

# Homeowner's Manual

For homes with an air source  
heat pump



Have an emergency?

Scan here to view the process

### Your home information

Plot number:

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Housetype:

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Development:

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Address:

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## 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!



Get to know your air source heat pump

[youtube.com/watch?v=p71IS5rFVok](https://youtube.com/watch?v=p71IS5rFVok)



External features of your new home

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



Internal maintenance and decoration

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



Your air source heat pump control panel

[youtube.com/watch?v=Bs\\_f7ZZP2OI](https://youtube.com/watch?v=Bs_f7ZZP2OI)



Utilities supply to your new home

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

# 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 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 may sometimes need 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.

Cracks appear as the materials used to build 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, you're welcome to log this on the MyGleeson portal so our experts can take a look for you.

## Gutters

We recommend that you do not lean any ladder or heavy objects against your gutters. This will ensure they do not become damaged or move 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. It is recommended that you clean your gutters at least twice a year. If you're able to reach them safely, you may choose to clean them yourself, or you can hire a professional to carry this work out 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 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

To live comfortably in your home, you need two forms of heat. The first is hot tap water, which is also known as 'domestic hot water' and is needed all year round. The amount of hot tap water your home needs however is entirely dependent on the behaviour of the people living there. The second is space heating (heat that is emitted from the radiators) which is only needed when your home is feeling cold. New build homes in England are now built to be more energy efficient, losing far less heat to the outside than before. This means that far less space heating is required. Space heating is normally delivered by appliances, electrical equipment, lighting and heat gains from the sun. The people inside your home may balance the heat it loses to the outside, meaning the space heating system may not need to come on. Space heating is normally delivered by a central heating system.

### Wet Central Heating Systems

Your new home is provided with a wet central heating system heated by an air source heat pump (ASHP), which also provides domestic hot water for taps and appliances via a hot water storage cylinder located in a storage cupboard on the first floor. The heating system uses radiators to circulate heat around your home. We recommend you set the hot water temperature to 45°C and the internal temperature between 20-22°C.

### Radiators

As your home is built to lose far less heat than you may have been used to, you may notice that the radiators are less hot to touch. Running radiators to a warm temperature rather than hot is much more efficient for heating your home. You may also notice that

some radiators are larger than normal. As the weather becomes colder, the length of time the heating system operates for may become longer. This is more efficient than turning up the temperature and running for short periods, this is especially the case with air source heat pumps.

Corrosion and scale build-up in a wet central heating system can decrease its efficiency making it more expensive to run, increase the risk of component failures and shorten the lifespan of the system. The system installed in your home helps to prevent these. Some practical tips about these issues to discuss with your professional installer during routine maintenance, repairs, or system replacement are listed below:

- If you should ever need to fit a new heat pump, the wet central heating system in your home should first be thoroughly cleaned and flushed by your professional installer. During final filling of the system, a chemical water treatment formulation should be added to control corrosion and the formation of scale and sludge in the heating system pipework. Your installer should also refer to the heat pump manufacturer's instructions for appropriate treatment products and special requirements for individual models.
- The water supplied from the mains varies between different locations, and is referred to as hard or soft depending on the water alkalinity. If your local mains supplies hard water (you can ask your water utility company for this information), provision should be made by your professional installer to treat the

water entering the hot water circuit of your heat pumps, to reduce the rate of accumulation of limescale. If applicable to your Gleeson home, there will be an in-line scale inhibitor device located in the cylinder cupboard.

- Naturally, soft waters (of low alkalinity), or water supplied via a 'base-exchange resin water softener', have an increased potential for corrosion. If this is applicable to the water being supplied to your home, an additive will be added to the system. Details of this will be provided by the installer in your heat pump appliance literature.

## Thermostat

The thermostat is where you can choose your desired temperatures and set up your daily/weekly programmer to suit your daily routine. It also has modes such as 'powerful', 'quiet' or 'eco' as well as a number of other more complex settings. Your ASHP thermostat has been set to achieve optimum efficiencies and so we recommend that the more complicated settings are not changed, as this may negatively affect the efficiency/running costs.



Thermostat



Aquearea Smart Cloud wall unit

Images for illustration purposes only. Actual units may vary.

## Remote access and servicing

If you'd like to control your ASHP from your iOS/Android or Windows device, you may choose to purchase the optional extra remote



access unit. It also permits trained service partners to carry out remote maintenance, diagnostics and monitoring in case you have any concerns or problems. Speak to a Gleeson Sales Executive for more information on this.

## Heat Pumps

Your air source heat pump takes the heat energy from outside air (even on a cold day) and concentrates it to a usable temperature for your home; heating up your radiators and hot water (stored in a cylinder) to around 45°C. Although a heat pump uses electricity, most of that energy comes from the air which makes it very efficient.

Whereas the efficiency of gas boilers is generally tolerant to how they are run, heat pump systems need to be designed, installed and operated carefully to avoid being inefficient. As heat pumps are powered by electricity, and this is increasingly being generated renewably, heat pumps are key to reducing our reliance on fossil fuels in England for heating homes.

There are two types of heat pump normally used for heating homes: air source or ground source. In your Gleeson home, you will have an air source heat pump (ASHP). The key components of your ASHP are contained in the external unit located in your garden. This takes heat from the outside air and uses it to circulate hot water around your home via a hot water storage cylinder. The system is operated via the thermostat, which is backlit and mounted on the wall.



Your ASHP will normally be located under the window of the rear elevation, and the hot water cylinder will be located in a first floor cupboard. The cylinder will be between 150 and 300L in capacity, depending on the size of your home. Refer to your floorplans for the exact position in your house type.

ASHPs work most efficiently when they are running reasonably continuously, instead of regularly switching them on and off. For efficient use, the ASHP should not be switched off completely to control the indoor

temperature in your home. In modern, well-insulated homes, the indoor temperature will remain reasonably constant even while the central heating system is not running. Your Gleeson home features a smart ASHP that learns how long it takes for your home to warm up, and in colder weather, this means that the heating system might turn on earlier than you expect, to make sure it is at the desired temperature at the intended time.

Your heat pump comes with a three-year warranty as standard, covering your unit in the event that any issues with the system arise. To maintain this warranty, you'll need to have your air source heat pump serviced annually by a qualified professional.



### Top tips:

- An ASHP is intended to be quiet when running. To limit increases in noise from the ASHP over time, ensure it is maintained annually by a professional installer according to the manufacturer's instructions
- Around once a month, your ASHP will temporarily increase the water temperature in the cylinder to over 60°C. This is a safety feature and will eliminate any dangerous legionella that can sometimes accumulate at lower temperatures. This may mean a brief spike in energy usage and noise from the outdoor unit, so if you notice this there is no need to worry - the system will return to your set temperature once the cycle is complete
- Occasionally you may notice water dripping from underneath the unit outside. This is completely normal and you do not need to take any action. It is either a result of condensation or ice melting away after the unit has automatically run a defrost cycle. A soakaway in the ground below the unit will allow any water to drain away safely
- Regularly clean away leaves and other debris from the air intake and outlet located on the outdoor unit outside your home. If the air inlet or outlet becomes blocked, the ASHP will not work efficiently, it will use more electricity than is necessary, and it may even not provide enough heat to your home
- Do not sit on/step on the unit
- Don't place anything above the unit
- Do not insert fingers, twigs or other items into the unit
- Do not cover or enclose the unit (e.g. fence panels, trellis)
- Don't try to maintain the unit yourself, it could damage your unit and invalidate your warranty
- If you experience loss of heating, abnormally high energy bills or fault codes on your thermostat, please contact a qualified technician or your Gleeson Customer Relations Manager
- If you experience low pressure, please refer to our videos on how to re-pressurise. If you are finding that this needs to be done regularly, or see a fault code appear on the controller, please contact a service engineer
- If there is a power cut during a period of extended cold weather, you may notice a slight reduction in system pressure. This is due to valves opening externally which prevents the system freezing. Once power is restored, the pressure can easily be topped up via the filling loop in the cylinder cupboard; 1.5 Bar is the ideal pressure. Please contact a Technician with any difficulties

## How to efficiently use your heat pump

As a general rule, air source heat pumps work best when left at a set, constant internal temperature of around 21°C. However, depending on your lifestyle, it may be more cost effective to utilise the daily/weekly programmer to fluctuate the set temperature slightly.

### In the house throughout the day?

If you're home regularly throughout the day (e.g. you work from home), you will be most comfortable and will achieve optimum efficiency by leaving the system at a set temperature, perhaps setting the programmer to reduce the temperature during the night.

Your ASHP is very intelligent and will learn from how long it takes to heat up your home. It also takes into account external weather conditions, so once you've input your preferred temperatures, there is no need for you to intervene.

Your ASHP will continue to tick over in the background, ensuring gradual heating.

### Out and about most days?

If you spend little time at home - rushing out in the morning and coming back late - it may be more efficient to allow the system to cool down slightly (approximately 17°C) whilst you are out, and then bring it back up to normal temperature when you're home, e.g. 21°C. The most efficient way of doing this is by using the daily/weekly on your control panel, to set the hours you want and the higher and lower temperatures.

### Out during the week and mostly home at weekends?

Again, the daily/weekly programmer can be used to set the temperature to suit your movements. Even if you're out all week, we would discourage turning the system off completely - it is more efficient to keep it at a consistent, albeit lower temperature (approximately 15°C)

### Going on holiday?

When you're heading off on holiday, we could advise selecting the 'holiday mode' and set the controls to bring the temperature back up before you return.



# Staying cool in hot weather

NHS England cautions that prolonged periods of extremely hot weather pose serious health risks and that excessive exposure to high temperatures can kill. Those most at risk include older people, very young children and people with certain pre-existing medical conditions. For guidance about this, search 'how to cope in hot weather' on the NHS.UK website.

You can take certain steps to reduce indoor temperatures during period of hot weather to improve your comfort and generally these can be combined. Your Gleeson home has been designed to minimise overheating risks in line with the Building Regulations.

## Your home's ventilation system

**Ventilation** in your home is provided for three reasons;

1. To supply fresh air for the occupants
2. To help to ensure good indoor air quality, which means removal of enough moisture, odours, and other indoor pollutants.
3. To maintain good thermal comfort; ventilation air flows help heat to mix from different sources, so it circulates throughout your home, especially from the central heating system during cold periods

Poor levels of ventilation along with excess moisture in the indoor air can contribute to mould growth, so it is important to use the ventilation provided to keep your home 'fresh' and to remove moisture at source, particularly from shower rooms, bathrooms and kitchens. To limit excess moisture in the indoor air and condensation in your home, the following tips may be helpful:

- Avoid drying clothes indoors, especially on radiators

- To prevent moist air spreading around your home, ensure local extract fans are kept switched on and internal doors closed when cooking, bathing, or showering

If installing your own floor coverings, ensure a minimum 10mm gap is left between the bottom of the door and the floor covering to allow the building to ventilate in the way it was designed to.

**Openable window sizes** have been selected to ensure good levels of natural daylight whilst preventing excess solar gains that would make it uncomfortably hot in summer. In the warmest hours of the day, windows should be kept closed and any blinds or curtains should be closed to further limit solar gains. Then, at night and early morning when it is cooler, windows should be opened to 'purge' the excess heat. Window sill heights at first floor and above have been designed to prevent accidental falls whilst still ensuring it is possible to escape easily in the event of a fire.

Your Gleeson home has been designed with either a **natural** or a **mechanical** ventilation system:

### Natural:

This is the standard ventilation method and includes trickle vents located in the windows (and sometimes through the wall) which allow a small amount of fresh air from outside to circulate around your home. This is in addition to extract fans which remove polluted, moist air from bathrooms, kitchens and toilets.\*

The extract fans have been configured to come on with the light switch and stay on for a timed period after the light has been turned off. There will be an isolator for these fans just outside the room, we strongly discourage switching these off under normal circumstances as your home will not ventilate properly.

### Mechanical:

In some cases, mechanical extract ventilation (MEV) systems have been installed in your home. These are made up of air handling units (normally located in ceiling voids) which extract warm air from inside the home using a network of ducting and extract vents in the ceiling. By extracting the warmer air, cooler air is then naturally drawn in from outside, preventing your home from overheating.

These systems are necessary where we need to assume that external windows can't be opened to stay cool, which would normally apply in one of the following main three scenarios:

1. The site is exposed to a nearby noise source (such as a busy road or train line) and therefore leaving windows open at night to stay cool would not be reasonable, due to the disturbance this would cause to sleep
2. Your home is a 'Contemporary' style. These homes feature a large window to either a bedroom or living space. Due to the additional glazing, it is more vulnerable to overheating
3. Your home has bedrooms on the groundfloor (e.g. a bungalow or ground floor apartment). We understand that occupants may not feel comfortable leaving windows in these bedrooms open overnight in order to stay cool due to the possible security risk

During the cooler months of the year, the system will be switched off. Then, during hot weather events, the system will automatically switch on (via a thermostat) to help keep you cool.

Full details of this system and how to operate it will be provided in the appendices in this pack, if applicable.



\*On some homes, a positive input ventilation (PIV) may have been used in-lieu of trickle vents; this tends to be the case if your plot is adjacent a road or other external noise source. You will know if this is this case in your home if your windows don't have trickle vents and there is a ventilation cowl located on the ceiling of your landing. The PIV unit is hung from the loft trusses and forces air into your home and pushes it around the rooms before escaping through the building fabric. It can be accessed for maintenance from the loft hatch. Do not permanently turn off your PIV unit this will cause condensation to occur and the air quality will quickly deteriorate. The unit will be fitted with filters which must be cleaned/replaced as per manufacturer's instructions (normally just a case of washing out with clean water and allowing to dry before re-fitting).



Should you need to 'purge' the room of pollutants (for example, if you've burnt some toast or are re-painting the walls) all habitable rooms in your home have windows that open to at least 30 degrees, to be opened when needed.

Whether your home is naturally ventilated and uses trickle vents, or mechanically ventilated and uses ceiling mounted vents, these should be kept open at all times and regularly cleaned to prevent dust build up (at least once a year).

Any mechanical systems should be left switched on so that they can run as intended. If there are any particular maintenance requirements, these will be listed in the manufacturers instructions provided to you at handover.

Note that failing to keep your ventilation system maintained and operational over time and contribute to poor air quality, damp and overheating.



At all times, the following measures may be used to cool your home and its contents:

Internal doors can also be left open at night to encourage air flow, this is not the case for fire doors however (installed in three storey homes) when not in use, these **must** be kept closed.

Electrical appliances and devices generate heat while they are in use, and this can increase indoor temperatures. If possible, turn them off at the wall socket when they are not needed, as even standby mode creates a small amount of heat.

If it is safe to do so, turn off electric lighting in spaces where it is not needed. Even modern energy efficient lighting generates some heat while in use and this can increase indoor temperatures.

Be aware that when closing blinds or curtains, that these do significantly restrict air flow. So

if it is appropriate to do so, curtains should be left open at night to maximise cooling and closed in the day to reduce solar gains.

Trickle vents fitted in window frames and through-wall ventilators should all be left open including overnight and when your home is empty.

Opening windows on opposing sides of your home will maximise cooling by allowing cross-ventilation. Furthermore, opening a window on the lowest and highest floor will also provide effective 'stack' ventilation (which works by warm air rising and escaping from the top floor and drawing in cooler air from the lower floor).

# 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. You don't want to get caught short if something was to go wrong.

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.



## ASHP 2nd supplies

Your ASHP is supplied with electricity via the consumer unit, just like all the other appliances in your home. However it also features two separate, external lockable isolators located just beside the heat pump. One is for the main compressor and the other is for a back-up heater

(which ensures you always have hot water in the unlikely event of a fault with the main compressor). These are a regulatory requirement and allow the unit to be isolated for easy maintenance and servicing. There is no need to touch these isolators under normal circumstances.



## EV Chargers

In 2030, the UK Government intend to bring in a ban on production of new fossil-fuel cars and vans as part of our journey to a Net Zero 2050. As a result, your new home has been supplied with an Electric Vehicle (EV) charging point, located beside your driveway or parking bay. The EV charger is a 7.2kw Smart charger which will allow for a much faster charge than many other models available. The 'smart' functionality means that it can intelligently communicate with the local electrical grid to vary how much electricity is being drawn at various times; this normally means that your EV charger will provide a full charge faster during the night when we are all asleep and demand on the electrical grid is lower. This may also allow you to benefit from cheaper night-time energy depending on the electrical tariff; speak to your energy provider to learn more about this. Your EV charger is WiFi enabled and can be controlled via an app on your smartphone. On the app, you can set charging regimes, control access, check charging progress and more. Refer to the manufacturers instructions for further 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.

## Water usage

Your home is fitted with water-efficient taps, showers and baths which help to keep your water usage (and therefore your water bills) under control; well-designed fittings along with strong water pressure means that this can be achieved without affecting your user experience.

## 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. Some of our homes benefit from enhanced fabric which allows for a ceiling mounted hoist, a through floor lift and level threshold showers. Speak to a Gleeson Sales Executive for more information.



## Top tips:

- 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.

## Some practical tips on using ventilation provisions in your home are listed below:

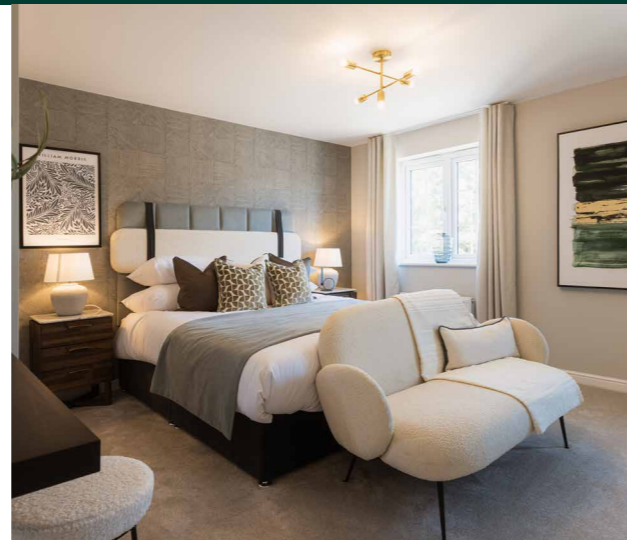
- When fitted in your home, trickle vents should be open to provide background ventilation. Trickle vents can be closed to limit cold draughts at certain times, or within rooms you are not using and heating, but remember to open them again at other times. Permanently closing trickle vents could over time contribute to your home becoming unhealthy and damp. Openings in trickle vents should be cleaned at least once per year to ensure air can flow freely through them, including internal grilles if these are present.
- For local mechanical extract fans (fitted in shower rooms, bathrooms and kitchens), all the ventilation inlet and outlets should be checked regularly to ensure they are not blocked with dust or other debris. They should be maintained by a professional installer according to the manufacturer's instructions.

If you ever choose to retrofit a combustion appliance (e.g. gas boiler, solid fuel stoves etc) then you will need to bare in mind the below:

Separate, permanently open ventilation grilles (called combustion vents) may be installed in your home to supply air for certain gas appliances, solid fuel stoves, or other combustion appliances.

These combustion vents must always be left open by law to allow sufficient air in for complete combustion and these should never be blocked. Without such combustion vents, or if blocked, carbon monoxide gas may be released which can be deadly. Modern gas boilers, stoves and gas appliances may have sealed air inlets, so they draw air directly from the outside. If in doubt, check with a professional registered engineer; Gas Safe-registered for gas, HETAS for solid fuel, or OFTEC for oil, and never block such combustion vents.

Further information on detecting and preventing carbon monoxide can be found on the following web link: [gov.uk/government/collections/carbon-monoxide-co.uk](https://www.gov.uk/government/collections/carbon-monoxide-co.uk)



## 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.

## 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.

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.

## 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.

## 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.

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Please ensure all queries are logged via the 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.

## 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 area where your fuse board is fitted
- 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

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

## Your documents

- Appendix 1: BREL Report (As Built)
- Appendix 2: EPC/PEA Report
- Appendix 3: Site Construction Photographs
- Appendix 4: Operation and Maintenance Documents (including warranty information) for Appliances, ASHP and Ventilation Systems
- Appendix 5: Housetype Floorplans
- Appendix 6: Approved Document F: Appendix C

This brochure has been created for compliance with handover requirements listed in 2021 revisions to the Building Regulations (2010).  
ADF | ADO | ADL

## Right where you belong

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

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