

Our New Home Warranty



L&Q

L&Q new home warranty

Your L&Q warranty, which lasts for two years from the date of legal completion, covers items in addition to what is covered in the NHBC Buildmark cover or equivalent warranty provider.

For that period, we guarantee items supplied as part of your new home, covering defects caused by either faulty workmanship or materials.

Please note this includes:



Items reported at the home demonstration or handover.



Rainwater system (guttering) is covered for one year.



Burglar alarm systems are covered for one year. (If supplied)



Heating, plumbing and electrical systems are covered for two years from legal completion.
Please note: it is your responsibility to have the boiler and cylinder serviced annually by a qualified engineer, failure to do so can invalidate any warranty.



Breakdown of white goods appliances (which are supplied and fitted by L&Q) for a period of one year, appliance warranty cards need to be completed and registered with the appropriate manufacturer.

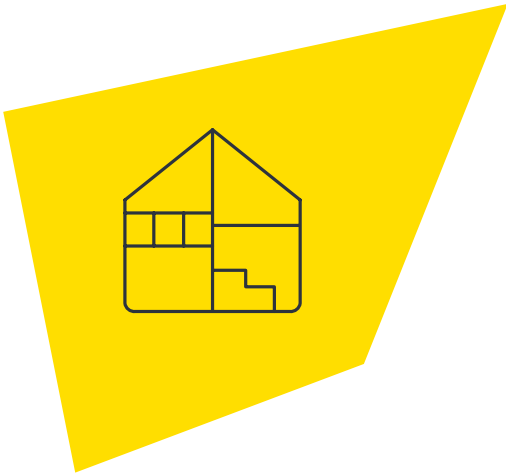


Sealed window units and patio/French doors are covered for two years from legal completion.

Our warranty does not cover:

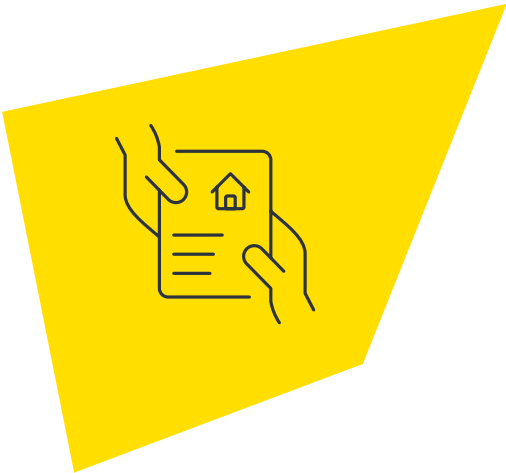
- Problems with any workmanship, materials or appliances that you have bought or added to the property.
- Damage caused by storms or accidentally, by negligence, abuse or poor maintenance of the property or appliances. This includes blockages caused by inappropriate disposal of waste.
- Any cosmetic defects such as scratches, chips or marks that have not been reported on the day of the home welcome. This includes decoration, flooring, tiling, textured ceilings, kitchen units, fitted bedroom and bathroom furniture, worktops, sinks, sanitary ware, appliances, glass, and other similar items. If you are purchasing a home which is 'sold as seen' cosmetic damage will not be covered.
- Any problems caused by natural shrinkage or condensation.
- Any inconvenience, distress, consequential loss of enjoyment, or income loss caused by remedial works, assuming all reasonable steps have been taken by L&Q or it's third-party partners or contractors to minimise disruption.
- Any verbal communication/agreement.
- Storm damage – All new homes are built to exacting standards. However, even the toughest of structures can be susceptible to storm damage. Neither the NHBC, LABC or L&Q warranties cover storm damage to your home. The Association of British Insurers advises homeowners experiencing storm damage to contact their buildings insurance company in the first instance.
- White goods supplied are covered under the manufacturers guarantee and purchasers will need to register any available warranty directly with the manufacturer at completion of the purchase.

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Alterations to your home

Any alteration or extension made to your home following legal completion may adversely affect all or part of your warranty. Please liaise with your L&Q housing lead if you plan to alter or extend your home. Likewise, you should refer to your local planning authority for further guidance and clarification.



Change of ownership

This warranty is not affected if you sell or let your home. It would help if you could pass on the details about the warranty and what it covers to tenants or subsequent buyers. If you sell your home whilst it is still within warranty, the remaining cover automatically transfers to the new owners.



Your rights

This warranty does not affect your statutory rights. Some manufacturers also offer warranties to L&Q customers over and above the initial L&Q two year warranty.

Your new home will be in warranty for a period of 10 years (up to 12 for Shared Ownership homes) from legal completion by NHBC or equivalent warranty provider, with the first two years covered directly by L&Q and backed by NHBC Resolution Service or equivalent warranty provider.

For more information about the policy cover from NHBC, please read their Buildmark policy: www.nhbc.co.uk/homeowners. Your solicitor will provide you with your NHBC warranty policy certificate, schedule and policy details.

You may also like to refer to NHBCs ‘Guide to your new home’ booklet or the appropriate version supplied by your warranty provider if not NHBC, for an overview of the Buildmark policy and helpful hints on running your home, maintenance and decorating tips.

We do not protect you against every problem that may occur and you are obliged to carry out maintenance on your home. Several limitations and conditions apply.

Please be aware that we will only deal with genuine defects. General wear and tear or damage to the property after legal completion is the homeowner’s responsibility and should not be reported to L&Q.



Reporting defects covered by the L&Q warranty



Contacting your Customer Care Team

Our Customer Care team are here to help, you can report problems covered under your warranty to L&Q Customer Care Team between 9am - 5pm, Monday to Friday.

- London:
lqaftercarelondon@lqgroup.org.uk
or call 0208 1897 604
- Home Counties:
lqaftercarecounties@lqgroup.org.uk
or call 0208 189 7440
- North, North West:
customercaresnorthwest@lqgroup.org.uk
or call 0161 968 0107

In non-emergency situations we will respond as quickly as possible, usually within five working days. However, our response times will depend on the severity of the problem and the availability of parts. We expect the majority of problems to be resolved within 20 working days. We will keep you informed if a longer time becomes necessary.

End of builder liability

- The builder has certain liabilities under the terms of their contract with L&Q for a certain period after legal completion. This is normally two years, but may sometimes be shorter.
- We will request access to your home when this period is set to expire to make sure the relevant liabilities have been fulfilled.
- The end of the builder liability does not affect your L&Q New Home Warranty. This will continue and will remain valid for two years from the date that the initial purchase was completed.

Out of hours contact

- An emergency is defined as a matter that presents an immediate danger to the occupant or members of the public or where further damage will result if the repair is delayed beyond 24 hours and/or it presents a health hazard.



If you have an out of hours emergency, please call our out of hours emergency call centre on **0300 456 9998** or **0300 456 9996**.

For for customers in the North West please call **0161 968 0107** and remain on the line until it diverts to our Out of Hours Emergency Service.

In an emergency



Emergencies do happen and accidents can occur. We're here to help, but there are a few simple checks you can carry out before you contact us.

Gas leak

- ✓ If you smell gas, please call the National Gas Emergency Number on 0800 111 999 immediately, before calling L&Q.

Central heating and hot water (complete failure)

- ✓ Check that your thermostat and timer are set correctly
- ✓ Check that all adjustable settings are set correctly
- ✓ Check there are no localised electricity or gas supply problems.

Water supply (complete loss)

- ✓ Check with the local water supplier that the water supply has not been turned off to carry out repairs and that there are no localised issues affecting the water supply. You can find your water supplier's details in your Home User Guide.

Water leak

- ✓ If you need to turn off the water supply in your home, you can find details of how to do this in your Home User Guide
- ✓ Try to contain the leak to minimise further damage
- ✓ If the leak is coming from or going into any electrical fittings, turn off the electricity at the fuse board.

Gas (total loss of supply)

- ✓ Check with the local gas supplier that the supply has not been turned off to carry out repairs and that there are no localised issues. You can find your gas suppliers details in your Home User Guide.

Electricity (total loss of supply)

- ✓ Check that the master trip switch does not need resetting
- ✓ Check with the local electricity supplier that the supply has not been turned off to carry out repairs and that there are no localised issues. You can find your electricity supplier's details in your Home User Guide.

New Shared Ownership model

If you have purchased your home via Shared Ownership you may be eligible to receive a contribution towards repairs and maintenance in your home. This is available on selected new developments and if applicable will be stated within the lease of your home.



Shared Ownership repairs allowance

If your home is eligible, you will receive a repairs allowance of up to **£500 per year for 10 years** from the date you purchase your initial share. This allowance is intended to help with the cost of certain repairs and maintenance within your home.

What the repairs allowance can be used for

The allowance can be used towards the cost of repairing, replacing (if faulty) or maintaining fixtures and fittings that:

- Supply water, gas or electricity, such as sinks, baths, taps and pipework
- Provide heating to your home, such as boilers, radiators and heating controls.

What the repairs allowance cannot be used for

The allowance cannot be used for:

- Installing new fixtures or fittings, such as kitchen units or built-in furniture
- Purchasing or installing appliances, such as ovens, washing machines or dishwashers
- Repairs covered by a building warranty, manufacturer's guarantee or any other warranty arrangement
- Home improvements, upgrades or alterations.

New build homes –first two years

For newly built homes, any defects or repair issues during the first two years after you move in should be reported to our Customer Care team via the details within this booklet.

During this period, repairs will normally be covered through the developer's defects period and building warranty arrangements. This means you should not arrange qualifying repairs yourself without first contacting us, as doing so may affect your warranty cover.

As repairs should be managed through the defects and warranty process during the first two years, the annual repairs allowance will not be available during this period.

Repairs allowance from year three

From year three onwards, an annual repairs allowance of up to **£500** will be available to support eligible repairs and maintenance costs.

Where no qualifying repairs have been reported during the first two years, a balance of **£1,000 may be available in year three**, subject to the terms of your lease and applicable Shared Ownership funding requirements.



Home welcome

You will be invited to attend a Home Welcome prior to moving into your new L&Q home.

When you arrive, you'll meet with a member of our New Homes Team who will take you through the key features of your property, highlighting important systems and equipment that will be essential for your day-to-day living.

You'll be shown how to operate and maintain key features such as:



Hot water and heating system



Ventilation system



Servicing and maintenance



Windows and doors



Intercom and entry systems



Communal areas

In addition to the demonstration, you will receive a home user guide which details further information relating to your property and the development such as:

- Key contact information
- Utility suppliers
- Broadband arrangements
- Internal specifications.

During the induction, we will walk through your new home to ensure that you are satisfied with the quality of the build and explain the L&Q warranty, what it covers, as well as your responsibilities as a homeowner. This will also

be a great opportunity to ask any questions or queries that you may have.

We understand how important it is to resolve any issues quickly and efficiently. We will guide you on how to identify and report any defects in your new home to our dedicated Aftercare Team

Once you have completed the move-in process, the team will reach out seven days after occupation either by phone or email to check in and make sure you're settling in comfortably to your new home. We want to ensure you remain satisfied with your home and address any questions or concerns you may have during this transition.





For more information

L&Q Group

T: 0300 456 9998

www.lqgroup.org.uk