



MAINTENANCE PROCEDURE FOR FERNHAM HOMES

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 **01732 379 940** during office hours (7.30am to 5.30pm) or email customer@fernham-homes.co.uk.

If there is an emergency out of office hours, please call the local emergency company. **Please note that if you call out our maintenance team and the matter is not urgent you will be charged a call out fee of £100; if you call out the local emergency company and they do not state it as an emergency on their invoice to you, we will not reimburse you.**

For other maintenance issues please write to us at Canham Business Centre, 426 Vale Road, Tonbridge, Kent, TN9 1SW.

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 must 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.

As part of our responsibility under the NHBC we will contact you after you have been in your new home for six months and will send you a short questionnaire to complete. We will then follow the same procedure as above for any items you feel require attention.

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).