

Newbuild Aftercare



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Section 1 – Defects

What does the Newbuild Aftercare team do?

Our homes are built to the highest standards and come with a ten-year warranty, so they're of the very best quality. However, with any new home there can be the odd teething problem, and it's part of the Aftercare team's job to make sure these are ironed out swiftly.

Our Aftercare aim to deliver an exceptional experience to everyone who buys a new home from us. Whether they're visiting a customer's new property to examine an issue, or coordinating the work of contractors to get a defect rectified in a timely manner. In short, they're a fundamental part of the team that make moving into a new Pobl home an exciting, stress free experience.

What does the term DLP stand for?

DLP stands for Defect Liability Period. This period commences from the **build completion** date. During the Defect Liability Period, the contractor is responsible for returning to your property to remedy defects within specific timescales set by Pobl.

The Defect Liability Period is usually 12 months from the date of the **build completion** date, depending on the development.

What happens after the defect liability period?

Tenants

At the end of the DLP, you are still covered for defects by your landlord, and these will need to be reported directly to Pobl.

Purchasers - NHBC Warranty

If your warranty is provided by the NHBC, from month 13 to month 24, your property will still be covered by the contractor and **structural defects** can be reported via the Aftercare team. After year 24 months, the responsibility will pass to the NHBC and defects must be reported directly to them.

Purchasers - Premier/Checkmate/Other Warranty

If your warranty is provided by someone other than the NHBC, the responsibility passes to the warranty provider from month 13 and defects must be reported directly to them.



What is a defect?

A defect is a fault that occurs in your property, where something fails to meet the standards of your new home warranty. The Newbuild Aftercare team will determine the category of the repair dependant on the severity of the issue and report this to the contractor.

What is not a defect?

A repair that is needed due to damage, neglect or general wear and tear. This includes damage caused by bad weather, accidents or poor property maintenance.

If a repair is reported to the contractor and isn't found to be a defect, this may result in a recharge. The following are not defects:

- **Blocked drains** - from items that shouldn't be flushed down the toilet/poured down the sink. *E.g. wet wipes (including 'flushable' wipes), sanitary products, cotton buds, cooking oil etc.*
- **Radiators that are cold in some areas** – if your radiator feels cool at the top but warm at the bottom it's probably because there is air in them and need bleeding.
- **Lights that are not working** – please ensure to check/replace bulbs.
- **Boiler pressure** – if an error code appears, please check the manual. If the boiler pressure is low, you will need to top up the pressure yourself.
- **Nail pops** – less than 5 in a row.
- **Appliances** – please ensure that you have correctly installed washing machines etc.
- **Settlement cracks** – up to 2mm to walls/ceilings and 4mm to stairs.





Section 2 – FAQs

I've noticed some cracks in my property. Are these covered by my warranty?

New-build homes can contain up to 5,000 litres of water in the concrete, mortar, screed and plaster. The home needs to dry-out and, as it's lived in and heated, water evaporates causing timber and plaster to shrink. During this period, you may notice cracks in plasterwork, gaps in joinery and white deposits on walls (efflorescence), all of which are completely normal in new homes and may occur regardless of the measures you take to ensure they do not. These are unavoidable and will not affect the structural integrity of your home. Try to keep an even temperature throughout your home and try to keep at least the window vents open to help ventilate your home more naturally.

As per the NHBC guidelines, the contractor would only address settlement cracks that are wider than 2mm to walls and ceilings and 4mm to stairs. Any shrinkage cracking less than 2/4mm wide would be expected to be made good by the home owner as part of normal household maintenance.

Cracks reported to the Newbuild Aftercare Team greater than 2/4mm wide within the first year of occupancy will be addressed at the end of the DLP.

I've noticed that there is condensation in my property. Is this normal?

As per the NHBC guidelines, condensation is caused by steam or water vapour coming into contact with cold surfaces, such as walls, ceilings and windows. Condensation can be the result of evaporation of moisture from building materials, which is quite common in new homes. Condensation will gradually reduce as the building dries out. Here are ways that you can help prevent against condensation:

- Open windows or window vents to allow trapped moisture to escape.
- If you have a mechanical ventilation or heat recovery (MHVR) system installed in your home, ensure that you familiarise yourself with the manual and manufacture's guidance.
- Cover pans when cooking to reduce steam and use the extractor fan.
- Always use the extractor fan if installed, when bathing or taking a shower.
- Keep internal doors open, apart from when cooking or bathing.
- Avoid drying clothes indoors, especially on radiators.
- Heat your home evenly and consistently.

I would like to use my loft as storage. Can I do this?

We strongly recommend that you do not use your loft to store items as it is an unheated space.

My paintwork looks dull and discoloured. Is this normal?

Woodwork naturally absorbs a high quantity of paint, so the first painting may not give such a satisfactory finish as later painting. Your internal walls will have been painted with a light coat; this will allow moisture to work itself out. After 9-12 months the walls will be dry enough for re-decoration.

In the event of gloss paint turning yellow, this is due to the compound in the paint reacting to environmental changes e.g. too much sunlight or complete darkness, grease or certain cleaning products that may contain harsh chemicals such as bleach. In recent years, due to the impact on the environment, paint manufacturers have had to reduce the amount of Volatile Organic Compounds or VOCs in the paint, which has caused rapid yellowing of paint. The only thing to keep on top of the discoloration is re-decoration.

When can I decorate?

After 12 months the walls will be dry enough for re-decoration. Redecorating prior to the end of DLP will void any future repairs/re-decoration if you chose to paint a room a different colour or apply wallpaper.



Section 3 – How to report a defect

Within the Defect Liability Period, please report all defects to the Newbuild Aftercare Team. **Please do not be tempted to contact the contractor yourself.**

During office hours, please call one of the following numbers and ask to speak to the Newbuild Aftercare Team. Alternatively, you can email us. Please ensure to use the correct contact details based on what area you live in.

In the event of an emergency outside office hours, your call will be diverted to our out of hours service.

Swansea, Neath, Port Talbot, Bridgend, Carmarthenshire and Powys:

Telephone: 01792 488 288

Email: newbuild-aftercarewest@poblgroup.co.uk

Rhondda Cynon Taff, Caerphilly, Newport, Monmouthshire and Torfaen:

Telephone: 01633 212 375

Email: newbuild-aftercare@poblgroup.co.uk





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