. Please be considerate regarding the time of the day that you carry out your DIY tasks and alert your neighbours before you start a noisy job, whether it is inside or outside your home.



## Contact details

**[violahomes.co.uk](http://violahomes.co.uk)**  
[sales@violahomes.co.uk](mailto:sales@violahomes.co.uk)

**Follow us on social media**

 [ViolaHomes](#)  
 [@violahomesuk](#)

0345 060 5555