

Knowing who to contact (Part 1 of 4)

Before making a claim have a look at the following chart to understand who you should contact.

Developer

This refers to the developer's warranty period. This will normally be the first two years for newly built homes and for converted properties. Please check your policy wording for endorsements on the other certificates.

Developer/warranty provider

This refers to insurance cover when the developer's warranty has expired. Please check your policy wording for endorsements on the other certificates.

Home insurance

Accidental weather, or human damage is not covered by this policy, it can, however be covered by your household insurance policy. Please refer to your policy for details of the level of cover.

General maintenance

This policy excludes minor blemishes, chips or scratches that will not put in danger the structure of your new home. These can, however, be fixed as a part of the general maintenance.

Technical Manual Section	Description of the problem	Possible Cause	You should refer to
1.1.5 Finishes & Fitted Furniture	Cupboard door is sticking or loose	Accidental damage	Home insurance
		Poorly fitted	Developer
	Worktop is damaged or Loose	Accidental damage	Home insurance
		Poorly fitted	Developer
Damp Proofing	Damp penetration	The property has not been ventilated properly	Developer/warranty provider
		Damp proof membrane/course is not lapped correctly	Developer/warranty provider
		The damp proof course has been bridged	Developer/warranty provider
6/7 External Walls & Interior Walls	Render coming away on external masonry walls	Render has been poorly applied	Developer/warranty provider
		An incorrect render mix was used	Developer/warranty provider
		An inappropriate product has been placed	Developer/warranty provider
	Paint flaking	Poor surface preparation	Developer
		Inappropriate type of paint applied	Developer
		Damp penetration	Developer
8 Windows & Doors	Excessive draughts through external doors and windows	No draught strips fitted	Developer
		Door is warped or twisted	Developer/warranty provider
	Rain coming in underneath or through a door	Storm or accidental damage	Home insurance
		No weather bar fitted	Developer
		The door fits badly	Developer
		Door panels are warped or shrunk	Developer/warranty provider
	Lock not working	The lock has been damaged by an attempted break in	Home insurance
		The mechanism has seized	Developer
		The lock does not align properly with its keep	Developer
	Glass broken	Accidental damage	Home insurance
	Draughts coming in through the window	There are no draught strips fitted	Developer
		The window fits badly	Developer
The window is warped or twisted		Developer	
Rain coming in through the window	The window fits badly	Developer/warranty provider	
	The design of the window is not suitable for the exposure	Developer/warranty provider	

Knowing who to contact (Part 2 of 4)

Before making a claim have a look at the following chart to understand who you should contact.

Developer

This refers to the developer's warranty period. This will normally be the first two years for newly built homes and for converted properties. Please check your policy wording for endorsements on the other certificates.

Developer/warranty provider

This refers to insurance cover when the developer's warranty has expired. Please check your policy wording for endorsements on the other certificates.

Home insurance

Accidental weather, or human damage is not covered by this policy, it can, however be covered by your household insurance policy. Please refer to your policy for details of the level of cover.

General maintenance

This policy excludes minor blemishes, chips or scratches that will not put in danger the structure of your new home. These can, however, be fixed as a part of the general maintenance.

Technical Manual Section	Description of the problem	Possible Cause	You should refer to
13 Chimneys	Chimney pot loose	Not fitted correctly	Developer
	Pointing to chimney deteriorating	Storm or accidental damage	Home insurance
		The pot has not been installed properly	Developer/warranty provider
	Chimney not drawing properly	Storm or accidental damage	Home insurance
		Not installed correctly	Developer
	Water ingress through chimney	External conditions	Home insurance
Not installed correctly		Developer	
11 Roofs	Roof leaking	Storm damage	Home insurance
		Defective roof covering	Developer
		Inadequate mortar mix	Developer
	Roof/ridge tiles loose or missing	Accidental damage or storm damage	Home insurance
		Tiles not installed correctly	Developer/warranty provider
	Pointing to eaves, ridge valleys cracked	Accidental or storm damage	Home insurance
		Not properly installed	Developer
		Lead flashing installed incorrectly	Developer/warranty provider
		Affected due to frost	General maintenance
7 Internal Walls	Moisture or staining on walls	Condensation	General maintenance/practical advice
		Water ingress	Developer
		Leaking plumbing	Developer
		Inadequate ventilation	Developer
	Cracks in plasterwork	Normal Shrinkage	General maintenance/practical advice
		Movement	Developer/warranty provider
5 Drainage	Gutter or downpipe leaking	Downpipe/gutter blocked	Developer
		A joint in the downpipe/gutter is defective	Developer
	Drainage above ground is leaking	The pipe has cracked due to accidental damage	Home insurance
		The pipe has cracked due to incorrect installation	Developer
		A joint in the pipe is not holding	Developer
	Wastepipe emits an odour	Wastepipe is blocked	General maintenance/practical advice
Water trap removed		General maintenance/practical advice	

Knowing who to contact (Part 3 of 4)

Before making a claim have a look at the following chart to understand who you should contact.

Developer

This refers to the developer's warranty period. This will normally be the first two years for newly built homes and for converted properties. Please check your policy wording for endorsements on the other certificates.

Developer/warranty provider

This refers to insurance cover when the developer's warranty has expired. Please check your policy wording for endorsements on the other certificates.

Home insurance

Accidental weather, or human damage is not covered by this policy, it can, however be covered by your household insurance policy. Please refer to your policy for details of the level of cover.

General maintenance

This policy excludes minor blemishes, chips or scratches that will not put in danger the structure of your new home. These can, however, be fixed as a part of the general maintenance.

Technical Manual Section	Description of the problem	Possible Cause	You should refer to
9.2 Building Services - drainage above ground	Water not draining away	The wastepipe, gulley or drain is blocked	General maintenance/practical advice
		The gulley is damaged due to ground movement	Developer/warranty provider
		The wastepipe or drain was not installed at the correct angle	Developer/warranty provider
	Bath, basin or sink are cracked or damaged	Damaged prior to installing	Developer
		Accidental damage	Home insurance
	Shower not working	Isolation switch and/or valve is in the "on" position	Switch isolation valve to "off" and run the shower
		Electric: there is no hot water or water at all	Developer
		Power: there is no power or water	Developer
		Mixed: there is no water at all	Developer
	Tap dripping	The washer is worn	General maintenance
		Tap is defective	General maintenance
	Sink surround is leaking	A seal has not been fitted	Developer
		The seal is broken	Developer
	Wastepipe is leaking	The pipe is cracked or punctured due to accidental damage	Home insurance
		The pipe has cracked or punctured due to incorrect installation	Developer
		The pipe has cracked due to inadequate insulation	Developer
		A joint is not holding	Developer
No water supply or low pressure	The water main has not been turned on or is not fully open	Open the valve	
	Low pressure in the mains	Check the valve to the tank is open	
	Faulty mains water supply pump	Developer/warranty provider	
The pipes are noisy	The pipework is not adequately secured	Developer	
	The pipework is not protected where it passes through joists or walls	Developer	
9.3 Building Services - electrical installation	No power	A circuit breaker has tripped at the consumer unit	General maintenance
		The light(s) or socket(s) are not wired to the circuit	Developer
		Faulty electrical distribution system	Developer/warranty provider
9.3 Building Services - electrical installations	Electrical installations not working	A circuit breaker has tripped	General maintenance/practical advice
		A fuse has blown	Check instructions replace fuse
		Appliance is not wired to the circuit	Developer
		Accidental damage	Home insurance
		Incorrectly fixed	Developer
		Faulty fixed installation	Developer/warranty provider
Faulty lift or escalator	Developer/warranty provider		

Knowing who to contact (Part 4 of 4)

Before making a claim have a look at the following chart to understand who you should contact.

Developer

This refers to the developer's warranty period. This will normally be the first two years for newly built homes and for converted properties. Please check your policy wording for endorsements on the other certificates.

Developer/warranty provider

This refers to insurance cover when the developer's warranty has expired. Please check your policy wording for endorsements on the other certificates.

Home insurance

Accidental weather, or human damage is not covered by this policy, it can, however be covered by your household insurance policy. Please refer to your policy for details of the level of cover.

General maintenance

This policy excludes minor blemishes, chips or scratches that will not put in danger the structure of your new home. These can, however, be fixed as a part of the general maintenance.

Technical Manual Section	Description of the problem	Possible Cause	You should refer to
9.4 Building Services - heating and mechanical	Radiator not producing heat	Airlock in the radiator	General maintenance/practical advice
		Radiator valve has seized	General maintenance/practical advice
		Boiler is not working	Developer/warranty provider
		Blocked pipe	Developer
	Boiler not working	Gas supply is off	Turn on the gas supply and follow the instructions for your boiler on how to relight
		Thermostat or programmer is not working correctly	Developer/warranty provider
		The pilot light has gone out	Developer/warranty provider
11.1 External Works	Driveways, paths not draining	The surface is not laid to fall	Developer
		Ground movement	Developer
	Cracking in concrete and drives	Ground movement	Developer
		Weight of traffic	Developer