Dear Homeowner(s)

We hope that you are happy with your new home!

As you are no doubt aware you are supplied with a warranty under the NHBC for your new build property. This warranty is valid for 2 years for fixtures and fittings where the issue arises from defective workmanship or materials. There is also a 10-year warranty applicable to the structure of the building.

Please note that in order for the central heating and hot water system to be covered in year 2, you must ensure the boiler and cylinder (if applicable) are serviced after 1 year and that this record is available for inspection. It is also important that you maintain your property throughout your occupation.

Details of the warranty can be found at <http://www.nhbc.co.uk> under the warranties and cover section for homeowners.

The first part of our commitment to customer care, is to visit you 7 days after completion to discuss any snagging issues that you have discovered during moving in. The timing of this visit will have already been scheduled during key handover and attached to this letter is a remedial works request form for you to complete over the next week if you discover any areas that require our attention. The site team will then work to resolve any issues before handing you over to our Customer Care team.

If you experience any major leaks, loss of power or other emergency with your home, we operate a 24-hour customer care line, please call us immediately on 033 022 33 546 option 2 where someone will be there to help.

Finally, thank you for choosing a Brampton Valley Homes, we wish you every happiness in your new home.

Kind regards

**Brampton Valley Homes**