



DUNDAS

Homecare Manual

Welcome to your new home

Discover more at [Dundas.co.uk](https://www.dundas.co.uk)

At Dundas we believe a home is more than just a house and that's why we're with you every step of the way. In this document you'll find all of the information you need to feel comfortable owning a Dundas home.

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1.0 Welcome Pack

1.1 Welcome

We would like to take this opportunity to wish you a warm welcome to your new Dundas home.

We would like to thank you for choosing Dundas and wish you many years of enjoyment in your new home.

To help you settle in we have prepared this Homecare Manual which details useful information regarding the operation of the equipment and appliances installed in your new home.

We have also included some handy tips on how to look after your property, which we hope you will take the time to read along with the NHBC Guide to your new home booklet previously issued to you.

Whilst every care has been taken in the construction of your home we appreciate that some minor problems may arise during the early days and we would refer you to the sections titled 'Emergencies' and 'After Sales' which will guide you on reporting any items which need attention.

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1.2 Emergencies

An emergency is defined as an event which puts the health, safety or security of the Home Owner or a third party at immediate risk or which affects the structure of the building adversely.

If you have a gas leak telephone 0800 111 999.
This is a 24 hour emergency line.

If the gas leak is within your home:

- Open all doors and windows
- Don't use any electrical appliances (including light switches) or naked flames
- Turn off the gas supply at the emergency control valve – this is located in the gas meter box. It is 'off' when the ridged line of the spindle is across the pipe

Drainage and Plumbing

You will have been shown where the stopcock valve is located in your property during the handover demonstration.

Problems deemed to be an emergency are:

- The toilet is the only toilet in the property and cannot be flushed manually using a bucket of water
- The toilet is leaking even when not in use and the bowl overflows
- The bath, shower, basin or pipe-work is leaking even when not in use and the leak is gushing and un-containable
- External drain(s) is blocked and backing-up

Note: If it is deemed that the cause of the emergency is due to inappropriate use or false information has been given – the resident will be liable for all costs incurred.

Heating and Boilers

Problems deemed to be an emergency are:

- The Boiler fails to operate in extreme weather conditions. Please check that the system is pressurised – you will have been shown during the handover demonstration how to open and close the pressure filling loop so that the pressure is between 1.6 - 1.8.

Electrical

Problems deemed to be an emergency are:

- There is no electrical supply to your property and the consumer unit RCD switch fails to restore the supply
- Check whether there is supply to the immediate neighbourhood – there may be a power cut and the problem is with the utility provider. In this instance this is NOT deemed an emergency

In the case of an emergency during normal working hours the Customer Care Department should be contacted directly to resolve the situation.

When an emergency occurs out with normal working hours please contact 01506 295 100. Choose the 'Out of Hours Emergency' option to be transferred to the Emergency Out of Hours Service.

1.3 After Sales

This particular section gives guidance into the procedure of how to notify us of any snagging items.

On the day of your Home Demonstration the Site Manager and the Sales Negotiator accompanied you around the property and explained the working aspects of your new home (eg boiler, appliances etc) and noted any remedial works required. In the majority of cases this work should be completed prior to your move-in date but this is not always possible due to adverse weather conditions or extended lead times. A timescale will be agreed between both parties regarding the making good of outstanding items.

Please note that Dundas Estates work to the guidance notes contained within the NHBC publication 'A Consistent Approach to Finishes' with regards to tolerances for snagging works etc. A copy of this guide can be downloaded from the address noted below.

<http://www.nhbc.co.uk/NHBCpublications/LiteratureLibrary/Technicalfiledownload,15912,en.pdf>

Where works are being carried out post-handover the responsibility for removal of furniture, blinds and lifting and relaying of floor coverings shall rest with the Home Owner and no responsibility or liability shall accrue to Dundas or their contractors in this connection.

Any defects raised at the home demonstration, handover and 7 day visit will be attended to by the site team. Defects identified thereafter should be added to the six month snagging form and e-mailed to our Customer Care Department: customercare@dundas.co.uk

Head Office Telephone:
0345 853 5000

Note: A snagging list can be submitted to our customer care team anytime up until your two year warranty period ends. However, we do recommend that you send your snagging list to us from point of six months occupancy. A copy of the snagging list can be found at dundas.co.uk/snagging-form

1.4 Dispute resolution

If problems do arise, we are committed to resolving the situation as quickly as we can. It is in everyone's interest to deal with such matters as efficiently as possible.

Dundas has a complaints procedure in place and we can provide you with written details, please contact customercare@dundas.co.uk

If you are not satisfied with our response you should contact NHBC who will deal with the complaint under the terms of the Buildmark policy. This service is free of charge.

Where the complaint falls outside the NHBC's own disputes resolution scheme, NHBC will offer you the opportunity to refer your complaint to an independent Disputes Resolution Scheme.

An adjudicator will make a decision based on the information submitted by you and Dundas.

The adjudicator's decision is final and cannot be appealed. Dundas will accept the decision of the adjudicator.

1.5 Safety Awareness

We take this opportunity to remind you that building sites are dangerous places.

We ask that you make your family and visitors aware of the dangers that exist within a building site, such as scaffolding, site traffic and machinery.

Roads and footpaths do not receive final surface until the end of the development. While these surfaces remain unfinished a trip hazard exists.

At no time should you enter the building site unaccompanied by a Dundas representative.



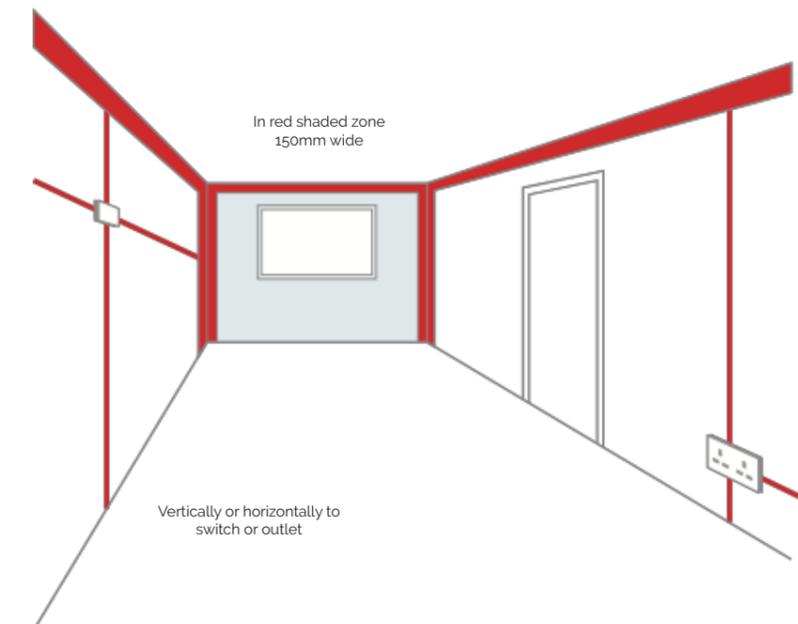
2.0 General Advice & Guidance

2.1 Electrical Cables

In order to comply with the IEE Regulations, cables without special protection, such as an earthed metal conduit, must be positioned as follows:

1. Vertically from the outlet or switch being served, or
2. Horizontally from the outlet or switch being served, or
3. Within the red shaded zone in the diagram below
4. Not closer than 50mm to any ceiling where cables are within a timber floor or below a concrete floor

Please take care and check.



2.2 Heating System

Heating Type

Your property has been fitted with gas central heating.

If you smell gas

- Immediately switch off at the meter
- Do not use electrical appliances
- Do not switch appliances or lights on or off
- Ventilate the house well and contact the Scottish Gas Network (SGN) immediately

If you have a leak:

- Switch off the water supply at the stopcock
- Open all taps to drain off remaining water and follow our After Sales, Customer Care and Emergency procedure
- Mains stopcocks are situated on the footpath or service strip
- Drain cocks for the heating system are fitted at the rear of the house

If the heating isn't working:

- Ensure system is switched on
- There should be a light on the programmer, if not check fuse/power
- Check that gas is on
- Where appropriate set room thermostat and radiator valves to maximum
- Set boiler thermostat to maximum
- Check boiler reset
- Check there is sufficient pressure at the boiler. A drop in pressure in your boiler could result in failed heating and hot water supply. The manual for your boiler will tell you what the correct pressure should be and give instructions on how to re-pressurise the system

Operational Advice

Follow manufacturer's instructions contained in their booklet.

In line with manufacturers recommendations annual servicing by a qualified engineer is required to ensure that safety and efficiency is maintained. **Your warranty will be void if you do not service your boiler annually.**

2.3 Drying Out/Shrinkage

Despite eliminating as many wet trades as possible from the construction of your home, water has been used in the construction of your new home.

Over time this water will dry out naturally as your home is lived in and heated. This may cause timber and other materials to shrink a little and this can result in small cracks and nails popping on walls and ceilings. (A nail pop is when the plaster falls away from head of fixing, leaving the head clearly visible.)

Although a little annoying these can be easily put right with a few minutes of general home maintenance and are therefore not covered under our warranty.

To keep cracks etc in your new home to a minimum, we recommend you maintain a reasonably low and constant temperature throughout your house, even in rooms which aren't occupied. You should also ventilate your new home by leaving windows, doors and trickle vents open at all times. This will allow moisture to evaporate.

2.4 Condensation

Enclosed is NHBC Guidance notes 'Condensation in homes'. Please read and put into practice the recommendations they make.

Condensation is likely to occur in all homes as the moisture in the walls start to dry out. This combined with the moisture produced by everyday activities such as cooking and bathing may cause condensation to appear on cold surfaces within your home, such as windows, external walls and cisterns etc.

The enclosed NHBC guidance notes explain in more detail why you may experience condensation in your new home and what steps you should take to minimise this.

To help you control the level of condensation we have installed extractor fans in all kitchens, bathrooms, en suites and WC's and these are designed to run continuously.

Internal doors are installed with a 10mm clearance at the bottom to comply with ventilation requirements. If you have installed your own flooring please ensure this 10mm clearance is maintained.

Window vents provide vital ventilation and these should be kept open at all times.

During the first few years in your new home, loft spaces are naturally prone to condensation. We recommend that you try not to use the loft too much and that the hatch is not left open for long periods of time. Vents have been installed in the eaves of your home to control condensation – take care not to block or cover them.

2.5 Shower and Bathing Areas

We will leave your shower cubicle in a water tight condition with the grouting and sealant intact. As part of household maintenance we recommend that both the grouting and sealant areas are checked regularly to ensure that there is no sign of cracked grout or deterioration of sealant. The seal around the bath should be regularly checked too.

In the case that maintenance is required in these areas, the original sealant should be removed and new sealant re-applied by the homeowner.

Waterproof flexible sealant and grout can be purchased from most local DIY stores.

Shower screens over the bath are designed to deflect water back into the bath and are not watertight. We have tested them to ensure they are functioning satisfactorily before handing over your home. If water does escape from/at moveable parts, we suggest drying to prevent damage to the bath panel and floor coverings.

2.6 Waste Water System

Blocked sewers can be a huge inconvenience and potentially result in an expensive insurance claim for the home owner.

Sewers are not designed to cope with modern disposable products such as nappies, wipes and cotton buds.

With a little more care and thought about how we dispose of our waste we can greatly improve the effectiveness of your drainage and sewer systems.

Below is a list of practical suggestions to prevent blockages:

1. Don't flush rags, cotton buds, sanitary products, nappies, wipes, plastic or similar materials down the toilet – put this waste in the bin
2. Medical items such as needles and syringes should be placed in special Sharps bins
3. Don't dispose of food waste down the sink – put it on a compost heap or in the waste food bin provided by your local council
4. Grease and cooking fats should not be poured down the sink – allow fats to solidify and then dispose of them in the food waste bin
5. Keep unwanted oil in a metal can and take it to a recycling centre for safe disposal

2.7 Outside Your Home*

Drainage access

When planning your new garden take care that you don't cover up any manhole covers or inspection chambers. In the unlikely event of a blocked drain or a leak, it's important that workmen have easy access to these points.

Driveways

Driveways have been designed for domestic use only.

You should be aware that you can damage your driveway if it is used to park heavy weights on it – for example skips.

The Deed of Conditions for the development do not allow commercial vehicles, caravans, boats etc to be parked anywhere on the development.

Efflorescence

You may notice white marks appearing from time to time on external walls.

This is known as efflorescence and is caused by the natural seepage of salts from bricks and mortar.

It can be easily removed with a stiff brush, however over time the weather will reduce this naturally. Do not try to wash off the salts as this may make it worse.

Gutters

Gutters should be cleaned out at least once a year to remove leaves and debris. Keep an eye out for wet patches on the wall below a gutter or downpipe as this is usually a sign that it has become blocked and needs clearing.

Outside tap

Where an outside tap is fitted you must ensure that it is isolated internally before the winter to prevent freezing during the cold weather.

Storms

During high winds or heavy snowfalls, your home may suffer a little damage such as roof tiles and gutterings becoming loose or fencing blown over. The cost of repairs will be covered under your household insurance policy.

* where applicable

2.8 Gardens*

The turf we have installed in your garden is usually laid shortly before or shortly after you move in.

Until the turf has been established please thoroughly water every day during dry spells. If the turf has not been watered properly gaps will appear between the turfs and yellowing or browning of the grass will occur and the turf may die.

It is essential that you do not walk on newly laid turf for the first three weeks.

Once the turf is established we advise mowing little and often. For the very first cut, ensure your lawnmower is on its highest setting and only remove the tips of the grass.

Before we laid the turf, the area was rotivated but not fully compacted. Over time the area may settle and you may notice bumps and hollows developing. We suggest filling small holes with compost/soil mixture and then seeding.

Note: It is the homeowners responsibility to rectify any dead/scorched patches caused by pets.

* where applicable

3.0 Appliance Instructions

3.1 Boiler

Register your boiler with the manufacturer. This activates the warranty guarantee.

Boiler manufacturer's operational and maintenance instructions are enclosed. Maintain your boiler in line with manufacturer's instructions. To ensure continual warranty cover during the two-year warranty provided by Dundas you **must** have your boiler serviced annually.

3.2 Kitchen Appliances

All appliances are provided with a two-year manufacturer's warranty.

Appliance manufacturer's operational and maintenance instructions are enclosed. In line with manufacturer's instructions we advise that you register your appliance with the manufacturer within 30 days of moving into your home.

If there is a problem with one of your kitchen appliances during the warranty period, simply call the manufacturer directly to arrange a home visit. You will find their phone number in the appliance handbook. When you ring, have the model and serial number of the appliance to hand.

3.3 Extractor Fan

Your kitchen, bathroom and en suite have been fitted with Greenwood Unity CV2GIP fans.

The Greenwood Unity fan provides ventilation for your home, protecting it against condensation and mould growth whilst ensuring a good level of indoor air quality.

The fan is essential because everyday activities such as bathing, cooking and showering create excessive steam that needs to be removed. Without the use of the extractor fan the steam will not be eliminated and result in mould growth.

Please do not switch the fans off.

The fan is a continuous running extract fan. It is smart, energy efficient and has been designed to be as discreet as possible.

It runs at a very low rate and ensures you have just the right amount of ventilation and clean air in your home. It costs around 5 pence per week to run.

4.0 Finishing Specification

4.1 External Finishes

Windows

TYPE:

Tilt & Turn

CLEANING INSTRUCTIONS:

Glass should be cleaned with any good quality window-cleaning agent.

Frames should be wiped down with a damp cloth.

Window hinges should be periodically wiped and lightly oiled if necessary.

Front and Rear Doors

CLEANING INSTRUCTIONS:

Hinges and locks should be periodically checked and lightly oiled if necessary. The manufacturer recommends treating the external timber periodically.

MAINTENANCE:

To maintain the appearance and performance of your doors, doors and thresholds should be treated with an appropriate stain or paint every 3 years or sooner if required.

French Doors

CLEANING INSTRUCTIONS:

Frames should be cleaned with a damp cloth.

Hinges and locks should be periodically checked and lightly oiled if necessary.

Garage Doors

CLEANING INSTRUCTIONS:

Frames should be cleaned with a damp cloth.

Hinges and locks should be periodically checked and lightly oiled if necessary.

4.2 Internal Finishes

Internal Pass Doors

CLEANING INSTRUCTIONS:

Frames should be cleaned with a damp cloth.
Hinges and locks should be periodically checked and lightly oiled if necessary.

Internal Paintwork

TIMBER:

Gloss Paint

WALL DECORATIONS:

White Emulsion

CEILING:

White Emulsion

4.3 Kitchen & Sanitaryware

Additional Information

Where a shower screen has been installed over a bath, to ensure longevity of the seal, please make sure it is only opened into the bath as the seal will suffer damage if it is opened outward.

If floor tiles or laminate is laid, provision must be made at kick plates and bath panels to allow for any snagging work that may be required.

Dundas will not be responsible for any damage that may occur if suitable access cannot be obtained.

The use of undiluted bleach is not recommended when cleaning the tile grouting.

4.4 Sanitaryware

WC & BASIN:

Abrasive cleaners may scratch the surface. Avoid contact with other chemicals such as bleach, aftershave, hair dyes etc. Some soaps and shampoos can stain the surface if allowed to pool undiluted.

Vitreous clay specified. Clean with a good quality sanitaryware cleaner, but please follow the manufacturers instructions. Do not leave bleaches soaking overnight as the glazed surface can be damaged as a result. Plastic toilet seats should be cleaned with warm soapy water.

BATH:

Carronite surface of the bath should be cleaned regularly with warm soapy water, preferably immediately after use.

SHOWER TRAYS:

Due to the physical nature of water, small pockets of water may remain on the shower tray after showering. We recommend that both the tray and the enclosure are wiped down with a dry cloth after use.

To help in preserving the flight safe surface, it is advised that the shower tray is cleaned immediately after use, to remove any insoluble products. Hot soapy water should be used and the tray should be wiped, with a lint free sponge. Cleaners of a gritty or abrasive nature should never be used.

Regularly clean the waste to ensure correct operation.

TAPS:

Clean with a soft cloth.
Dry/polish with a soft dry cloth.

If you'd like to get in touch with us

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Customer Notice

These particulars are prepared with care for the convenience of prospective purchasers. We operate a policy of continuous product development and therefore individual features, specification and elevational treatments may vary from time to time. Consequently, these particulars should be treated as general guidance only and should not be relied upon as describing any of the Specified Matters referred to in the Regulations made under the Property Misdescriptions Act 1991. Nor do they constitute a contract, part of a contract or a warranty.



JAMES WALKER
LEITH

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