

WELCOME

TO YOUR NEW WYATT HOME

WYATT
HOMES

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Congratulations
on choosing your
Wyatt Home. We want
to do everything we can
to make your move as
smooth and straight
forward as possible



Welcome to Wyatt Homes

Wyatt Homes are a long-established house builder, with a passion for designing and building properties of superior quality. It is this commitment that has won us many prestigious industry awards and an enviable reputation as a first-class developer.

The excellence we achieve is the result of the significant time and attention to detail that we invest in each home, no matter how large or small. We combine the very best in architectural design, quality materials and a sustainable approach, to offer attractive homes with high specifications.

If you require any assistance with your property, please contact Wyatt Homes head office:



customer.care@
wyatthomes.co.uk



01202 668266



1 Parkstone Road,
Poole, BH15 2NN



List of Emergencies

EMERGENCY SITUATIONS:

- **Complete failure of the central heating and hot water system** – please note that it is recommended you first check that the problem is not caused by a failure of the local gas/electricity supply, or by incorrect setting of either your boiler or room thermostat.
 - **Complete loss of water or gas supply** – please check with the relevant authority/supplier that the problem is not caused by a temporary supply interruption to enable repairs to be carried out.
 - **Loss of electricity supply** – please check first with your supplier to ascertain whether there has been an interruption, such as a local power failure, to the supply. This will only be considered an emergency situation if
- there is a complete loss of power to the entire unit which cannot be rectified by resetting the trip-switch on the consumer unit.
- **A water leak that cannot be contained or is penetrating an electrical fitting** – in this situation you are advised to turn off the water supply at the stopcock.
 - **Gas Leaks** – you should also call out your gas supplier who will isolate the leak and have your home made safe.
 - **A faulty lock** – to a door or window which causes a loss of security.
 - **Blocked foul-water drains causing flooding (internal or external)** – for major flood situations you will need to contact your insurance company.



NON-EMERGENCY SITUATIONS:

- Failure of kitchen appliances.
- Partial power failure to the socket outlets.
- Sink, bath or shower blockages not causing internal flooding or damage.
- Walls and fences – note that this is a non-urgent situation UNLESS the faulty wall or fence poses a danger to people or property.
- General maintenance of other problems.

SPECIAL NOTES:

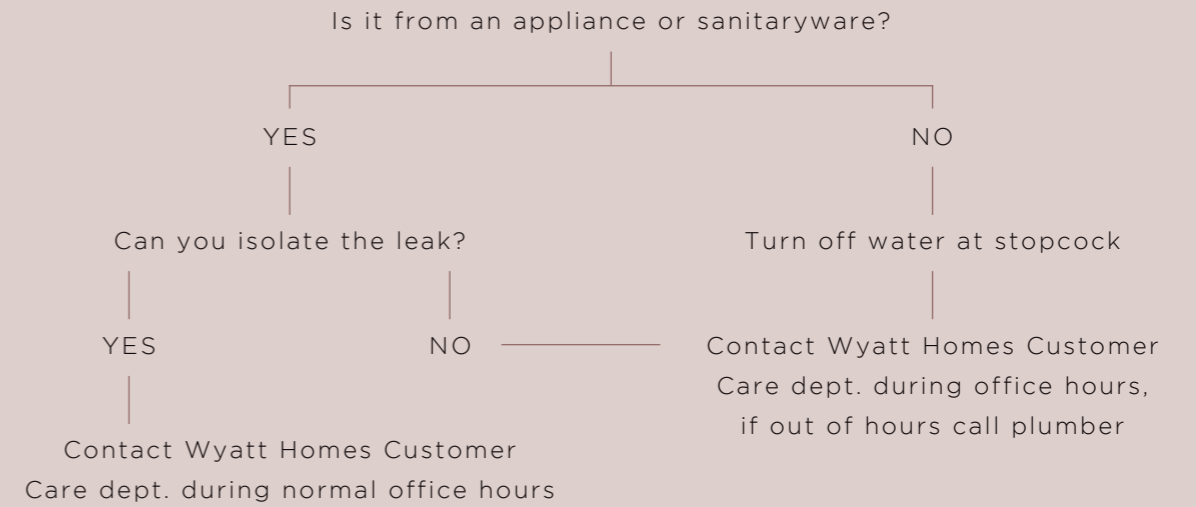
- Should Wyatt Homes, or one of the contractors, be called out and the fault is found to be the responsibility of the homeowner, all costs may be forwarded to the homeowner for settlement of the account.
- Wyatt Homes will not be responsible should any defect arise from alterations or extensions to any part of the property.
- Any damage to, or misuse of the property, caused by private contractors employed by the homeowner is the responsibility of the homeowner.
- General maintenance and upkeep of the property is the responsibility of the homeowner.



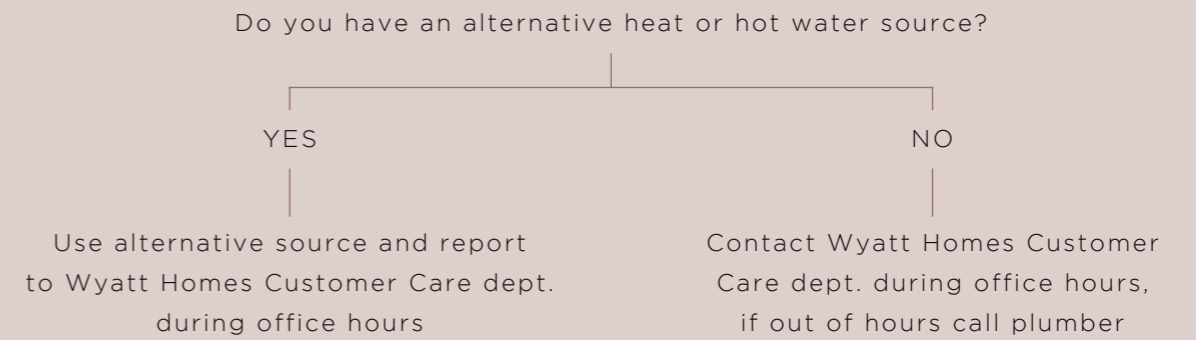
Emergency Procedures



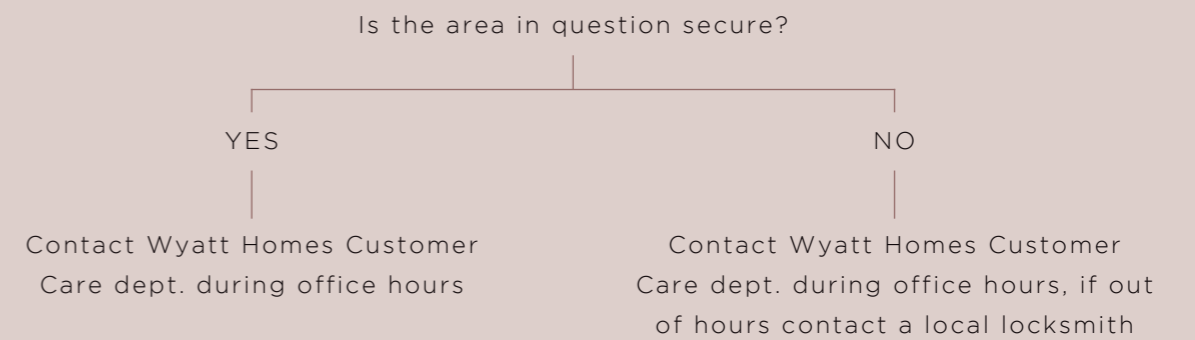
MAJOR LEAK



NO CENTRAL HEATING/HOT WATER



LOCK FAILURE TO EXTERNAL DOORS/WINDOWS/GARAGE





STORM DAMAGE

Do you live in a House or an Apartment?

HOUSE

APARTMENT

In the event of storm damage please contact your household insurance company who should arrange necessary repairs

Contact your Management Company or Wyatt Homes Customer Care dept. during office hours

Familiarise yourself with any documents regarding your insurance and insert your policy number and their telephone number below

Your policy number:

Telephone number:



GAS SMELL

Where can you smell gas?

INSIDE

OUTSIDE

Isolate the gas

Contact your Gas Supplier

Contact Wyatt Homes Customer Care dept. during office hours, if out of hours call plumber

IF YOU SMELL GAS NEVER SWITCH ON THE LIGHTS AS THIS COULD IGNITE AND CAUSE AN EXPLOSION



DRAIN BLOCKAGE

Are you able to clear the blockage?

YES

NO

No action required

Are all toilets effected?

YES

NO

Contact Wyatt Homes Customer Care dept. during normal office hours, if out of hours contact Groundworker

Isolate the area if possible and call the Wyatt Homes Customer Care dept. during office hours



ELECTRIC FAILURE

Is there danger to occupants?

YES

NO

Isolate at consumer unit and call the Wyatt Homes Customer Care dept. during office hours, if out of hours call electrician

Check 'trip' switch on consumer unit and reset

Is the power back on?

YES

NO

No further action required

Check that bulbs, appliances etc. are not at fault

WYATT HOMES CUSTOMER CARE DEPARTMENT

Office hours: Monday to Friday, 8.30am to 5.00pm

01202 668266

customer.care@wyatthomes.co.uk

There is a lot to think about when you move into a new home, so at Wyatt Homes, we have set down a few details which may help you to understand the whys and wherefores of your new home appliances





Registration of Fitted Appliances

Please note that it is the homeowner's responsibility to complete and return to the manufacturers/suppliers any warranty/guarantee cards or forms applicable to the components in your home.

These are enclosed and it is advisable to do this as soon as possible before they get mislaid or forgotten and to ensure that the appliance is fully covered under the manufacturer's warranty.

Should you experience any problems with your fitted appliances please refer in the first instance to the instruction booklet and then direct to the manufacturers if the problem cannot be resolved. Wyatt Homes are unfortunately unable to address any issues with these appliances following legal completion.





SkyQ Installation

Here's some helpful information for your Sky engineer to follow for successful connection of your SkyQ box.

1 LOCATE THE CORRECT POINT

There are SkyQ points on either side of your lounge. The SAT2 point is the correct one to use for connection of your SkyQ box

2 CONNECT THE BOX

The engineer must connect the F type lead from the SAT2 connection on the plate to input 1 on the SkyQ box

3 ENABLE SCR MODE

They should then put the SkyQ box onto SCR mode, to do so they must:

Press the Home button on the remote control and scroll down the menu to 'Settings'

Type 001 select

Scroll across to 'LNB type' and press select

Change the setting from 'Wideband' to 'SCR'

Exit out of the menu

4 RESET THE BOX

Switch the SkyQ box off at the mains and leave for 1 minute

ONCE THE BOX IS SWITCHED BACK ON, IT SHOULD BE READY TO GO!

This guide is only applicable to developments with a communal satellite dish.

FUTURE TV



info@futuretv.net



01454 610242



Instruction Manuals

Please see enclosed in your home user box file all of the instruction manuals for your home appliances.

Test Certificates

Please see enclosed in your home user box file all of the test certificates for your gas, electric, EPC and HETAS if applicable.



At Wyatt Homes we pride ourselves on our build quality and design but also recognise that sometimes you may encounter problems in your new home. We will make every effort to try to resolve these issues as soon as possible and therefore have put in place our Customer Care Department to assist in reporting any defects or queries relating to your new home

In order for us to provide a speedy and efficient service for you, we would request that any defects you notice over the next two years be reported initially in writing to the address at the start of this brochure, or by email to customer.care@wyatthomes.co.uk. If you feel that your needs are of a more urgent nature then please email and call us on 01202 668266 Monday to Friday 8.30 a.m. to 5.00 p.m.



If you have any emergencies outside of these hours please refer to the Emergencies Procedures section of this brochure. Upon reporting your defect, please quote the relevant information to enable us to assist you in the most effective way possible:

Address | Plot number | Development | Telephone number

Reasonable access during typical working hours, between Monday to Friday will need to be allowed for us to attend to remedy any defects reported. We aim to arrange appointments with our customers prior to attending to rectify any issues.

Gas Boiler Servicing

All boilers and cylinders that are supplied and installed by Wyatt Homes Appointed Plumbing Contractors are given a two year warranty by both the appointed contractor and the manufacturer.

This warranty only remains valid for the boiler and where applicable, the unvented hot water cylinder is serviced by a Gas Safe Registered Engineer within 12 months after the legal completion date. This is the homeowner's responsibility to organise at their cost. If this service is not carried out it invalidates any warranties.

This will ensure that within the two year period any repairs and parts required for the Plumbing and Heating System will be repaired under the agreement at no cost to the homeowner. It will also reduce your gas bills by keeping the boiler burning more efficiently and help to keep you and your family safe from potential risk of Carbon Monoxide poisoning.

Proof of the service will be required if our appointed contractor is called to the property to carry out any work on the system. The Benchmark book supplied with the system must be completed.

ACTION REQUIRED

BOILER AND CYLINDER MUST BE SERVICED BY A GAS SAFE REGISTERED ENGINEER WITHIN 12 MONTHS OF LEGAL COMPLETION



If the system is not serviced then any work carried out within the second year period will be chargeable to the customer.

Manufacturers will no longer attend to emergency call outs unless the customer can provide evidence that the system has been serviced.

Gas Safe Regulations controlled under Building Regulations dictate that where an appliance is found to have a fault, the engineer is legally bound to inform the

customer (end user or responsible person) of the problem. If the severity of the issues classifies the appliance as being either "at risk" or "immediately dangerous" then the appliance must not be used until such time that the fault has been rectified. If the homeowner refuses the engineer to switch off the appliance, then the engineer will inform the gas provider and wait at the property until the gas supply has been disconnected.



Restrictive Covenants

At the time of purchasing your home, your solicitor should have discussed any restrictive covenants contained within your Title Deeds prior to signing your purchase contract. The covenants are for the benefit of all residents of the development and the surrounding environment.

There are various covenants on this development including, drives, vehicle, satellite dishes etc. Please make sure you check what covenants are in place on your Title Deeds before carrying out works to the exterior of the property.

If you require further advice about the restrictive covenants and how they affect you or the environment please contact your solicitor.



Practical Maintenance

Prior to moving in, you will be invited to a demonstration of your new home. This will help to familiarise you with the appliances, heating and controls. You will also be shown the location of important meters and valves.

THE TOPICS COVERED IN THIS CHAPTER ARE AS FOLLOWS:

- How to reset a trip switch
- How to change a fluorescent tube or starter
- How to clear a blocked wastepipe
- How to clear a blocked toilet
- How to bleed a radiator
- Gutter maintenance



HOW TO RESET A TRIP SWITCH

ISSUE	SOLUTION
<p>Modern electric circuits are fitted with circuit breakers, which are known as 'trip switches'. If a fault appears in the circuit a switch is tripped which breaks the circuit.</p>	<ul style="list-style-type: none"> • Locate the consumer unit. • Making sure your hands are perfectly dry first, open the consumer unit cover. • Check which switches have tripped to the OFF position. • Put them back to the ON position.
<p>CAUSE</p> <ul style="list-style-type: none"> • Light bulbs have blown. • A circuit has been overloaded because too many power demands have been made at the same time. • A faulty appliance is being used. • There are faulty connections in appliance leads. • Water has come into contact with the circuit. • There is a faulty immersion heater. 	<ul style="list-style-type: none"> • If the trip switch goes again it is probably a faulty appliances so you need to identify which one it is and which circuit it is affecting. Each trip switch should be labelled with the part of the home it affects. • Check all rooms in the house and note which set of sockets or lights are not working. • Unplug all appliances on the affected circuit. • Switch off the immersion heater. • Switch the tripped switch to the ON position. • Plug in appliances one at a time. • Test one appliance per socket until the trip switch goes. Do not use a double adaptor. • If an appliance is faulty, leave it unplugged and contact manufacturer.



HOW TO CHANGE A FLUORESCENT TUBE OR STARTER

ISSUE 1	SOLUTION
<p>The fluorescent tube is flickering or only lighting at the ends.</p>	<ul style="list-style-type: none"> • Turn off the light at the switch and switch off the light circuit by switching off all the trip switches at the consumer unit (fuse box). • Twist it anti-clockwise and pull it out. • Put the new starter in and turn it clockwise, locking it in position. • Switch the light circuit back ON and ensure that the light works.
<p>CAUSE</p> <p>The starter is faulty and needs to be replaced.</p>	
<p>ISSUE 2</p> <p>The fluorescent tube is dim or shimmering.</p>	<ul style="list-style-type: none"> • Turn off the light at the switch and switch off the light circuit by switching off the trip switches at the consumer unit (fuse box). • Unclip the diffuser, if fitted, from its housing. • To remove the tube twist it and turn to allow the contact pins at each end of the tube to drop through the grooves in the end support brackets. Alternatively you might need to pull the fitting apart to remove the tube. • To fit the new tube slide the contact pins up through the grooves in the end support brackets and twist the tube a half turn to hold it in place. If necessary, replace the diffuser. Switch on and check the light works.
<p>CAUSE</p> <p>The tube is faulty and needs to be replaced.</p>	



HOW TO CLEAR A BLOCKED TOILET

ISSUE	SOLUTION
<p>The toilet bowl will not empty, or only empties slowly.</p>	<ul style="list-style-type: none"> • Empty the pan - bail out with a cup or jug. • Clear the blockage - push the brush or plunger to the bottom of the pan, pump it up and down vigorously about ten times, then put water into the pan to see if the blockage has cleared. You may need to repeat the whole process several times. • If no improvement call a plumber. Similarly, if more than one fitting is blocked at the same time, there may be a problem with the soil stack or underground drainage, this is when a groundworker will need to be called.
<p>CAUSE</p> <p>Blockage by an unusual object such as a nappy, toy, dislodged toilet bowl freshener etc.</p>	



HOW TO CLEAR A BLOCKED WASTEPIPE

ISSUE

The sink or washbasin will not empty, or only empties slowly.

CAUSE

There is a built-up of fat, tea leaves, hair etc. in the wastepipe.

SOLUTION

- Empty the sink - bail out with a cup or jug.
- Block the overflow opening - place a rag tightly over it.
- Clear the blockage.
- Place the plunger over the plug hole and work forcefully up and down until the blockage clears.
- Clear out the u-trap situated immediately below the plug hole. Place a bowl under the trap, unscrew the joints and remove the trap - then clean and re-fit, checking that the seals are in place and that the joints are screwed up tightly.



HOW TO BLEED A RADIATOR

ISSUE

The top part of the radiator is cold but the bottom part is warm.

CAUSE

Air is trapped in the system, preventing the hot water reaching the top of the radiator.

SOLUTION

- Unscrew the small square valve on the top of the radiator releasing air. Do not unscrew the valve completely or the value will come out. Wait until the water starts to come through, then tighten up the valve.
- Note: If you have a combination boiler or a sealed system you may need to top up the pressure - please consult your operating manual for instructions.
- Note: Only do when heating is off to avoid burns/scalds.



GUTTER MAINTENANCE

ISSUE

The gutters are overflowing and there may be straining or dampness on walls.

CAUSE

Blocked gutters. With new houses, the blockage may be caused by grit being washing off the new roof and accumulating in the gutters.

SOLUTION

Make sure you are comfortable working at heights - if not call out a specialist contractor. Check the gutter at the problem area, clear debris and check for loose joints. Clear and check all other guttering. When checking or cleaning the guttering, do not lean ladders on the plastic guttering. Doing so could damage it and the ladders may slip.



Construction may still be in process when you move into your new Wyatt Home. Whilst some people may find a construction site as a place of interest, there are many hazards and dangers to consider for you and your family's protection



Safety on Site

- Never enter the building site without being accompanied by a member of staff. By doing so you are putting yourself and others at risk.
- Never drive onto the building site.
- There will be a constant flow of heavy goods vehicles delivering to the building site. Therefore it is important to take care around the construction areas.
- Do not leave children unsupervised, where they can wander onto the building site.
- Please discuss the dangers of the building site with your children and make them aware of construction traffic for when they are playing outside. Heavy goods vehicles may not be able to see small children.
- From time to time plant machinery will need to travel around the development. These are not designed with manoeuvrability and instant braking. Please be aware that the driver may not be able to see you, so please keep a safe distance. If you cannot see the driver he cannot see you.
- Do not climb or interfere with scaffold or ladders, this is for site use only.
- Do not tamper or enter areas which are cordoned off. E.g. trenches or stored materials. The cordons are in place to keep you safe.

Safety in the Home and Garden

This section provides general advice on safety in your home and garden. It is for your guidance only and should not be considered as either mandatory or comprehensive. Please seek professional help from the relevant service provider or emergency contact in the Emergency Procedures section of this book should you require it, do not attempt anything that you are unfamiliar or uncomfortable with.



WORKING AT HEIGHTS:

- Only work from a ladder if you can do so safely, using one hand to firmly grasp the ladder and the other to complete the task.
- Always inspect a ladder before use, if the ladder is damaged do not use or attempt any DIY repairs.
- A ladder with non-slip foot attachments is advisable.
- Assemble the ladder at a stable angle and secure at the top if possible, wedge the foot of the ladder in a shallow trench or with a heavy object secured at the base.
- Regularly reposition your ladder but be aware of overhead objects and be careful not to overstretch.
- The use of attachment tray and hooks are advised.
- It is suggested to use the correct ladder for the task to prevent avoidable incidents.



ELECTRICAL SAFETY:

- Mains voltage electricity can kill and an over loaded supply can cause a fire, so follow these simple safety rules:
- Do not leave electrical appliances switched on unnecessarily and unplug appliances when you can.
- Make sure that the plug has the correct fuse for the appliance.
- Leads should be regularly checked and replaced if damaged.
- Do not attempt to repair damaged leads or make connections using adhesive tape.
- Ensure all your appliances are correctly insulated and, where necessary, earthed.
- Where possible use hand-held electrically powered appliances or tools in conjunction with residual current devices (RCDs).
- When using extension leads, place them where they will not be liable to damage or cause you to trip. This is particularly important with leads to electric lawn mowers or other garden equipment.
- Do not put power cables or extension leads under tension.



MATERIAL AND SUBSTANCES TO BE USED:

Many materials and substances used for construction and maintenance purposes can be harmful if handled or applied incorrectly, or without taking appropriate precautions. Where the material or substance has been purchased recently it should be accompanied by relevant

health and safety information. This should include how it can be stored safely, handled, applied and disposed of. Spillage and clean up information should also be included. Any suggested precautions should be followed.

PRODUCT	POSSIBLE HARMFUL AFFECTS
Cement	Alkali Burn, dermatitis
Specific Hard Woods	Respiratory problems, from dust inhaled
Certain Glues and Adhesives	Harmful fumes
Solvents	Highly flammable, harmful
Cleaning Materials	Corrosive, harmful fumes
Concrete Products	Chronic disease, if inhaled over a signiant period of time



DRILLING OR CHIPPING A WALL OR FLOOR SURFACE:

Check for the location of services buried beneath a wall or floor surface before drilling or chipping away the surface. Power cables are most likely to be horizontally or vertically positioned from

power sockets and light switches.

Gas and water services could be embedded in a floor slab. Please carry out the necessary inspection checks before continuing with any works.



SMOKE ALARMS:

Remember, you are far more likely to die of asphyxiation or poisoning from smoke and toxic fumes generated by a fire than as a result of burns, particularly when you are asleep. Wyatt Homes have installed

smoke alarm(s) as required by regulations. Please read and follow the guidance provided by the manufacturer concerning the maintenance and testing of these appliances.



CARBON MONOXIDE DETECTOR:

Your new home will be fitted with a Carbon Monoxide detector (CO Detector).

CO Detectors are designed to alert you should any trace be detected and enable you to take immediate action. Carbon Monoxide is a colourless and odourless gas (known as the silent killer).

It is one of the most frequent causes of accidental death in the home.

CO Detectors should be monitored and tested frequently to ensure it is working correctly. Please refer to the instruction manual for maintenance recommendations.



FIRE SAFETY:

Check your home for possible sources of fire, for example rooms with sources of heat such as kitchens, boiler/utility rooms, living and other rooms with open or gas fires and rooms with portable heaters. Effectively plan how you would escape should a fire break out in your new home.

Safety guards are recommended for use on open, gas and electric fires. Avoid covering the guard.

Strategically place portable heaters away from furniture and furnishings, and ensure that they cannot be accidentally knocked over.

Obtain suitable firefighting equipment, such as a fire blanket for your kitchen and general purpose fire extinguisher. Make sure you read the instructions and know how to use them, as you may not have time in an emergency.

Where practicable, switch off or extinguish heat sources before you leave home, especially for a prolonged period and close all doors and windows.

In the kitchen, if a pan should catch fire extinguish using either a fire blanket or damp towel over the pan for at least 30 minutes, this will smother the flames. Do not attempt to move a pan which is on fire.



SOLID FUEL & GAS FIRES:

To ensure the efficient operation of the chimney, a room with an open fireplace will have permanent air vent, usually located in the floor of the external walls. These vents must not be covered or obstructed, otherwise the fire will not 'draw' properly and smoke will enter the room.

This will activate any nearby smoke alarm. Chimneys where solid fuel fires are in regular use should be swept annually to prevent the outbreak of chimney fires. To continue safe use of gas fires & gas-fired boilers, they should be serviced annually by an approved gas engineer.



Drying Out Your New Home

All new homes should be allowed to settle for at least twelve months. There is a large amount of water used during the construction of your property which needs to be allowed to evaporate slowly and ventilate away.

Potential problems caused by condensation can be avoided and cracks that may appear in the property can be minimised by following the advice listed below.

ASSISTING IN THE DRYING OUT AND SETTLING PROCESS:

- Keep your new home at a reasonably constant temperature throughout the day and night and also by avoiding high temperatures.
- Leave window trickle vents open and open windows whenever safe to do so.
- Leave doors and wardrobe doors open to allow air to circulate in your home.
- Ventilate bathrooms and kitchens, especially during and shortly after use.
- Avoid using portable gas heaters.
- Ensure extractor fans are kept in working order and are used whenever moisture could be created, e.g. when showering and cooking.
- Try to use self-condensing tumble dryers or efficient ventilation to the exterior of the property.
- Do not block or obstruct air-extractor or ventilation outlets.



MOVEMENT AND SHRINKAGE:

It is quite normal to find small cracks appear, as your new property dries out and building materials shrink. These can be easily filled, however, any cracks in excess of 2mm will be rectified by Wyatt Homes. Below are typical examples of shrinkage you can expect to see in your new home:

MOVEMENT OR SHRINKAGE	RESPONSIBILITY
Cracks at the join of the staircase strings, ceiling and coving lines	<ul style="list-style-type: none"> • Under 2mm - Homeowner maintenance • 2mm or larger - Wyatt Homes
Cracks around window and door frames	<ul style="list-style-type: none"> • Under 2mm - Homeowner maintenance • 2mm or Larger - Wyatt Homes
Screw heads showing in ceilings and walls	<ul style="list-style-type: none"> • Less than six in one room - Homeowner maintenance • Six or more in one room - Wyatt Homes
Silicone mastic shrinking around baths and showers	<ul style="list-style-type: none"> • Wyatt Homes within two years
Creaky/Squeaky floorboards	<ul style="list-style-type: none"> • Excessive amount - Wyatt Homes to inspect

It is crucial to repair any gaps in mastic seals as quickly as possible to prevent water damage to other fixtures and fittings.



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In each of our individual homes, and throughout all our developments, you can be assured that our passion for exceptional homes and meticulous attention to detail is evident. At Wyatt Homes, we strive to ensure all our customers are completely delighted with every aspect of their new home

|



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