

# Homeowner's Manual

For homes with a gas boiler



Have an emergency?

See the process above



## Congratulations on moving into your new home

We know that with a new home comes a whole new world of information, but don't worry, we've put our expertise in one place, here in your home user guide.

We understand buying a home is one of the biggest purchases you'll ever make and that's why we're invested in customer care and making your experience of living in a Gleeson home a great one. We're committed to building quality, affordable homes and delivering an excellent service to you from the moment you meet us, and our commitment doesn't stop once we hand over your keys.

To give you absolute trust, peace of mind and comfort in your new home, you'll receive a two year Gleeson warranty, backed by the NHBC's resolution service. You'll also benefit from a further eight years of insurance cover from the NHBC Buildmark warranty. Our dedicated team is on hand to support you from the first day of your purchase with us. A copy of your warranty will have been given to you on your move in day.

To help you take care of your home, our homeowner's manual covers everything from shrinkage to cisterns (these are part of your toilet FYI!), giving you a comprehensive guide on how to keep your new home looking new and in good working order. You can also find lots of tips and advice in our customer information videos.

To view our customer information videos simply scan the QR codes to the left, enjoy!



Heating your new home

[youtu.be/NBJbA5IOOn4](https://youtu.be/NBJbA5IOOn4)



Utility supplies to your new home

[youtu.be/EnUITVPbyIM](https://youtu.be/EnUITVPbyIM)



External features of your new home

[youtu.be/854LeWGPJqY](https://youtu.be/854LeWGPJqY)



Internal maintenance and decoration

[youtu.be/4lpBjDPVr8w](https://youtu.be/4lpBjDPVr8w)

# Reporting a defect - MyGleeson

Your new home will have undergone a thorough inspection process to ensure that it is in a great condition when we hand it over to you. Whilst we hope that your home will be issue free, with a manmade product we do acknowledge that sometimes the odd minor issue can occur. So, that's why we've given you access to our MyGleeson portal. MyGleeson is accessible to you 24 hours a day and allows you to raise issues at your own convenience. All defects must be reported through MyGleeson.

If you do have to report a defect on MyGleeson, one of our dedicated customer care team members will categorise your defect and our site team will make contact and keep you updated with how we will rectify any issues.



## Standard repair

We will endeavour to rectify all standard repairs within 14 days. Standard repairs include, but are not limited to, adjusting doors or windows (unless there is a security risk in which case they are an emergency repair) and any remedial works to decoration, etc.

## Urgent

All urgent defects will be actioned within 72 hours. Urgent repairs include, but are not limited to, faulty locks to the bathroom doors and other items which are likely to worsen or cause additional damage to the property if not attended to, and any non-dangerous faults on appliances.

## Emergency

All emergencies will be attended to within 24 hours. Emergency repairs include but are not limited to, total loss of heat, power or light, access to running water or cooking facilities, and some uncontrolled water leaks.

# Ways to take care of your home

When you move into your stunning new Gleeson home, there will be aspects that will require general upkeep and maintenance. Taking good care of your home is key, after all it is one of the biggest investments you will make. Here are some tips on how to keep your home in the best condition.

## Tarmac driveways

Tarmac is a very durable and reliable surface, and will last for a long time when cared for correctly.

Tarmac can be susceptible to scuffing, so to take care of your drive, avoid turning your vehicles wheels while stationary on your drive as this can cause the tarmac material to scuff.

In addition, if you do ever spill any chemicals such as petrol or diesel on your driveway, make sure to wash them away promptly.

## Gravel driveways

Just like you'd maintain your garden, your drive needs a little TLC too. We recommend that to keep your drive in good condition you should rake it regularly and treat it with a standard weed product. If you have a gravel drive, we also know that sometimes the stones can spill out of place, so make sure to rake them back where they belong to keep highways and pavements clear.



## Turf

Your new turf will need a great deal of water to become fully established and rooted in, so make sure to water it regularly to avoid it drying out during the dryer months - a sprinkler will be your best friend! We also recommend that you follow a seasonal weed and feed regime, making sure to also rake and aerate your new lawn too.

If you've opted to finish your garden yourself, we'll have handed it over to you fully topsoiled. We recommend laying your turf as soon as possible, as with our temperamental British weather, your topsoil won't stick around for long, so please do try and lay your turf or seed soon after moving in. Whilst your home is being built, the natural draining properties of your garden may have been affected and it can potentially take 18 months or longer to be restored. So, you may find after periods of heavy rainfall that the ground is slow in absorbing this run off. But don't worry, this is completely normal with a newly built home.

## Drainage

You may have noticed some inspection chambers or 'manholes' in the garden of your new home, these allow access to the drainage system that runs throughout the development. Please make sure not to place anything over any permanent structures, so as to allow easy access to them if required.

In your new home, you'll need to take good care of your drains. Please make sure not to dispose of any inappropriate objects down them as this could cause a blockage. We're talking nappies, sanitary products, wipes (even those that claim to be flushable) or anything else bulky. Back in the 1960's drainage was six inches in diameter, but in modern construction its only four inches.

This reduction in size means that drains can become blocked more easily than in older homes.

Kitchen drainage is also important, so please don't pour any oil, solvents or flammable liquids down your kitchen sink. Why not keep a glass jar in your kitchen to pour oils into? That way you can then dispose of them in the dustbin.

Gleeson will not be liable for resolving any drainage issues where investigations find that blockages have been caused by the disposal of inappropriate items, so please note that remedial action will be at a cost to you as the homeowner.

If there is a localised blockage there are a number of things you can try:

- Use a flexible rod or suction cup to remove it.
- Empty the sink or basin by hand and then add some drain cleaner or sink unblocker.

For any extra information on drainage in your local area; make sure to check out your local authority's website.

## Brickwork

With a new home you might find a white powdery dust on your brickwork, this is completely normal and is actually known as 'efflorescence', which is the natural salts in the material of the brick. As your home undergoes the drying out process, this may appear on the surface of the wall, but we'd recommend leaving it be. If you try to wash it off, it will most likely just drive the salts back into the brickwork. This is not a defect, just a natural occurrence.

your home may dry out at different speeds. You might also notice some cracks appearing in the mortar, again this is completely normal.

## Damp-proof course (DPC)

A damp-proof course is a barrier, usually formed by a membrane built into the walls of a property, typically 150 mm above ground level to prevent damp rising through the walls. We recommend not leaning or stacking anything against the side of your home, just to make sure you don't bridge the damp-proof course and cause water ingress through the brickwork.

Don't forget to leave any air vents or air bricks you see in the brickwork open too, as they provide key ventilation to the suspended floors reducing potential damp.

If you're landscaping your new garden, make sure to keep the level of the ground at least 150 mm below the level of damp proof course.

It's really common that a small amount of damp is found a few courses above the DPC, this is usually caused by rain splashing up off your pathway. If you do have any concerns, then you're welcome to log this on your My Gleeson portal so our experts can take a look for you.

## Gutters

It's best not to lean any ladder or object against your gutters as you don't want to damage them or move them out of place. You'll need them to do their job or you may find leaks can lead to a build-up of mould on the outside of your home. We recommend you clean your gutters at least twice a year. If you're able to reach them safely, you can clean your home's gutters yourself, or you can hire a professional to clean them for you.

## Roof

Your roof should require little maintenance. However, if anyone does need to access your roof, please keep in mind that your roof tiles are brittle and aren't designed to take much weight. Unfortunately, storm and general weather damage can occur and whilst this isn't covered by your warranty, we recommend referring this to your home insurance provider.

## Roof space

Your roof space is designed to be ventilated, so you might find it a little draughty up there. To make your home as energy efficient as possible, we insulate the ceiling to a high standard and that's why Gleeson homes have a have a high energy efficiency rating.

You might find that the temperature of the roof space can fluctuate from hot to cold, but this is completely normal. We strongly recommend homeowners do not use the loft space for storage. This is an NHBC warranty requirement. Also, the constant opening of the hatch can encourage condensation in the loft, resulting in mould. This is caused by the warm air from your home, hitting the cold air in the loft space.

## Nail pops

Nail pops are small circles that protrude from your wall and ceiling and show up where fixings have been fastened with nails. Nail pops are a normal part of the drying out process of your home, and are a type of shrinkage. Nail pops are not classed as a defect, unless they are significant (more than six per room).

## Garage

Your garage isn't fully watertight, so we don't recommend storing your refrigerator, washing machines or any other electrical goods. If we've fitted sockets or switches for you, we'll have used water resistant fittings and RCD (residual current device) protected circuits, which are designed for you to use power tools and gardening equipment. If you plug any domestic appliances in there, it may trip the circuits.

Similar to your roof space, we'd suggest being careful when storing anything in the garage that may be affected by cold or damp. We'd also recommend not leaving anything on your garage floor, as during periods of adverse weather, it's not uncommon for rain water to be driven underneath your garage door. On the topic of garage doors, it's best to keep your runners regularly lubricated. Although, a top tip to remember is to use less force when opening it – it won't take as much force to operate it.

When opening the garage door use the central handle. If you use the corners this may cause the mechanism to become misaligned or the door to be twisted.

## Shrinkage

Did you know that to build your home, approximately 4550 litres of water have been used? This means that as your home starts to settle and dry out, you will get some shrinkage cracks. Unfortunately, these cannot be avoided and will not constitute a defect under the warranty we provide, but you can minimise them.

You'll most likely get cracks in plaster, usually at the tops and internal corners of walls, or your joints between boards. They might also appear at the join of two different types of material, for example the staircase and the plaster wall above it.

The timber will shrink across its grain and not along its length which might cause paint fills to crack or it might cause your first floor joists to shrink, you'll probably recognise this type of shrinkage from a gap in the silicone bath sealant.

Whilst shrinkage can't be avoided, it can be easily fixed by using a standard type of filler that you can get from any sort of DIY store. However, if you can fit a £1 coin into the crack, our site team will come and investigate this for you, so make sure to log these on your My Gleeson portal with a photo demonstrating the size of the crack.

# Heating and hot water

## Hot water

Your new home will be fitted with a gas fired combination boiler which effectively provides you with constant hot and cold water at mains pressure - so you won't need a power shower.

An electronic programmer controls your hot water, and can be set in two ways. Option one is a timer function, where you can choose what times you would like your heating to come on and off and the temperature. The second option is manual switch on, where you can turn your heating on as and when you want.

Your new boiler is covered by a manufacturer's two year warranty (don't forget to register it!), but you'll need to keep it regularly maintained and annually serviced by a gas safe engineer to ensure it's safe, efficient and to maintain your warranty.

## Central heating

We will have covered the central heating with you in your new home demonstration, and we've also got a handy video for you to watch all about heating your home (see the inside cover of this brochure), but we'll cover it here for you too.

The heating output in your home is provided by your radiators, which have been pre-balanced in line with the central heating system design. If your radiator is failing to heat up, then you need to adjust the thermostatic control valve.

Our top tip for heating your home is to keep the temperature above 16 degrees and below 20 degrees for the first six months, this will maintain the temperature of your home and make sure you avoid any damp and mould building up. An overly heated home will speed up the drying out process and result in extra shrinkage and superficial cracks to your home.

Your home's central heating control is achieved through the programmer. Your programmer will have been covered at length in your new home demonstration. Heat input to each zone (upstairs and downstairs) can be controlled by the wall-mounted thermostat. We recommend that the radiators are not turned off and that they are kept consistent throughout the home for the first 12 months.

Although bespoke radiator covers look great and add a touch of luxury to your home, they can drastically reduce the heat output of the radiator and therefore the temperature of the room.

Your central heating system is covered by your two year warranty. This cover doesn't extend to routine servicing and we'd highly recommend you considering taking out a service care plan for this.

## Making the most of your central heating

The instruction manual for your boiler will give you all the details on boiler lighting, re-pressurising, switching off and safety procedures. We recommend you have a look into these before you operate your new heating system. Once you have each of the main controls (detailed below) set up to meet your requirements, it will be really low maintenance and you won't have to do much after this point.

We recommend that during the colder months you leave your heating on 24 hours a day at a lower temperature, ideally between 19-20 degrees, with your trickle vents open to help the drying out process. This is also more energy efficient than if you were to heat your home from a colder temperature, two times a day.



## Boiler pressure

The boiler operates with an optimum pressure of one to two bars. If the pressure drops below this the boiler may cut out and you'll need to re-pressurise it. Don't worry – this isn't a defect and can be easily resolved, all you need to do is open the filling tap. For any more information on how to do this, please refer to your boiler manual.

## Boiler thermostat

In winter you may want to set this at a higher setting so that you're getting optimum heat emission from the domestic hot water and your radiator circuit. But make sure you don't restrict the air supply to the boiler by closing or obstructing the balanced flue or any other supply passages.

## The boiler flue

A boiler flue is a pipe on the outside of your home that carries exhaust gases produced by your boiler outside the home and releasing it into the atmosphere. The boiler flue expels these by-products outside the home safely. You can find more information on your boiler flue in our Heating Your Home customer information video - see the scannable QR code which takes you to this video on the inside cover of this brochure.

## Dual zone heating

Your home is fitted with a dual zone heating system, which means you'll have two thermostats. One will either be in the hall or living room and the second will be in the main bedroom. The valves will be hidden in either a cupboard or in your bulk head, so make sure that you keep access to these.

Gas leaks are extremely uncommon, but if you do smell gas – it's better to be safe than sorry. It may be a gas leak, or you may just be able to

smell small quantities of combustion fumes. These are usually outside but can be blown back into the house from the boiler flue on windy days.

If you're still concerned, turn off your gas at the external meter box, ventilate the property, and do not use any electrical switches or naked flames. Contact us via MyGleeson as soon as possible and we will pressure test the system.

We'll ask you for your signature before we carry out any works, if our investigations conclude that there is neither a gas leak nor faulty appliances then we'll have to cost this visit to you. You can also call your gas provider to attend, who are likely to give you similar instructions and send out an engineer.

You'll need to have your gas appliances serviced before the first 12 months of occupation has lapsed, and every 12 months thereafter in order to maintain your warranty. If your appliances don't work after 12 months, we'll need evidence of the appliance being serviced by a registered gas safe engineer of your choosing before we can accept this as a defect.

## Heating system

### Radiators

Sometimes air can gather in the top of your radiator, this just means that they need 'bleeding'. You can tell when this needs doing as the top of the radiator won't be as warm as the bottom.

We cover bleeding your radiators in our handy customer information videos.

### Boiler main switch

Take care not to switch off the main electricity supply to the boiler, if you're having troubles with heating or hot water then double check this is switched on.

## Plastic heating types

We use plastic piping within the heating and water supply system of your home. The areas these pipes run are called 'drop zones'. They're usually 150mm in either direction from internal corners of each room and are directly above your ground floor radiators. (Upstairs we run the pipes upwards from the floor to the radiators).

If you're carrying out any DIY to your home, please note that pipe and cable detectors will

not identify the positions of your plastic pipes, so take extra care! We recommend that you don't attempt to fit anything to the walls in these zones by drilling or using screws or nails as you may damage a water pipe and land yourself with a hefty repair bill.

We do fit a foil type material to the areas the plastic pipes are located but we still advise taking extra care, as the pipe detectors can be temperamental and may not detect properly.



## Top tips:

- In the colder months, leave your heating on for 24 hours with your trickle vents open to help with the drying out process
- If you choose to use the on-off function, during winter there will be a warm up period of at least 60 minutes
- The thermostat can only sense air temperature immediately surrounding its position
- The boiler needs to be set to high or maximum in winter
- If your heating is switched off for long periods of time, it may cause a damp feeling throughout the house when you turn it back on again

# The electrical system

The electricity supply enters your home through the electricity meter box that is located outside your property. The meter and the cabling belong to the electricity company and shouldn't be altered. Any cables and equipment on the 'home side' of your meter box, are your responsibility as the homeowner.

The wires that lead from the meter go to the consumer unit, which contains the main switches and also multiple MCB trip switches (milliamp circuit breakers). Each MCB will

give a description of the circuit that each one protects. Don't worry, there will be a description of the circuit each one protects detailed on them. They will have different current ratings depending on the circuit they are for.

If there is a complete electrical failure to your home, just double check with your neighbours to see if they have experienced this too, it may be an area fault and not something we can assist with.

## Top tips:

- Don't use any portable electric appliances in the bathroom (shavers that plug into a purpose made socket are an exception)
  - Don't remove any metal earth clamps connected to pipes near sinks, bathroom fittings or radiators
  - Remember to switch off at the mains if there is any work being done on an electric circuit
  - Do not carry out any DIY electrical work unless you are a certified electrician and can provide a minor works certificate
- Please note that any works undertaken by an unqualified person will invalidate the warranty on your home
- Always use the correct rating of fuse and follow manufacturer guidelines when wiring appliances
  - If you're plugging an electric garden tool into an inside socket, always use a power breaker device
  - Clean and test your smoke alarms regularly (top tip: vacuuming works perfectly)

## Circuit breakers

If the circuit breakers trip regularly, there may be an issue with one or more of your appliances.

To check if this is the cause then you can follow these simple steps below:

- Turn off all appliances in the house
- Reset the master switch (move it into the reset position before releasing it to return to the normal 'on' position)
- One by one, switch the appliances back on until the circuit breaker trips again
- Make sure to get this appliance checked by someone qualified

## White goods

The benefit of a brand new appliance means that you're protected by a two year manufacturer warranty\*, so if there are any issues with these

then you can give them a call directly to have this resolved.

To ensure you are covered, make sure to complete and return the warranty registration forms, so they have a clear record of your ownership being registered. The warranty of an appliance exists between the homeowner, and the manufacturer, meaning you have to contact them directly.

## Light bulbs

Given your home is brand new, it means all the light bulbs were fitted at the same time, so you may find that they need replacing at the same time. This is perfectly normal so don't be alarmed. It's worth remembering that if a light bulb fails, it might also cause a circuit breaker to trip.

\*This may not apply to you if you purchase one of our show homes. Please speak to your Sales Executive for more information.



# Water

## Water supply

Your home is provided with its own mains supply that is fed directly from a water meter to a stopcock (located in a base cupboard in the kitchen or utility room). The stopcock, or stop tap as it is sometimes referred to, will shut off the water to your home if needed. There is also an external stop tap in the drive or footpath leading to your home.

## Taps

The taps in your home have an internal ceramic quarter turn disc instead of a rubber washer so that dripping is rare. If it is dripping, log it on MyGleeson so we can investigate, we don't advise that you undertake any DIY as you may void your warranty with us.

If your water pressure is too high, you might hear a banging sound but don't worry, this is easily resolved and all you need to do is turn the stop tap down a little (clockwise) until the noise stops.

## Toilets

Your toilet houses a cistern, which is a tank for storing water to supply the toilet flush. Any overflow from your cistern is fed back into the toilet pan so if your cistern isn't working properly you'll see a continuous trickle of water down the back of the toilet pan. Obviously you don't want to leave this overflowing for long periods of time as you'll use an unnecessary amount of water so just keep an eye out and log it on MyGleeson if need be.

## DIY Plumbing

If you fit any extra plumbing, please ensure you are using a certified plumber and that all plumbing work is correctly fitted to the foul system. If you modify any external drainage systems that result in connection to the storm system, then you must get permission from your local authority. If not, you could face prosecution.

## External taps

If you have an external tap, you may be worried about it freezing over during the winter months. To prevent this you can isolate the tap from within the house, open it, and drain all the water from it. To avoid any issues within your home during winter, just make sure that the internal temperature is kept above freezing point.

## Leaks

### Within two years of ownership

If a water leak is unmanageable and cannot be contained then we will treat this as an emergency. If this is the case, try and identify whether the leak is from the heating system, the hot water system or the cold water system and turn off the main stop tap.

Whether the leak is containable or not, make sure to log this on your MyGleeson portal so that we can investigate it accordingly. If you do need to contact an emergency plumber we will reimburse you if the leak is covered by your warranty.

# Construction methods and routine maintenance

## External walls

The external walls to your home are dry-lined, which means plasterboards are fitted to the concrete block inner skin of the cavity wall using a special adhesive with a plaster skim finish. The gap between the plasterboard and the concrete blocks (approximately 15mm) creates a smaller secondary cavity and because of this, if you're fixing anything to it you'll need long enough screws to reach the block work.

Also remember to use an electronic detector to check for any pipework behind the places you're trying to fit screws to, and as your home has plastic pipes please refer back to our plastic heating pipes section regarding drop zones before you begin fitting any accessories to your walls.

## Internal partition walls

The internal walls to your home are constructed from either a steel or timber framework clad with plasterboards on both sides and finished with a plaster skim. If you're fixing anything to these walls we recommend a type of plasterboard fixing for hollow walls. As with the external walls, check for pipework and drop zones.

Your home may be suitable for certain bathroom access aids depending on the type of design. Please contact a Gleeson Sales Executive for further information and guidance.

## Condensation

Other than shrinkage, condensation is the other most commonly occurring effect of a new home that is drying out. To release condensation from your home make sure you leave your windows and doors open as much as you can each day. When you're out, leave the trickle vents at the heads of your windows and French door frames open to allow some air to circulate. You'll often find that condensation causes damp patches at the sides of windows and patio doors – this is normal and expected with a new build home.

It's important to leave two to three inches between your furniture (particularly large pieces) and walls, to allow air to circulate and stop any moisture from being trapped. This reduces the potential for mould and damp.

It's worth noting that condensation can build up on cold water feed pipes, for example the one to your downstairs WC, you might mistake this for a leak but don't be alarmed, just keep an eye on it and notify us if you need to.

In areas where you'll be producing excess moisture, such as in bathrooms and kitchens, we'd just advise keeping the doors closed whilst you're doing so and then ventilate these rooms as much as you can afterwards to clear it. Open your internal doors, use your extractor fans at all times and keep your trickle vents and windows open – easy job.



If your home has been designed M4-3 standard, it will have enhanced fabric which allows for a ceiling mounted hoist, a through floor lift and level threshold showers. Speak to your sales representative for more information.



Here are a few other top tips from us:

- Avoid drying washing or towels in the house, particularly on radiators (the weight of water in your wet clothes has got to go somewhere)
- Avoid leaving the loft hatch open for any length of time
- Keep a consistent heat throughout your home, intermittent heating will cause the condensation to be deposited when things start to cool down
- If you've got a tumble dryer, make sure it is a condenser or heat pump dryer
- If condensation has occurred then just mop it up as much as possible, heat the room, open your windows and ventilate the area.

## Mould growth

We know this is a little bit unpleasant but did you know that mould spores are constantly in the air around us? They require a cool, damp and unventilated condition to prosper and grow. When damp air can't escape, particularly as plaster is drying out, mould problems can begin, this is why it's so important to make sure you heat your home and ventilate it properly.

The common places we've found mould to be reported is under sinks and behind wardrobes. If the mould has set in, this will require a number of watered down bleach treatments or a mould treatment.

## Worktops, baths, showers and ceramics

Make sure not to use any abrasive cleaning products on your worktops, sinks, bath panels and shower trays. Abrasive cleaners can damage plastic, glass, non-stick surfaces, painted woodwork, and plated and highly polished metals.

If your bath sealant is cracking, in the first six months of occupancy you can log this on MyGleeson and a member of our team will come out and investigate. After six months of occupancy, bath sealant cracking becomes the homeowner's responsibility to maintain and falls under general homeowner upkeep.

## Stainless steel

Do not use abrasive cleaners on appliances unless specifically recommended by the manufacturers. Stainless steel is a hard surface but it's not scratchproof so avoid any wire scourers or harsh abrasives.

Over time you might notice little spots of rust, these are just tiny particles of ordinary steel from cast iron and other utensils that have attached themselves to the surface and then rusted in a damp environment. These are only superficial and a specific stainless steel cleaner ought to remove them.

## Kitchen unit doors

From time to time, due to opening and closing them regularly, your kitchen door units can become loose. If they do become loose, all you need to do is tighten the screws slightly. Ensure that the locking screw is always tightened when you have finished the adjustment.

## Fire and smoke detectors

Your home is fitted with interconnected, mains powered smoke detectors that have a battery back up to ensure safe operation in the event of a power failure. You should make sure to check your alarms regularly for safety purposes.

If there are any malfunctions, your smoke detector will alert you with a beep. We'd always suggest referring to the full instruction leaflet to understand how the detector functions, and to keep it fully maintained.

## Carbon monoxide alarms

We add carbon monoxide to our kitchens as standard.

## Fire safety

Your home has been built in a way to help protect you if a fire breaks out, but always remember it's your responsibility to raise the alarm and make sure people get out safely.

## Roads

Throughout the build process of your development, the base layers of the roads are installed early on to allow for use straightaway. However, the final topping off isn't laid until the development has been completed. This is to prevent damage whilst construction works are still ongoing and ensures that your local highways authority can adopt the roads and paths when they are finished to a high standard and are undamaged.

## Advice on fire precautions:

- Make sure all your smoke alarms are fully operational
- Don't store anything in the hall, landings, stairs or corridors especially if it will burn easily
- Use your central heating system and do not use gas or paraffin heaters which have a naked flame or an electric bar heater
- Use your rooms only for their purpose intended, do not use them as a workshop or storeroom
- Do not store anything in the cupboard where your fuse board is fitted (this is usually in your downstairs WC)
- Make sure your fire alarms are operating correctly by pressing the 'test' button on the unit at least once a month
- Keep fire doors closed where present

\*All images used throughout this brochure are for illustrative purposes only and show options available at the time of publication. Some images also show optional upgrades at an additional cost. Please speak to your Sales Executive for more information. Please note that available upgrades may differ between developments and house types.

**If you have any concerns about safety, please speak to your Site or Sales Manager.**

If you have any questions regarding your new home, please do use our MyGleeson portal.

My Gleeson is accessible to our customers 24 hours a day and allows you to raise any concerns at your own convenience. For anything else, our Customer Care team can be reached by emailing [customercare@mjgleeson.com](mailto:customercare@mjgleeson.com).

When you buy with Gleeson, you can expect a quality home and service throughout your buying journey and beyond. We hope that our home user guide will help you from the second you move in, throughout the length of time you occupy your beautiful Gleeson home and beyond.

**Right where you belong**

[gleesonhomes.co.uk](https://gleesonhomes.co.uk)

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