

SILKDALE  
LIVING



# WELCOME TO YOUR NEW HOME

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Vincent Street, Macclesfield  
Customer Care | Warranty Information

# A WARM WELCOME

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The whole team at Silkdale Living would like to offer our warmest welcome into your new home.

We take pride in the quality of each home we construct, we hope that you will continue this standard of care as you become the new owners. This brief guide explains some key things you will need to know as you move into your Silkdale Living home.

We would advise that you take the time to read this booklet and the additional documents in your welcome pack as soon as convenient.

If you have any queries or questions please contact our designated support team via our website: [silkdaleliving.com/homeowners](http://silkdaleliving.com/homeowners)

*The Silkdale Living Team*





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## WARRANTY INFO

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Inside this pack you'll find your copy of the warranty information which we strongly recommend you take the time to read. The warranty is valid for 10 years from the date of legal completion.



## 01 / ABOUT US

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Silkdale Living is a company that you can depend on, we keep old fashioned values with modern practices, that ensure owning your new home is a truly wonderful experience.

Over many years operating in a wide variety of construction and building projects, we have gained a solid and reliable reputation for quality and excellence. Our customers are at the forefront of every project and as our reputation depends on it, our standards are set high, over and above our competitors.

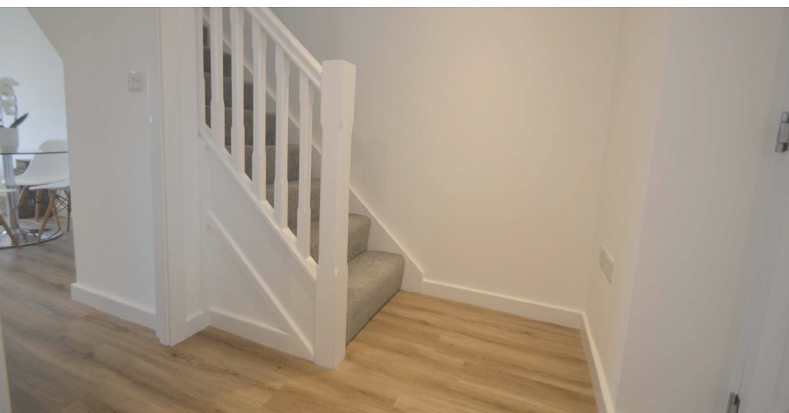
New home construction in the UK is governed by some of the highest levels of building regulations and consumer protection. This ensures new home buyers are better informed than ever before on vital aspects of their property ownership. BLP is your insurance provider and your solicitor will have given you a copy of the warranty pack when you exchanged contracts on your new home.



# NEED MORE INFO?

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Full details and terms of your warranty can be found in the pack provided by your solicitor at the time of sale.



## 02 / BLP WARRANTY

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BLP insurance policies are backed by Allianz Global Corporate & Specialty SE, an AA rated global insurer.

For the first 2 years following completion, Silkdale Living will put right damage or a defect to your home, caused by faulty workmanship or materials.

During the next 8 years of your warranty BLP will provide direct insurance cover for the full cost, subject to a minimum claim value as defined in your warranty pack.



Insurance provided by BLP  
[www.blpinsurance.com](http://www.blpinsurance.com)  
*Underwritten by Allianz*



[www.silkdaleliving.com/homeowners](http://www.silkdaleliving.com/homeowners)



## 03 / CUSTOMER CARE

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You can rest assured that your new home has undergone a series of stringent quality inspections, at key stages of construction, to ensure it meets our very high standards.

Although we work hard to ensure there will be no issues after you have moved into your new home, there may be some things that you wish to bring to our attention.

After you have completed your purchase, the “Baton of Care” is passed from our Estate Agent, Jordan Fishwick onto our dedicated Customer Care team based in our Head Office, Macclesfield.





## WE PUT YOU FIRST

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Our 'after sales process' is set out to allow you time to settle into your new home and get used to living within it:

We will contact you within 12 weeks after completion to see how you are settling in to your lovely new home. We can offer advice or answer any queries you may have. It is at this point you can report any items you may not be happy with, or you believe does not meet the necessary standards.



## OUR APPROACH

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Our team will log any items reported and request your availability for a member of our team to visit if required.

Following on from an initial visit to discuss the issues, we will contact you to arrange a date for any required repairs to be undertaken.

We will endeavour to undertake the work within 20 working days. If materials are required, it may take up to 40 working days but obviously we will try our best to rectify any issues.





## COSMETIC DEFECTS

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This commitment however, only refers to defects. We will not return to cosmetic matters or “snags” after the initial process has been completed.

While we repair defects in your home under the terms of the BLP, our Warranty Provider, you are responsible for wear and tear, decorating and routine maintenance. Silkdale Living is not responsible for problems caused by these items.

A defect must be deemed by Silkdale Living and BLP, our warranty providers, standards to be defective.

## 04 / UTILITIES

Silkdale Living will write to the utility suppliers and inform them of the meter readings taken at the time of handover and confirm that you are now the new legal property owner.

Should you need to contact your utility providers for any reason, we have included the relevant telephone numbers below:

**ELECTRICITY**

**GAS**

**WATER**



# EMERGENCY ACTION

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## **Gas Leak**

If you suspect a gas leak call the national gas emergency service on 0800 111 999.

## **Loss of Power, Gas or Water**

In the first instance please check with your utility supplier in case they have interrupted your supply for routine maintenance or other reasons. For loss of power please ensure you also try resetting the master trip switch on your fuse board.

## **Water Leak**

If you experience a water leak that cannot be contained and is likely to cause damage to your property, please visit our website to find a recommended contractor. This also applies to boiler problems, if within the first part of your two year BLP cover.





## 05 / RUNNING IN YOUR HOME

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New homes should be run-in gently over the first few months. Concrete, bricks, timber, plaster and other materials have absorbed water during construction, it certainly will not do you any harm, but it does need to evaporate slowly and be ventilated away. Up to 5000 litres of water are used to construct a property, and this water needs to be released slowly into the atmosphere.

It is in your own interest to follow the advice given by the warranty-cover provider. Information for the warranty providers can be found within this booklet.

# OUR TOP RECOMMENDATIONS

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As your home is lived in and heated, timber and other materials will shrink. This can cause small cracks on wall and ceiling finishes. Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery.

These cracks are not structurally significant and can be put right in the normal process of redecoration. However, because such minor cracks are inevitable, the builder is not required to rectify them.

To minimise cracking keep a reasonably even temperature throughout your home, even in rooms which are not occupied.

If you move in during winter months try to use the central heating sparingly at first, so that the structure of your home warms up and dries out gradually. Depending on how your home has been built and the weather conditions, this may take several months.

Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Please do not attempt to force dry your new home as this could cause a large number of cracking and shrinkage problems in the future.

Leave windows or, at least where provided, the trickle vents (slotted vents in the window frame) open for as long as you can each day.

## 06 / APPLIANCES

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Your new home appliance (and some products) come with a standard manufacturer's warranty. If you experience any technical difficulties, please refer directly to the manufacturer who will be able to assist if the concern falls within their warranty obligations.

Please note most appliance manufacturers require you to register your product within a specified time frame. After completion, ensure you contact the manufacturer to validate your warranty at your earliest convenience from moving into your new home.

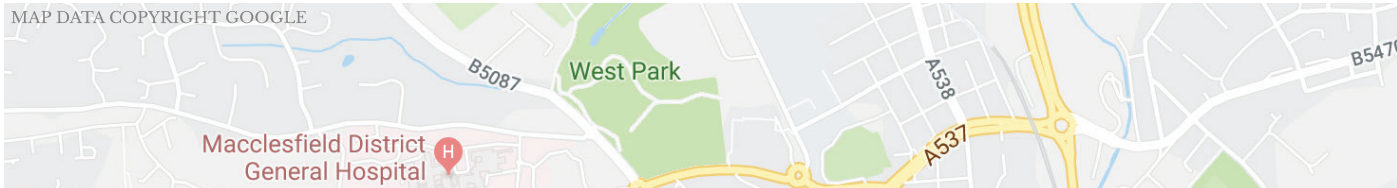
For the contact details of the guarantee company relevant to your appliance, please refer to your guarantee located in your welcome pack.







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## 07 / GET IN TOUCH

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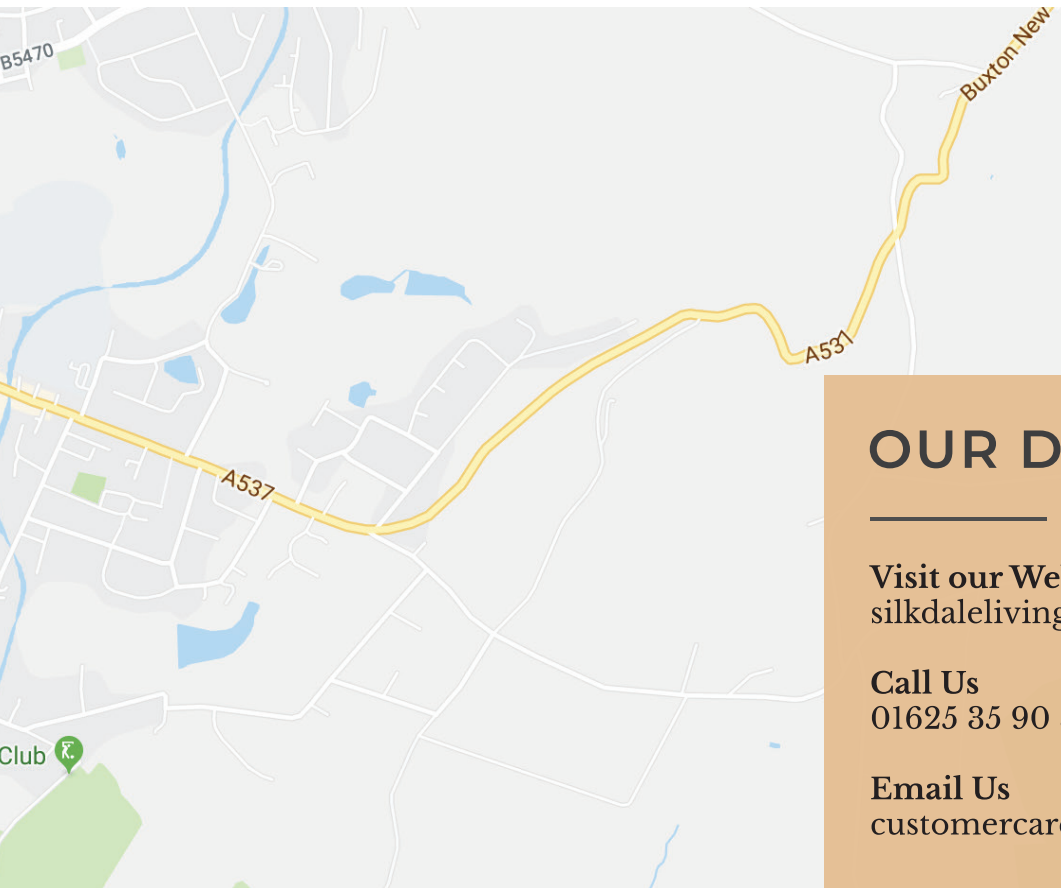
We have a designated customer care team based in Macclesfield at our Head Office; Bailey Court.

The fastest and most efficient way to contact us is via our designated Homeowners area on our website.

From our website you will be able to: download further copies of your warranties and information booklets, find and contact a recommended contractor and report any issues you may have or contact our support team.

For full details please see our website.  
[www.silkdaleliving.com/homeowners](http://www.silkdaleliving.com/homeowners)





## OUR DETAILS

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**Visit our Website**  
[silkdaleliving.com/homeowners](http://silkdaleliving.com/homeowners)

**Call Us**  
01625 35 90 35

**Email Us**  
[customercare@silkdaleliving.com](mailto:customercare@silkdaleliving.com)

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