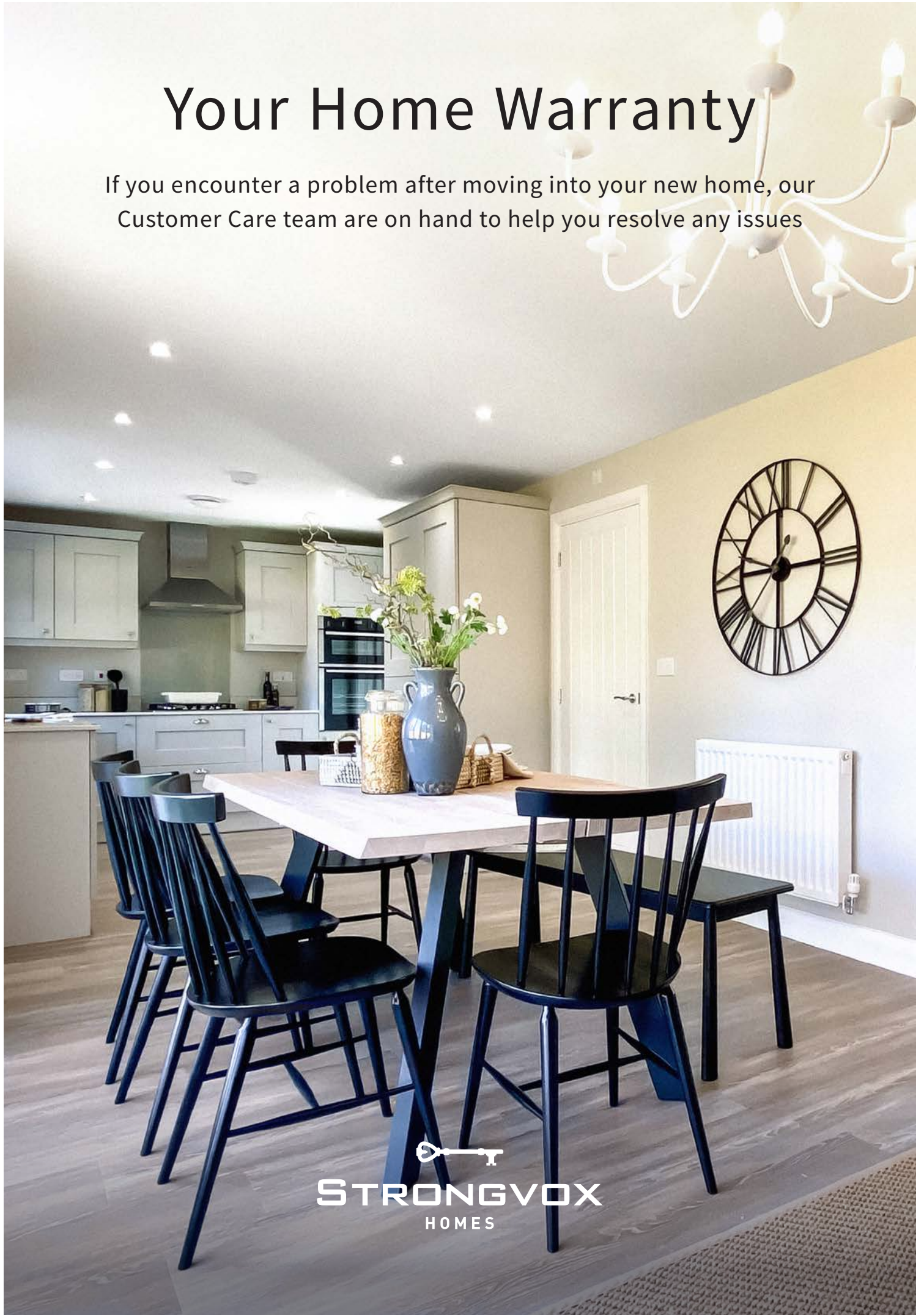


# Your Home Warranty

If you encounter a problem after moving into your new home, our Customer Care team are on hand to help you resolve any issues



**STRONGVOX**  
HOMES







We provide a **two year warranty** with your new home and undertake to deal with any necessary and agreed repairs as speedily and efficiently as possible.

Your new home also benefits from a **ten year cover** provided by one of the UKs leading providers of warranty and insurances.

# What to Report and When

From the moment you collect your keys, your main contact is Customer Care.

## Purchaser Inspection Form (7 day list)

Complete and return your purchaser inspection form 7 days after legal completion to customer care.

This can be done either by;

- Sending the form provided in your handover box to our head office
- Filling out the online form via [www.strongvox.co.uk/customer-care-after-sales/](http://www.strongvox.co.uk/customer-care-after-sales/)

The purchaser inspection form (7-day list) you submit to us will be logged on our system and issued to the site management team to resolve for you. Confirmation and a call number will be provided for your reference.

After seven days, some defects may not be covered. Further details can be found in the table below.

Items to be inspected	Inspection criteria
Sanitary ware	Free from chips, cracks and scratches
Kitchen units & worktops	Free from obvious chips, cracks and scratches in unit doors and worktops
Stairs	Viewed in natural daylight from a distance of not less than 2 metres Free from visible nicks, marks and paint/stain defects
Appliances	Free from chips and scratches
Patio/french doors	Viewed in natural daylight from a distance of not less than 2 metres Free from obvious nicks, marks and scratches
Glazing and frames	Viewed in natural daylight from a distance of not less than 3 metres Free from obvious nicks, marks and scratches
Internal décor	Viewed in natural daylight from a distance of not less than 2 metres Free from visible nicks, marks and paint defects Minor tooling marks are acceptable
Wardrobes	All shelving and rails present

Appliances such as central heating boilers, cookers, dishwashers and washing machines are covered by manufacturer's warranties and service support networks. Please ensure that you do register manufacturer's warranties when you move in.

In the event that an appliance requires service, we recommend that you contact the manufacturer's service agents direct. Contact details can be found in the product literature in your handover box.

# Report an Issue/Defect

We realise it takes many months to properly settle into your new property, therefore after a minimum of six months in your home, in the event you have found any issue, please complete a **Service Warranty Form**.

## Complete and Return your Service Warranty Form to Customer Care

This can be done either by;

- Sending the form provided in your handover box to our head office
- Filling out the online form via [www.strongvox.co.uk/customer-care-after-sales/](http://www.strongvox.co.uk/customer-care-after-sales/)

The service warranty request form you submit to us will be logged on our system and issued direct to sub-contractors where required and or we will arrange for customer care to visit your home to inspect your issues. Confirmation and a call number will be provided for your reference.

We will advise any relevant arrangements for service or repair to be carried out and if an item is not considered to be our liability, or outside the provisions of warranty, this will be clearly explained to you together with our reasons.

**Notification of issues reported by telephone should ideally only be used to report genuinely urgent items.**





# Emergency Cover

Emergency or urgent situations are thankfully rare. During the **two-year warranty period** Strongvox will offer assistance as quickly as possible and categorise it relating to its priority as follows;

## Emergencies

If people or property are threatened, we will action this within **24 hours**.

- Serious flooding
- Complete electrical failure
- Complete heating and hot water failure
- Dangerous structures
- Gas leaks
- Blockages to sewer drains

## Urgent Remedial Work

We will deal with problems leading to serious damage or severe breakdown within **3 working days**.

- Minor leaks to water supply, pipes or boiler
- Lighting failure
- Loss of water pressure
- Security to the property

### During Office Hours

During office hours emergency or urgent issues should be telephoned through to our Head Office.

**Telephone**

**01823 446194 or 01823 444055**

### Out of Office Hours

Out of office hours, these should be telephoned directly through to the appropriate sub-contractor for the development. These details are provided in your handover box. Please note non-emergency callouts could result in the homeowner being charged by the contractor.

Emergencies such as electrical, plumbing or drainage and other items classed as urgent will be actioned as they occur and full details are listed in this policy.

**Emergency (office hours only)**

**01823 446194 or 01823 444055**

## Our Working Hours

Whilst we aim to minimise inconvenience to homeowners, our in-house customer care team, subcontractors and companies that attend your home can only do so during their normal working hours.

In general, you will be requested to provide access to your home between the hours of 8.30 am - 4.30 pm Monday – Friday for work to be inspected and/or carried out.

The latest time during the day which an appointment can be made is dependent on how long has been estimated the job will take.

# The Home Owner's Responsibility

Strongvox offers an industry leading warranty programme, however, some items are considered the home owner's responsibility and as such these items are not covered by the warranty programme. The following is a brief summary of the more commonly encountered issues.

<b>Interior paint</b>	Maintenance and touch-ups are the home owner's responsibility.
<b>Minor dry lined and plaster wall cracking</b>	Nail pops, panelling and coving cracks/separations due to normal shrinkage are common and may appear. They are normal maintenance issues and non-warrantable.
<b>Wood finishes (interior and exterior)</b>	Variations in colour and/or appearance of woods can be a feature of natural materials.
<b>Decorator's filler (caulking and mastic)</b>	Both interior and exterior maintenance and touch-up are considered a home owner maintenance responsibility. (Caulking involves using filler to plug cracks).
<b>Landscaping</b>	Trees, shrubs, bushes and turf are not covered under the Warranty and are the home owner's responsibility for care and maintenance.
<b>Concrete cracks</b>	Garages, patios, paths and concrete around manhole covers can develop minor shrinkage cracks during the warranty period. These cracks are normal and should be expected.
<b>Exterior wood</b>	This can develop minor separations, shrinkage and/or warpage. This is normal.
<b>Exterior brickwork and mortar</b>	Most homes will develop some degree of minor cracking during the Warranty Period which is related to normal settlement of the foundation and/or thermal expansion and contraction. Efflorescence may also appear. This is caused by natural salts coming out from the wall materials and is quite normal. This is not harmful and usually disappears over time.
<b>Small cracks</b>	In hard floor coverings, such as tiles can be expected.
<b>Minor cracking</b>	Or loss of grouting between tiles and/or other material is not uncommon.
<b>Natural materials</b>	Such as wood and marble will have colour and tone variations. This is a normal condition.
<b>Minor warping</b>	Of wood doors, kitchen cabinet doors and other wood trim, which does not affect the function is normal.
<b>Chips, scratches, loss of finish</b>	In tile, marble, vinyl flooring, woodwork, walls, porcelain, brick, plumbing fixtures, plastic laminate, glass, or any other materials not recorded at the time of the Home Demonstration or on the Customer Inspection Form will not be covered under the warranty programme. Also, minor fading due to exposure to light, or slight dye variations, are common.
<b>Plumbing</b>	Stoppages due to foreign materials being deposited in the line by occupants and not covered under the Warranty.
<b>Water pressure</b>	Though every effort has been made, in conjunction with the local water authority to maximise the water supplies present on our developments, low water pressure conditions may limit the simultaneous use of appliances and outlets.
<b>Rain water goods (including gutters &amp; downpipes)</b>	Would not be covered under the Warranty Programme if not maintained and kept free of debris

# Contacting Customer Care

## BY EMAIL

customercare@strongvox.co.uk

## BY TELEPHONE

01823 446194

## BY POST

Strongvox Homes Customer Care, Strongvox House, Blackbrook Business Park  
Blackbrook Park Avenue, Taunton, Somerset TA1 2PX

## STRONGVOX FEEDBACK

We are always working to deliver excellent customer satisfaction. Your feedback is important to us and helps us to decide which features to build on and what improvements should and can be made.

To help us, we would like to ask you about your experience. Please take a few minutes to tell us and you'll be automatically entered into our monthly draw to win Amazon vouchers.

Strongvox would love your feedback. Post a review to our profiles below.

**Trustpilot**    <https://uk.trustpilot.com/review/www.strongvox.co.uk>

**Google**        <https://g.page/r/CXsUjWuFVK9VEAg/review>



STRONGVOX HOUSE, BLACKBROOK PARK AVENUE, BLACKBROOK BUSINESS PARK, TAUNTON, SOMERSET, TA1 2PX

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