

AFTERCARE

To give you long-term reassurance, our homes are covered by a 10-year structural warranty, in addition to our own Esquire 2-year warranty.

We also build in accordance with building industry standards, to ensure you have a quality home you can rely on for many years to come.

Please note below the guidelines, for response time-scales for items raised to Esquire Customer Care Team.

PLEASE CONTACT US ON:

01474 706 184 (Option 5)
 customercare@esquiredevelopments.com

TYPE OF DEFAULT	TIMING	EXAMPLE OF DEFAULT
Emergency	8 hours	<ul style="list-style-type: none"> Severe water leaks. Severe electrical issues (e.g., loss of power to the house). Security issues (e.g., faulty front/rear door locks). <p>Please contact your Emergency Home Cover care, if any of the above occur during out of office hours - 0345 009 9759</p>
Urgent	5 days	<ul style="list-style-type: none"> Non-severe leaks (e.g., guttering leaking/taps from sinks leaking). Mastic issues causing further leaks to wet areas.
Completion	14 days	<ul style="list-style-type: none"> Resolved/actioned with trade on all items identified pre-completion/ completion.
Routine	30 days	<ul style="list-style-type: none"> Minor defects that do not cause further damage to the property (e.g. door stop missing, broken light socket, grout crumbling).

2 YEAR ESQUIRE WARRANTY

CUSTOMER CARE

(During office hours)

01474 706 184
 customercare@esquiredevelopments.com

EMERGENCY CARE

(Out of office hours)

0345 009 9759

ITEM	ISSUE	ACTION
Appliances (Including Cooker Hood)	Failure	Contact your appliance manufacture to rectify and please ensure that you register your appliance's. Manuals with details will be provided on completion.
Blockages/ Drainage	Major leak in home or outside drainage problem with water entering the home.	Turn off stopcock (details of this provided in handover manual). Then, please contact our Customer Care during office hours and our Emergency number if out of hours. <i>Please note if the blockage is caused by misuse you may be charged.</i>
	Minor leak that can be contained	Please contact Customer Care . <i>Please note that if the blockage is caused by misuse you may be charged.</i>
Brickwork	Variation of brick colour - Efflorescence (White salt marks)	Variation is expected and is not considered to be a defect.
Carpets	Damage	Covered if reported on the visual disclaimer on the completion date.
Central Heating	Complete failure	Please check there is no problem with your energy supplier. If not please call Customer Care during office hours and our Emergency number out of office hours. <i>Please note that if this is not deemed an emergency, or down to user error then you may be charged, if emergency number is called.</i>

ITEM	ISSUE	ACTION
Central Heating	Malfunction	Please contact Customer Care . It is the responsibility of the homeowner to organise an annual service for the boiler. Failure to do this will invalidate your warranty.
	Unsure how to operate timer controls	Refer to your heating control manual issued on completion. Or refer to your Handover Manual.
Chips and Scratches	Damage to sanitary ware, worktops tiled floors and walls / glass	If not specifically listed in the visual disclaimer these are the home-owner's responsibility.
Condensation	Condensation forming between the glass panes themselves	If condensation is present between the panes of glass, please contact Customer Care .
	Condensation forming on the glass panes within the room	This will occur as your new home dries out. Please refer to your Guide to Your New Home manual, on how to reduce condensation.
Concrete Cracks/ External Render	Less than 5mm in diameter	Minor cracking as a result of shrinkage is perfectly normal in a new home. It is not necessary to report this to us, as it is not covered under your warranty.
	More than 5 mm in diameter	You should allow your home to settle-in for the first 6 months, if you are experiencing the same after this period please contact Customer Care .
Cracks to ceilings, walls, wood joints and paintwork	Less than 5mm in diameter	Minor cracking because of shrinkage is perfectly normal in a new home. It is not necessary to report this to us as it is not covered under your warranty.
	More than 5mm in diameter after 6 months from legal completion	You should allow your home to settle-in for the first 6 months, if you are experiencing the same after this period, please contact Customer Care and we shall investigate accordingly.

ITEM	ISSUE	ACTION
Decoration	Paintwork	Paintwork should be viewed in natural day light, from 2m away from the surface, at an appropriate eye-level. If no defaults are noted on home demonstration, or your visual damage disclaimer then they are not covered under your Esquire warranty.
	Nail or screw pops 6 or more in a single room	Allow for your home to settle-in for the first 28 days. If you are experiencing multiple nail or screw pops after this period, please contact Customer Care for us to investigate.
	Mastic seals	Covered if reported within 6 Months from completion, please contact Customer Care .
Doors	External - Can't be locked or difficult to lock	Please contact Customer Care during office hours and your Emergency home cover care if out of these office hours. <i>Please note that if this is not deemed an emergency, or down to user error then you may be charged, if emergency number is called.</i>
	Internal doors need adjusting to be able to close	Covered for up to 12 months from completion if carpets are fitted by Esquire, please contact Customer Care. If misaligned due to new carpets not fitted by Esquire, this will not be covered. <i>It is common for internal doors to swell during your drying out period of the home and changing of seasonal weather. Please note you may be advised to leave the doors for a period of time, to ensure that the doors have correctly settled.</i>
Electrical	Complete power failure	Check the Consumer Unit has not tripped (all switched facing the correct way). If one switch has tripped turn back on. If trips again check all items plugged in. Check neighbours have electricity in case of a power cut.

ITEM	ISSUE	ACTION
Electrical		<p>If this is still not working, please contact our Customer Care during office hours and our Emergency number if out of hours.</p> <p><i>Please note that if this is not deemed an emergency, or down to user error then you may be charged, if emergency number is called.</i></p>
External Cladding	Damage	<p>Covered if on the visual disclaimer or reported within 28 days.</p> <p><i>Storm Damage excluded.</i></p>
Extractor Fans	Not working	<p>Check Consumer Unit has not tripped. Please contact Customer Care within 28 days, from the completion date of your home.</p>
Fencing	Loose panels or posts	<p>Must be reported within 28 days from the date of completion, please contact Customer Care.</p> <p><i>Storm damage excluded.</i></p>
Fireplace	Damage	<p>Not covered unless identified on the visual disclaimer on completion.</p>
Garage Door	Locks cables and opening action	<p>Covered for 6 months after legal completion.</p> <p><i>Storm damage excluded.</i></p>
Garden	Water logging in the Garden within 3 meters of the home (Excluding severe weather)	<p>Water logging due to weather is normal. If you have severe water logging within 3 meters of your home, please contact Customer Care. Should you have altered your garden in any way i.e., patio, the warranty will become null and void.</p>
	Lawn and shrubs	<p>Esquire Developments do not guarantee the turfing and shrubbery, as they are a natural living product.</p> <p>It is the responsibility of the homeowner to maintain your lawn and garden shrubs. Please ensure they are watered regularly.</p>

ITEM	ISSUE	ACTION
Garden	Lawn and shrubs	<p>Please ensure that your lawn/shrubs are not walked on for the first 6 - 8 weeks from completion. This is the period where your landscaping is adapting to the soil, and therefore pressure on this can cause the roots to die.</p>
	Paths and paving slabs excessive movement	<p>Covered for 6 months after legal completion.</p> <p><i>Storm damage excluded.</i></p>
Gas	Leak	<p>If you smell gas externally contact SGN 0800 111 999.</p> <p>Internally, turn off the gas valve. Open windows and please contact Customer Care or out of hours Emergency number.</p> <p>If you have LPG Gas contact Flogas – 08082506644.</p>
Guttering and Downpipes, Fascias/Soffits	Broken	<p>Covered up to 28-days from completion if a fault in installation. Please contact Customer Care.</p>
	Blocked	<p>It is the home-owner's responsibility to keep the gutters free from leaves, debris etc.</p>
Immersion Heater	Malfunction	<p>Please contact Customer Care.</p>
Kitchen	Door Alignments	<p>The unit doors may need adjusting after a period of use. This is achieved by adjusting the screw located within each hinge. This is the home-owner's responsibility, please refer to your 'Kitchen Care document' in your Handover Manual.</p>
	Damage	<p>If not specifically listed in the visual disclaimer these are the home-owner's responsibility.</p>
	Work Top damage	<p>If not specifically listed in the visual disclaimer these are the home-owner's responsibility.</p>

ITEM	ISSUE	ACTION
Leaks	Causing electrical damage	Please contact our Customer Care during office hours and our Emergency number if out of hours.
	Pipework joints and seals, major leak that cannot be contained	Please contact our Customer Care during office hours and our Emergency number if out of hours.
Meters (Utilities)	Malfunction	Please contact your utility provider. Information on this can be found in your 'Guide to my Esquire Home' in your Handover Manual.
Pest Infestation	Animals/Insects entering the property	It is the home-owner's responsibility to contact pest control to find the source of the infestation.
Roof	Slipped Tiles	If the slipped tiles are not caused by adverse weather, please contact Customer Care within 6 months of the completion date.
Taps outside the home	Damaged or leaking	Covered for 28 days after legal completion please contact Customer Care . <i>Please ensure that this is turned off during winter seasons, to ensure that the tap does not freeze.</i>
Wall & Floor tiling	Damage	If not specifically listed in the visual disclaimer these are the home-owner's responsibility.
Water	Complete loss of water supply	Check water supplier has not turned this off. From then, please contact our Customer Care during office hours and our Emergency number if out of hours.
TV	Not connected or poor reception	An aerial is not installed by Esquire Developments. Please contact your installer.

ITEM	ISSUE	ACTION
Windows	Can't be locked or difficult to lock, warped and/or need adjusting to be able to close	Please contact Customer Care .
Woodwork	Less than 5mm in diameter	Minor cracks as a result of shrinkage are normal in a new build It is not necessary to report this to us as it is not covered under your warranty.
	More than 5mm in diameter	You should allow your home to settle-in for the first 28-days, if you are experiencing the same after this period, please contact Customer Care and we shall investigate accordingly.

Purchaser One Signature:

Date:

Purchaser Two Signature:

Date:

Sales Executive Signature:

Date:
