



# CUBE HOMES

## HOME MAINTENANCE GUIDE

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A handy guide to looking after your new home



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# HANDY GUIDE TO LOOKING AFTER YOUR NEW HOME

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MANY CONGRATULATIONS ON MOVING  
IN TO YOUR NEW HOME.

WE HOPE YOU WILL LOVE LIVING HERE AND  
ENJOY IT, EVERY BIT AS MUCH AS WE DID CREATING IT.

IN EVERY DETAIL OF A CUBE HOME WE STRIVE FOR  
THE HIGHEST LEVEL OF QUALITY STANDARDS.  
THIS ALWAYS ENSURES YOU RECEIVE THE HIGHEST QUALITY  
OF DESIGN, BUILD, SPECIFICATION AND ENERGY EFFICIENCY;  
MEANING YOU WILL SAVE MONEY TOO.

WE BUILD EACH HOME LIKE IT IS OUR OWN  
TO ENSURE EVERYTHING IS PERFECT FOR YOU.

THIS DOCUMENT HAS BEEN PREPARED BY CUBE HOMES LTD  
TO PROVIDE YOU WITH ALL THE INFORMATION YOU SHOULD  
NEED TO KNOW ABOUT YOUR HOME.

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## MOVING IN CHECKLIST

Have you registered for:

- Council Tax/ Refuse collection
- Royal Mail/Redirected mail
- Utilities (Gas, electrical, broadband, TV supplier)

## TAKING CARE OF YOUR HOME

A new home is an individually-built, hand-crafted product and this handy guide covers many different aspects of how to effectively take care of your new home.



# IN AND AROUND YOUR HOME

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WHAT YOU NEED TO KNOW

FROM WHAT YOU NEED TO KNOW, TO ROUTINE  
MAINTENANCE TIPS – IT'S ALL COVERED HERE.

# YOUR HOME



## HOME WARRANTY

Our homes come with a 10-year guarantee with either the NHBC, LABC or Premier Guarantee. This does not affect your two-year defect warranty with Cube Homes.

[www.nhbc.co.uk/homeowners/home-user-guide](http://www.nhbc.co.uk/homeowners/home-user-guide)  
[www.premierguarantee.com/homeowners/](http://www.premierguarantee.com/homeowners/)  
[www.labcwarranty.co.uk/homeowners/](http://www.labcwarranty.co.uk/homeowners/)



## CHANGE OF OWNERSHIP

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



## YOUR RIGHTS

Your warranty does not affect your statutory rights. Some manufacturers also offer warranties to Cube Homes customers over and above the initial Cube Homes two-year warranty. You will need to contact the manufacturer to activate the warranties on your appliances. Please note that we do not protect you against every problem that may occur and you are obliged to carry out maintenance on your home. Several limitations and conditions apply.



## QUALITY CHECK

Our homes are quality checked before you move in, but in the unlikely event you should find a cosmetic defect e.g. chips, scratches, cracks and damage, this must be reported during your pre-inspection snagging appointment.



## ONE-YEAR BUILD COMPLETE INSPECTION

One year after the build complete date Cube Homes will contact you to arrange an inspection with the contractor, this will be your opportunity to raise any outstanding defects and shrinkage cracks/nail "pops" in accordance with the relevant warranty providers technical standards.



## REFUSE/RECYCLING COLLECTION

Please refer to your local council's website for full details.



# HOME WARRANTY



## OUR WARRANTY DOES NOT COVER:

- Problems associated with any work you have carried out at the property or any appliances you have bought and installed.
- Damage caused accidentally, by storms, negligence, abuse or poor maintenance of the property or appliances. This includes blockages caused by inappropriate disposal of waste.
- Any cosmetic defects such as scratches, chips or marks that have not been reported within seven days of legal completion. This includes decoration, flooring, tiling, textured ceilings, kitchen units, fitted bedroom and bathroom furniture, worktops, sinks, sanitary ware, appliances, glass and other similar items. Outside of this time frame, it maybe difficult to establish how the damage was caused.
- Any inconvenience, distress, consequential loss of enjoyment or income loss caused by remedial works, assuming all reasonable steps have been taken to minimise disruption.



## ALTERATIONS

Any alteration or extension made to your home following legal completion may adversely affect all or part of your warranty. Please provide detailed drawings and specifications and liaise with your Cube Homes team member if you plan to alter or extend your home.



## APPLIANCES

All of your appliances come with a manufacturer's warranty - it is your responsibility to register the appliances to ensure the validity of the warranties. They are not covered under the 2-year defect warranty with Cube Homes.



## HOLIDAYS/EXTENDED PERIODS OF NON-OCCUPANCY

We would recommend that you take all necessary precautions before going away on holiday or leaving your home unoccupied for long periods of time.

Cube Homes cannot be held responsible for any damage caused if the correct precautions are not taken during these periods.

Don't forget to check that your insurance will cover you if you are going to be away from your home for an extended period.

# HOME SAFETY

It's important to maintain your home, but safety should be your first consideration before doing anything.

Below is a list of jobs we suggest should be carried out by a qualified professional. However, if there are any other jobs you do not feel comfortable doing yourself, always seek professional help.

- When installing child safety measures such as safety gates or cupboard safety catches, always follow manufacturers installation guidelines. Cube Homes cannot be held responsible for any damage caused when installing such items.
- Testing and repair of all gas and heating appliances.
- Testing and repair of all electrical appliances.
- Testing of security alarms (where fitted).
- Replacing smoke alarms and carbon monoxide detectors.
- Replacing and testing of RCDs as instructed by the manufacturer.
- Any structural alterations to your home.



## WHAT TO DO WHEN IT IS NOT AN EMERGENCY?

For all non-emergencies, please use the clixifix portal. We will endeavour to resolve all issues within 30 calendar days.

We would like to advise you that all non-emergency issues will be attended to at a mutually convenient time, during normal working hours.

Cube Homes has arranged for you to have access to some manufacturer's own Customer Service departments. These numbers are with your appliance instructions.

# STRUCTURAL



## GENERAL

Homes should be run-in gently over the first few months. This is because concrete, bricks, timber, plaster and other materials will have absorbed water during construction.

You may not be aware of it, and it certainly will not do you any harm, but it does need to evaporate slowly and be ventilated away.



## SHRINKAGE

Shrinkage will affect all new homes to some degree. As your home is lived in and heated, timber and other materials will shrink and this can cause small cracks on wall and ceiling finishes.

The length of time your house takes to dry out depends on how it was built and what sort of weather conditions there were when you first move in.

Small cracks or gaps may also appear at joints and corners of skirting boards and other interior joinery. These natural cracks are an unavoidable part of the build process.

It's extremely unlikely that these cracks are anything structurally significant, and they can normally be put right very easily with ordinary filler and a simple lick of paint during routine redecoration.



## DRYING OUT

To keep shrinkage to a minimum, you need to allow all the materials used in constructing your home time to dry out gradually. Try to maintain a reasonably even temperature throughout your home for at least the first 12 to 18 months, even in rooms which are not occupied.

If you move in during winter months try to use the central heating sparingly at first, so that the structure of your home warms up and dries out gradually.

Your home needs to be kept well ventilated to allow moisture to evaporate as the structure dries out. Leave windows or, at least, the trickle vents (slotted vents in the window frame) open for as long as you can safely do each day.

If your home has a mechanical ventilation system this should be left running at all times. It must be used and serviced as per the manufacturer's instructions.



## EFFLORESCENCE

A consequence of drying out may be the appearance of a white deposit on walls, called 'efflorescence'. This is caused by natural salts coming out of the wall materials and is quite normal. It is not harmful and usually disappears over time. If efflorescence occurs on internal walls it can be wiped or brushed away.

# KITCHENS AND BATHROOMS



## REDUCING CONDENSATION

Condensation is caused by steam or water vapour when it comes into contact with cold surfaces (in the same way that steam in the bathroom condenses on the window). Condensation is common in new and newly-converted homes, while construction materials dry out. If allowed to persist it can sometimes cause mould on walls and ceilings. In exceptional circumstances, condensation and mould can damage clothes, bedding, floor coverings, decorations and the home itself.

There are several things you should do to prevent condensation – please see the diagram opposite for some ideas.

Once materials have dried out, you should no longer experience significant condensation. However, normal daily activities produce a great deal of water vapour, which may cause condensation if allowed to spread around the home.

In cold weather you may notice some moisture on the felt under the roof tiles of your home. This is due to warm moist air from inside your home passing through the ceiling and condensing on the cold timber or felt and should gradually disperse.



## VENTILATE MOISTURE AWAY

Ventilation is needed to get rid of the moisture that is naturally produced every day in your home. The trickle vents (slotted vents in the window frames) are intended to provide constant 'background' ventilation and should be left open when rooms are occupied.



## INDUCTION HOBBS

Always ensure you are using pans that are suitable for an induction hob. If you have a pacemaker fitted, ensure the induction hob will not interfere with its functionality before using the induction hob.



## PROVIDE EVEN HEATING

Homes where the heating is off all day because the occupants are out, are more likely to suffer condensation problems than those heated more continuously.

This is because, when normal activities such as washing and cooking are carried out in the evening, the home has been unheated for long periods and so surfaces are cold.

Make sure the central heating timer is set so that your home is warm by the time you return home. During very cold weather, it may be better to leave the heating on during the day to maintain an even temperature.

The temperature can be set a few degrees lower and turned up when you return.



## ELECTRICAL

Where recessed down lighters have been installed within your property, any replacement lamps should match the existing specification. Alternative lamps such as halogen can give off more heat and can cause overheating which could potentially result in a fire.



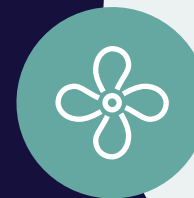
Use the cooker hood and/or extractor fans and keep the internal doors closed when cooking, washing, bathing and drying clothes indoors.

Cover pans when cooking to reduce steam.

Be aware when using kettles and toasters under cupboards, move them out slightly when using to prevent steam from damaging the cupboards above.

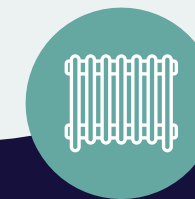


**PRODUCE LESS MOISTURE**



If your home has a ventilation system fitted, these should not be switched off.

Use fans and/or open windows when showering.



Put washing outdoors to dry if you can. If you use a tumble dryer, make sure that it is vented to the outside air (unless it is a self-condensing type). DIY vent kits are available from DIY stores.

Avoid drying clothes indoors over radiators.



# PLUMBING



## WINTER PRECAUTIONS

To ensure your house is kept safe from frozen/burst pipes, keep your heating on a constant setting during extreme weather conditions.

For radiators fitted with a manual radiator valve, and to protect your pipework, please ensure the valves are kept open to keep the system running smoothly when your heating system is on.

If you have had an external tap fitted to your home it is important that, as winter approaches, you turn off the shut off valve on the pipe and the tap/pipe is drained. The valve is located where the external tap is connected to your water supply, this is usually beneath your kitchen sink.

In cold weather you may notice some moisture on the felt under the roof tiles of your home. This is due to warm moist air from inside your home passing through the ceiling and condensing on the cold timber or felt and should gradually disperse.



## HEATING SYSTEMS

Central heating boilers must be checked and serviced at least once a year by a registered Gas Safe engineer so that they remain safe and to comply with warranty requirements.



## TOILETS AND DRAINS

You are responsible for the upkeep of the pipes in and to your home. Sewers are only designed to take water from your toilets, sinks, baths and showers along with human waste and toilet tissue.

Blockages are normally caused by:

- Fat, oil and food leftovers that solidifies in pipes.
- Wet wipes – even the ones labelled 'flushable' can block your pipes.
- Sanitary items, including towels and tampons.

Leftover fat, oil and grease once cool, should be placed in a suitable container and disposed of in the bin. Everything else should be put in the bin.



## PRESSURE

The most common issue found with boilers is a loss of pressure. This is not a defect with the boiler and can occur from time to time. A loss of pressure can usually be spotted on the boiler's control panel. The control panel should display an error code that matches the symbol for loss of pressure in your boiler operating manual.



## UNBLOCKING DRAINS AND TOILETS

If your sink or toilet is blocked and overflowing, it is recommended that you call a plumber.

If the water in your toilet or sink is slow moving, before contacting a plumber, there are a few things you can do to try and release the blockage yourself.

A plunger is one of the most effective methods of moving small blockages.

You can also try pouring boiling water and household detergent down the plughole or toilet, then leaving it for 10 minutes before flushing or rinsing through with hot tap water. This will help melt and break up grease and soap residues.

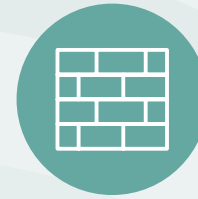


## UNVENTED HOT WATER STORAGE SYSTEMS

These systems must be serviced at least once a year by a registered installer in accordance with the manufacturer's recommendations and to comply with the requirements of any warranty. The manufacturer should be able to provide details of a registered installer.

Never attempt to service or alter an unvented system yourself.

# WALLS AND CEILINGS



The walls in your home are either timber frame, metal frame or block construction, lined with plasterboard.

It is important to know what type of walls you have prior to attempting to attach anything to them. You will need to ensure that the correct fixings are used depending on the wall type.

Ceilings and wall linings of plasterboard may perform essential fire, noise and vapour insulation functions, so please bear this in mind when considering any alterations or work to these.

Internal walls generally have a hollow cavity, so such items may need to be attached with a steel cavity fixing, mounted through holes in the wall, gripping the plasterboard from behind.

Should you wish to paint, we recommend a water-based paint as this will allow the home to continue to dry out. We do however recommend you wait at least 12 months to decorate your home.



## FIXING TO WALLS

Most light pictures can be hung on a steel pin or hook (the type obtained at any DIY store) and hammered into the plasterboard.

However, for heavier items such as wall mirrors, floor cupboards or wall cupboards, we recommend a sturdier fixing. Before applying any type of fixing to a wall or surface, always check for wires or pipes beforehand.



## FIXING TO CEILINGS

Ceilings are made of the same construction as walls and you should affix to them in the same way – locate the joists and fix to them, where possible. If you do not do this, use a toggle or patent anchors.

Make sure you don't suspend heavy weights from the ceiling, it is not designed for this purpose. Make sure you locate wires and pipes prior to installation of fixings.

## FIXING TO CEILINGS OR WALLS

Always check for cables and pipes prior to attempting to fix anything.

For heavier items, always follow the manufacturer's guidance when affixing to walls or surfaces.



## PARTY WALLS

Don't make holes in a party wall that separates you from your neighbour, as this will cause sound to travel easily and will reduce fire resistance.



## FIXING TO A PARTITION WALL

Locate the position of the framework by using a stud finder, available at most DIY stores. The studs are usually about 600mm or 450mm apart and produce a dull solid sound.

If you can't find the studs, make a small hole where you think the stud may be – if you hit the cavity you've missed the spot.

If your fixing is to go on a stud, drill through the plasterboard into the timber until you get to the metal and use recommended fixings. If you are not sure, do not proceed without professional advice.

# OTHER SPACES



## ROOFS

Tiles on sloping roofs are brittle and are easily cracked or broken. They are not designed to take the weight of anyone working on the roof, for example, window cleaners or people looking to install TV aerials or satellite receivers. For such work

your installers or cleaners must use suitable access equipment.

Do not allow window cleaners or decorators to use the roof for access without protecting the surface. Stone chippings on flat roofs are to protect the felt from strong sunlight. Do not remove them.

# WINDOWS AND DOORS



## EXTERNAL CONDENSATION

Condensation, and at times when the weather is cold, ice, can form on the external surface of some modern glass units. This is an indication that the windows are working as designed, retaining more heat inside your home and helping you to save money on your heating bills.

External condensation will disappear as the day warms up.



## INTERNAL CONDENSATION

The use of highly efficient sealed units has vastly reduced the incidence of internal condensation. Modern window units prevent the heat from escaping, or put another way, stop the cold from getting in.

For this reason the internal face of the glass is much warmer than it otherwise would be, and condensation is far less likely to form.

As with any internal condensation good ventilation is the key. Regardless of how good the window system is, excessive volumes of

moisture in the air from drying clothes, bathrooms, cooking etc may ultimately end up forming as condensation on your glass.

During the colder months, regularly open windows and vents, particularly in small spaces, to clear condensation; let the air flow and ventilate your home.

Garages are not designed to be used for general storage, as they are not designed to be weather tight and items stored there could get damaged. Cube Homes is not responsible for any damage caused to items stored in the garage.



# ROUTINE MAINTENANCE

AS YOU WOULD EXPECT, THERE ARE MANY AREAS WITHIN YOUR NEW PROPERTY THAT WILL BENEFIT FROM REGULAR MAINTENANCE.

FOR EXAMPLE, WE RECOMMEND THAT LOCKS AND HINGES TO WINDOWS AND DOORS, TOGETHER WITH GARAGE DOORS AND CABLES ARE REGULARLY LUBRICATED TO HELP KEEP THE MECHANISMS IN GOOD WORKING ORDER.

IF AT ANY POINT YOU ARE UNSURE ABOUT THE MAINTENANCE OF YOUR NEW PROPERTY, WE RECOMMEND SEEKING PROFESSIONAL HELP.



Taking care of your home requires regular maintenance. This helpful checklist is set out according to the seasons and will guide you through the basics of routine maintenance.



**SPRING**

Spring is the perfect time to check walls, windows, gutters and other external features of your home and plan any summer remedial works.

- Check the roof for any damage sustained over winter and for moss growth.
- Inspect and, if needed, clean guttering and drainage holes. Leaves, moss and debris should all be removed to ensure water drains efficiently.
- If you have air bricks make sure they are clean and clear. These bricks allow air to circulate under the floors of buildings that have a suspended timber floor. If they get blocked you risk damp.

**SUMMER**

Summer is for outdoor repairs, garden maintenance, and perhaps taking time to review utility bills in time for the coming of autumn.

- Repair and paint any external woodwork, including fencing, fascia's and doors.
- Repointing is best done in the warmer, drier summer months.
- Prune any large trees or shrubs that are close to your home in order to reduce their water consumption, which can contribute to subsidence.
- Check your exterior paintwork and patch up flaking areas. You may want to look to arrange any decorating works for the summer.
- Check your loft for any signs that water got in over winter and everything is as it should be.
- Trim any climbing plants and don't let them grow across windows, vents or guttering.
- Take a look at the seals around your baths and sinks to make sure there aren't leaks. Where sealant is discoloured it may be showing signs of wear which could lead to a leak.

**AUTUMN**

It's time to pack away all the outdoor furniture and prepare your home for the coming winter months.

- If you have a flat roof check it for damage and any sitting water.
- Bleed radiators so they work effectively in heating your home.
- Once the leaves have dropped, clear your gutters and drainage holes.
- At the same time make sure all pipes are securely fixed to walls.

**WINTER**

Stay observant over the winter months, and don't forget to let some air in to help prevent damp.

- Check your fences and trees for storm damage regularly. Undertake repairs quickly to prevent a fall causing further problems.
- Take a look at your roof – from across the street or the bottom of the garden – for slipped tiles after windy weather.
- Clean leaves and debris from the garden and trim trees to avoid loose or dead branches coming down in strong winds.
- Prevent damp by opening windows occasionally and using extractor fans.
- Check your pipes for leaks after particularly cold weather.
- Clear leaves and debris that may have gathered around your external walls to prevent any risk of damp.
- Make sure there is at least 150mm clearance between your damp proof course and the ground.
- Insulate any external pipes or taps to prevent them freezing and bursting over winter.



**MONTHLY MAINTENANCE ESSENTIALS**

**Check, inspect and maintain these monthly essentials to keep your home performing at its best all year round.**

Check the boiler pressure and bleed all radiators.



Clean and clear drains of debris.



Check and clear air vents of blockages and debris.



Follow the manufacturer's cleaning guidelines for all your kitchen appliances.



Check bath and shower sealant and repair where required.



Test your smoke alarms and carbon monoxide detectors.



Submit your gas and electric meter reading to avoid unexpected bills.



## HANDY TIPS

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BUY A BASIC TOOLKIT FROM YOUR LOCAL DIY STORE AND MAINTAIN AND REPAIR AS YOU GO. TAKING CARE OF THE LITTLE THINGS WHEN THEY POP UP IS THE KEY TO KEEPING COSTS TO A MINIMUM FURTHER DOWN THE LINE.

# HANDY TIPS

## CLEANING FLOORING

Steam cleaning appliances should not be used on laminate or Amtico type flooring, as this may have an adverse affect, causing surface damage or distortion. For the same reason, they should not be used on kitchen surfaces. Be aware that using a steam cleaner will add more moisture to your home.

## FLOOR COVERINGS

Any floor coverings not supplied or fitted by Cube Homes will be the responsibility of the supplying contractor as to the suitability of any sub floors. As with all floor coverings please refer to manufacturer's guidelines.

## CLEANING SANITARYWARE

Use a warm damp cloth with a mild detergent to ensure valves and taps keep looking their best. Avoid using abrasive chemicals as this may invalidate warranty.

## EXTERNAL FIXTURES

### UPVC/ALUMINIUM DOORS AND WINDOWS

- Clean and lightly oil moving parts.
- Frame – wipe frames regularly both internally and externally using a solution of water and washing up liquid. Do not use any form of abrasive or alkaline cleaners that can damage the surface.
- Glass – is not scratch resistant, so take care when cleaning and remove any jewellery. Use any household glass cleaner applied with a soft cloth to clean or polish, alternatively use soapy water applied with a sponge and removed with a soft cloth. Do not use abrasive cleaners.
- Handles – gently remove dirt with a solution of warm soapy water on a sponge or soft cloth, then buff with a clean cloth.

## EXTERNAL DOORS

- Door – to prolong the life of furniture and the paint finish of the door, regular dusting with a soft cloth or brush, supplemented by occasional washing with warm soapy water, is recommended. Lubricate door mechanisms with light oil as required.
- After three years the factory finish may begin to wear and the colour or stain will need to be reapplied on a regular maintenance cycle.

## GUTTERING

Gutters should be cleared of leaves and dirt regularly to prevent them from overflowing.

## ACCESS CHAMBERS

Access chambers and rodding eyes give access to the drains, usually where branch drains join together. Do not obstruct or cover them with soil, you may need to get access to them quickly if there is a blockage.

## IF YOU DO GET A PEST INFESTATION

Pest infestations in new homes are not covered by Cube Homes and are the responsibility of the homeowner.

## LAWN CARE GUIDE

Your new lawn will need regular watering and will probably need its first cut about 2-3 weeks after the turf has become established. To test if it's ready, tug on the grass. If the turf lifts up – wait and try again in a few days time. If the turf feels secure, then its ok to bring out the mower.

All lawns require seasonal aftercare to keep them looking at their best. Opposite is advice to help maintain your lawn and keep it healthy for years.





Your lawn needs watering daily for eight weeks after it has been laid, either early morning or during the evening.

Avoid walking on the grass for a minimum of three to four weeks, until the roots have taken hold.



### HANDY TIPS TO MAINTAIN YOUR LAWN

Don't water your lawn if its raining, especially if you move into the property in the winter months.



Planting shrubs enhances the look of your garden. We recommend that you do it in areas where your grass might not be as established, such as around the edges or near fencing and adjoining walls.



Provide air holes in your lawn by using a garden fork or aeration shoes from a garden centre. Just press the prongs into the turf. This process makes the lawn more tolerant to dryness and helps the turf become denser.



Wait until turf is established before personalising your garden with ornaments or children's toys. Move garden accessories regularly to allow the grass underneath to keep growing, prevent pooling and water-logging. Moving items will also prevent grass wearing away.







# AFTERCARE

## WHAT IS A DEFECT?

DEFECTS ARE ASPECTS OF A BUILDING THAT ARE NOT PERFORMING ADEQUATELY FOR THEIR INTENDED USE. DEFECTS MAY OCCUR BECAUSE OF: DESIGN DEFICIENCIES, PRODUCT OR MATERIAL DEFICIENCIES, POOR SPECIFICATION. ITEMS SUCH AS DAMAGE, CHIPS, SCRATCHES, SCUFFS ARE NOT CONSIDERED AS DEFECTS AND WILL ONLY BE HONOURED IF THEY WERE RAISED ON YOUR PRE COMPLETION SNAGGING INSPECTION.

IT IS OBVIOUSLY IMPOSSIBLE TO PREDICT THE NATURE OR TYPE OF DEFECTS THAT MAY OCCUR, HOWEVER, WE WILL RESPOND TO ANY REASONABLE CUSTOMER REQUESTS AND RECTIFY GENUINE DEFECTS WITHIN THE TIME PERIODS SPECIFIED. PLEASE BEAR IN MIND WHAT CONSTITUTES A DEFECT, AS COSTS MAY BE INCURRED FOR ABORTIVE OR UNNECESSARY CALL-OUTS.

## HOW TO REPORT A DEFECT?

AFTER YOU HAVE MOVED INTO YOUR PROPERTY YOU WILL BE INVITED TO YOUR CLIXIFIX® "RESIDENTS PORTAL" CLICK ON THE LINK IN THE EMAIL WE SENT TO YOU. SIMPLY CREATE A PASSWORD & LOGIN. (SEE FULL GUIDANCE NOTES FROM PAGE 25 BELOW.).

## EMERGENCY CONTACT DETAILS:

**Emergencies** (8am – 6pm mon - fri) - Directory: **0161 447 5050**

**Out of hours emergencies**  
(after 6pm – 8am working days/weekends/bank holidays) **0300 123 1966**



**Our team are committed to delivering excellence through every step of your homebuying journey & beyond.**

**The service does not end when we hand you over your keys.**

1. After you have moved into your property you will be invited to your clixifix® "Residents Portal"  
Click on the link in the email we sent to you.  
Simply create a password & login.
2. When you login, you will be able to view a variety of information relating to your new home.  
In the unlikely event you need to report a problem within your home, simply create a 'New Ticket' and fill in the body with as much detail as possible. You can also include both imagery or video evidence if you wish.
3. Our dedicated customer care team will receive a notification that you have raised a ticket & will communicate with you via clixifix®. If we need to send a contractor to your home, you can follow the progress including any appointments that have been made to visit you.



# DEFECTS



There are some issues which the homeowner will need to deal with directly:

- Loss of water, electricity or gas supply – first check with the supplier that there has been no interruption to the service.
- Gas smell – report immediately to Transco or British Gas on 0800 111 999.
- Blocked toilet and or drains. – please use a domestic drain unblocking solution or contact a local drainage company direct.

# RESPONSE TIMESCALES

**If you have checked the user manuals and troubleshooting guides and are still experiencing a problem please find contact information below. (Please note abortive call out costs may be charged if the problem reported is deemed a non-defect).**



## EMERGENCIES (EXPECTED TIMESCALE WITHIN 24 HOURS)

Situations where there may be potential or actual danger to homeowner:

- Collapsing or dangerous structures.
- Gas leaks, serious electrical faults, fire hazards.
- Uncontainable leaks.



## STANDARD (WITHIN 30 CALENDAR DAYS)

- Electrical repairs.
- Water leaks.
- Plumbing repairs.
- Minor repairs.
- Dripping tap.
- Windows catching/stiff.



# RESIDENTS USER GUIDE

SIMPLIFYING CUSTOMER CARE SOFTWARE FOR THE CONSTRUCTION INDUSTRY



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## YOUR PORTAL

clifix® enables you to centralise all your conversations with your developer.

### Your Portal allows you to:

- Log defects by creating a Ticket
- Communicate with your house-builder directly
- Add a comment which is time and date stamped
- Track the progress of your ticket
- View all confirmed Appointments

### Your Portal may include the following:

- Appliance Guides & important Handover Documents
- Useful information (meter information, choices, etc.)
- Information about your housebuilder and their customer care charter
- Full details of your warranty provider

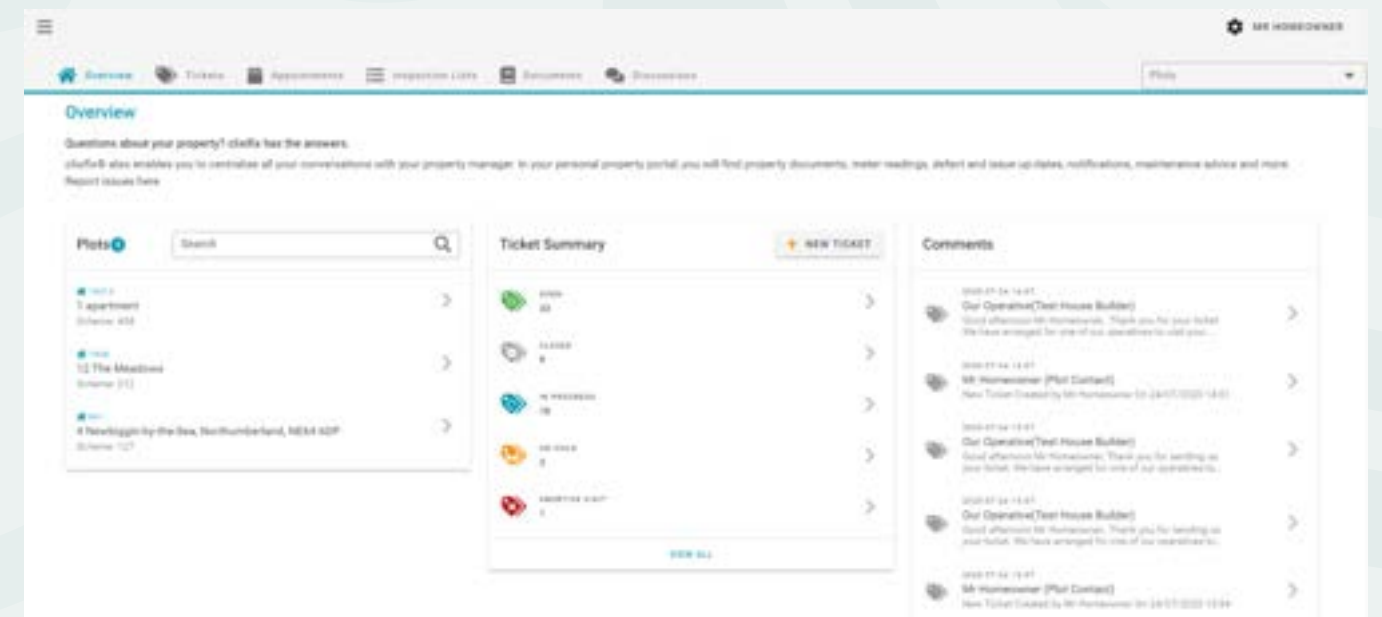


## OVERVIEW

Your 'Overview' dashboard contains all the resources your housebuilder has pre-populated for you to help you with your new home.

- ✓ Plot(s) Information
- ✓ Ticket Summary

- ✓ Adding Ticket Shortcut
- ✓ Comments

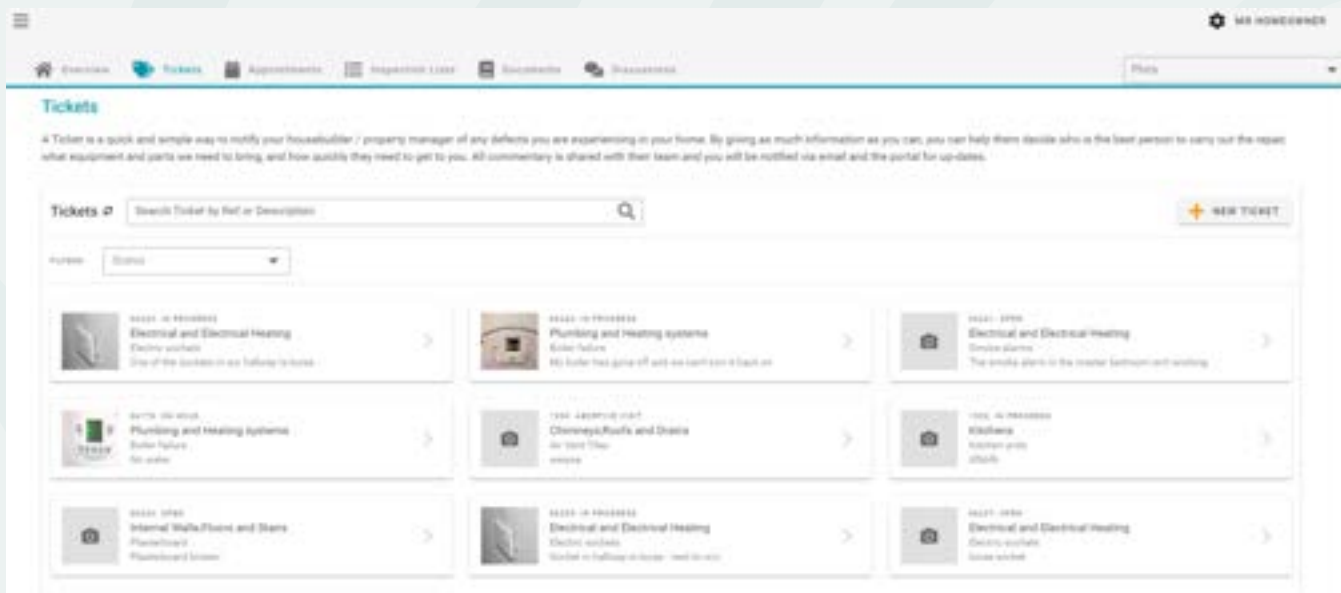




# WHAT IS A TICKET?

A Ticket is a quick and simple way to notify your housebuilder of any defects you are experiencing in your new home.

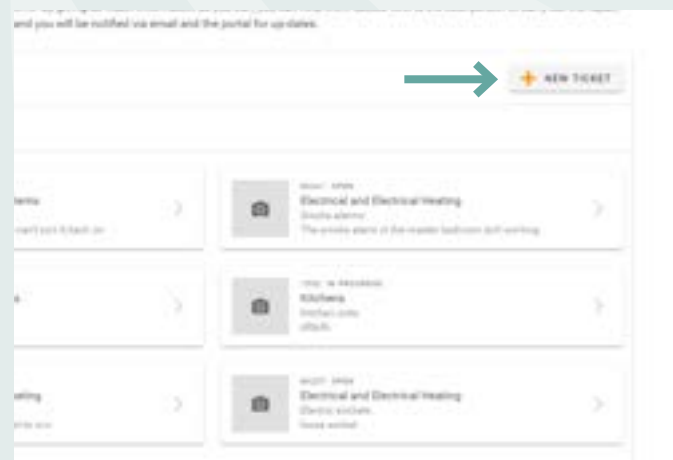
**Ticket Tab** This section displays all Tickets relating to your property.



# CREATING A TICKET

## 3 Steps to Creating a Ticket:

1. New Ticket (one defect per ticket)
2. Defect Type & Sub-category (with detailed description)
3. Other Comments (access information etc.)

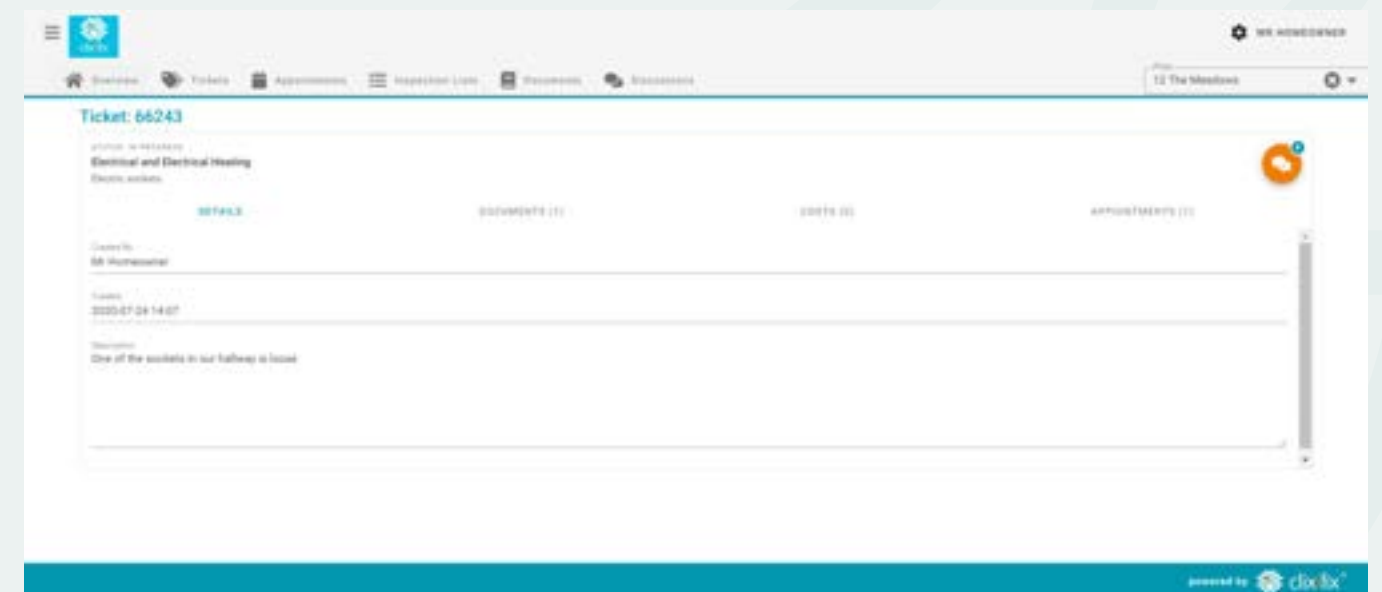


# COMMENTS

Now you have created your ticket, you have an open line of communication with your housebuilder regarding your reported defect via the Comments Tab.

**Simply Add a Comment to:**

- Liaise with your housebuilder regarding appointments
- Request an update
- Inform your housebuilder of any changes to your defect (i.e. the problem has worsened)







# TICKET STATUS

There are 4 possible Status levels for Tickets:

- 1. Open** – Your Ticket has been raised successfully and your housebuilder has been notified
- 2. Closed** – The Ticket has been resolved
- 3. In Progress** – Your housebuilder is working to resolve the defect
- 4. On hold** – Your Ticket has been placed on hold. This could be for a number of reasons (e.g. a part requires manufacturing)

## Ticket Summary

+ NEW TICKET

	OPEN 23	>
	CLOSED 5	>
	IN PROGRESS 10	>
	ON HOLD 1	>

[VIEW ALL](#)

# DISCUSSIONS

You may have a general enquiry about your new home. The quickest and simplest way to contact your housebuilder would be to raise a Discussion.

### How to create a Discussion

1. Title (e.g. Paint Query)
2. Detail (e.g. what is the colour of my living room paint?)
3. Add file (if applicable)
4. Submit

Any responses from your housebuilder will sit under your original query. You will also be notified via email.



### Create Discussion

Plots

Title

0 / 255

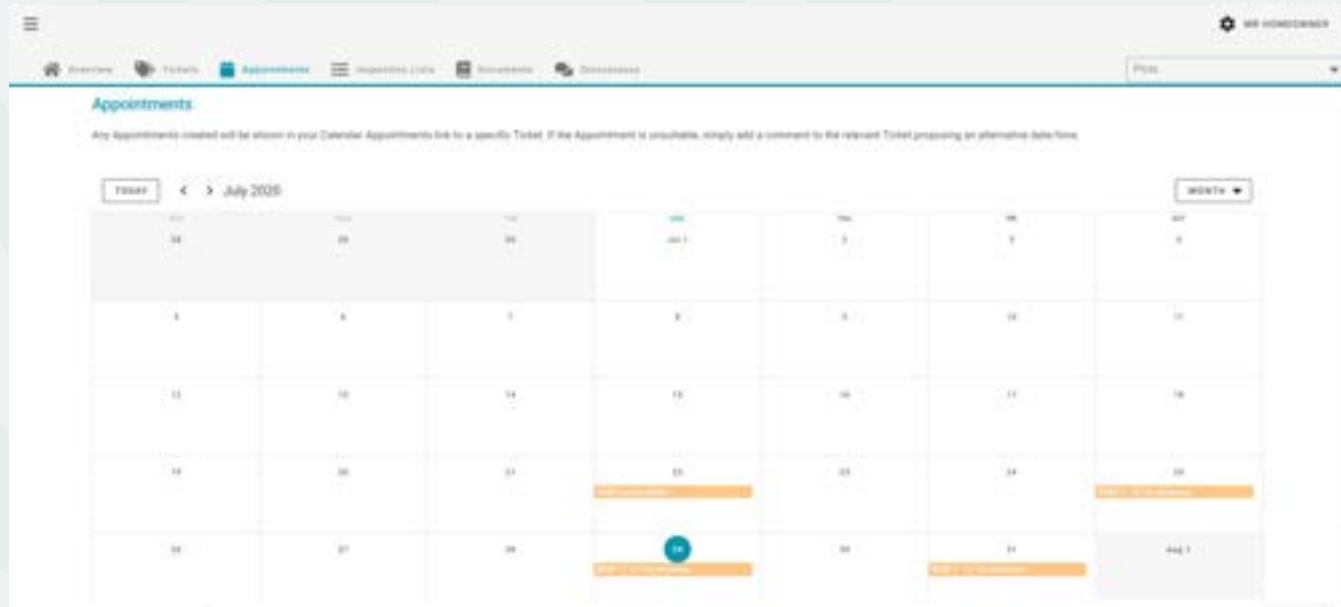
Body

SUBMIT

# APPOINTMENTS

We will endeavour to arrange an appointment as early as practicable and to ensure that the date and time is convenient.

- Any Appointments created will be shown in the Appointments area of your portal
- Appointments link to a specific Ticket
- If the Appointment is unsuitable, simply add a comment to the relevant Ticket proposing an alternative date/time



# CUBE COMPLAINTS HANDLING PROCEDURES

WE PUT THE SAME HIGH STANDARDS OF CARE INTO LOOKING AFTER OUR CUSTOMERS AS WE DO INTO BUILDING OUR HOMES. HOWEVER, WE DO APPRECIATE THAT SOMETIMES THINGS CAN GO WRONG AND SO WE TAKE COMPLAINTS VERY SERIOUSLY. WE ARE A REGISTERED DEVELOPER WITH THE NEW HOMES QUALITY BOARD ([www.nhqb.org.uk](http://www.nhqb.org.uk)) AND COMPLY WITH THE NEW HOMES QUALITY CODE.

IF YOU DO HAVE A COMPLAINT, WE DO ASK YOU TO LET US KNOW SO THAT WE MAY HAVE THE OPPORTUNITY TO RESOLVE THE ISSUE FOR YOU AND LEARN FROM IT.



# REPORTING AN ISSUE:

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint that we have:

- Failed to do something we should have done
- Done something badly
- Treated you unfairly or discourteously

Then please do contact us and allow us the opportunity to put it right.

# INFORMAL COMPLAINTS:

If you are able to resolve any issue informally with our office and are happy with the outcome, then you need not use our formal complaints procedures. Any informal complaints should be forwarded to [customerservice@cubehomes.com](mailto:customerservice@cubehomes.com). If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our



# FORMAL COMPLAINTS PROCESS:

If you are still unhappy following the Clixifx process and informal discussions then the following identifies the formal process for you to use:

- Please raise your complaint with Cube's Customer Care Manager ([customerservice@cubehomes.com](mailto:customerservice@cubehomes.com)).
- We will acknowledge all complaints within 5 calendar days of the complaint initiation date\*.
- We will investigate your concerns and send a response which details our proposed pathway to resolution within 10 calendar days of the complaint initiation date\*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.
- We will send a full complaint assessment response by no later than 30 calendar days. If the complaint has been resolved, this will confirm what steps were taken. In the event that the resolution is still underway, the response will detail what has caused the delay, and the anticipated date for resolution.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the very unlikely event that the complaint remains unresolved after 56 calendar days of the complaint initiation date\*, we will send a further response to provide information on what has caused the delay, what are the next steps and the anticipated date for resolution. We will also keep you updated no less than every 30 days until the matter is resolved.
- We hope we can resolve most matters without the need for further escalation. However, if your complaint is not resolved in accordance with this procedure, or you remain dissatisfied with the outcome, then you may be able to refer your complaint to any dispute resolution service offered by your warranty provider, or the New Homes Ombudsman Service.

It is within the New Homes Ombudsman Service' discretion to decide when or if to accept a complaint, in accordance with the scheme rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the New Home Warranty Provider if relevant.

*\*The complaints initiation date (CID) is the first working day after a complaint is received. Thus, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).*



CUBE HOMES