

Customer Care

When you move into your new home, the Sales Consultant will show the location of the stopcock and consumer unit.

If you have a maintenance issue which you feel requires urgent attention, predominantly plumbing or electric, please telephone our office on 01622 755388 during office hours (7.30am to 5.00pm) Monday – Friday.

If there is an emergency out of office hours concerning plumbing or electrics please contact a local plumber or electrician and send the receipt to our office. If the fault is found to be a defect due to bad workmanship you will be reimbursed by Fernham Homes.

For other maintenance issues please write to us at Wiltshire House, Tovil Green, Maidstone, Kent ME15 6RJ.

All maintenance queries are logged on to our maintenance system and we will respond to you within fourteen days. There may be some items which we do not feel are our responsibility and we will advise you of these. We will arrange for our maintenance team to call on you to access and carry out any works they can deal with. For items such as windows, doors, electrics and plumbing etc. the contractor concerned may need to be contacted to carry out the work; our maintenance team will let you know if this is the case. Once the works have been completed you will be asked to sign them off, and this will also be logged on to our system.

We wish to offer the best service we can, therefore we will also ask you to grade our maintenance team member who has called to carry out the works required, we would ask that you take a couple of minutes to consider your answer as this will be very helpful in our evaluating our system and service etc.

Where we have to contact external contractors we will keep track of the process and keep you advised on when you can expect the work to be carried out. Please bear in mind that your works may have to be placed on a work schedule over which we have no control, but we will chase the outstanding items regularly on your behalf.

Our responsibility for maintenance issues continues for the first two years of occupation, after which time you should contact the NHBC (details of the Buildmark Warranty will have been given to you by your solicitor when you legally completed on your new home).