



After-Sales Policy

In line with the Consumer Code for Home Builders, as supported by the LABC we provide a full after sales service.

It is rare to encounter a problem after buying one of our homes however, we are on hand to help with any issues which may arise.

You have the benefit of a 10 year Structural and Defects Warranty and Resolution Service provided by LABC.

In addition, SJ Roberts Homes will also provide you with a 2 year after sales service from the date of legal completion.

Home Tour

A final walk-around check of your new home will be carried out two days **before legal completion** and any outstanding items will be recorded on your Home Tour Report. These items will be forwarded to our After Sales Manager for completion.

At this time, you will also be asked to check the quality of the surface finishes, glazing, decoration and fittings in your new home. Please ensure any polished surfaces are free from cosmetic damage and report anything of this nature at your Home Tour. Any damage reported after **legal completion** will be not covered under our Developer Warranty. Cosmetic damage, scuffs or bumps from moving into your new home are **not** covered under the terms of our Developer Warranty. It is important that all parties purchasing the property are available to attend the Home Tour.

Handover Day

A member of our Sales Team will contact you on the day of completion when the keys to your new home are ready for collection. We will require approximately half an hour of your time on this day to check your appliances and read the meters. We will advise you to commence your Warranties on your Boiler and white goods from this day. Register your appliances **within 2 weeks of legal completion.**

Remember to service your Heating System & Boiler annually.

The utility meters will be read on Handover Day and we will then notify the relevant utility company of the change of ownership. Contact your utility companies **within four weeks** of legal completion with the meter readings and serial numbers taken if you have not received a Welcome Pack. Readings can be found on the Handover Form.

You are responsible for setting up your Council Tax account with the Local Authority.

Home Owner's Guide

On Handover Day you will be given a Home Owner's Guide. Within this guide is important information about your new home including steps that you must follow to ensure that your new home stabilises properly during the first 12 months. The Guide contains relevant manuals for your home and gives advice on maintenance.



After-Sales

Post completion checks

6 month Check-Up

Our After Sales Manager will contact you after 6 months to enquire how you are settling into your new home. We will, at this point, deal with any routine defects which are not associated with general 'wear and tear'. We will arrange for the required work to be carried out and you will be given prior notice to make access arrangements. We will aim to complete any non-emergency items within 28 days. Once your six month check-up has been completed our After Sales Team will be on hand to assist with Emergency Defects until you final check.

Normal shrinkage is NOT a defect and will NOT be addressed by our After Sales Team. This is the normal process of your home drying out and After Sales Team can advise on how to remedy this.

2 year Check-Up

For any other problem during the first 2 years following Handover please refer to your LABC Warranty booklet 'Guide to your New Home' to determine whether the issue is covered by our Warranty.

Our After Sales Manager will contact you 2 years from the date of Handover Day to see how your home has stabilised post construction and we will complete remedial works which are not deemed to be a 'wear and tear'. We will aim to complete these non-emergency items within a 28 day period wherever possible.

Remember to service your Heating System & Boiler annually.

Years 3 - 10

After the 2 year warranty period has expired, any structural warranty issues should be reported to LABC.