



**HOMEOWNER WARRANTY
INCLUSIONS & EXCEPTIONS GUIDE**

**SPITFIRE
HOMES**

ALL NEW PROPERTIES FROM SPITFIRE HOMES ARE COVERED BY A TWO-YEAR HOMEOWNER WARRANTY AND A 10-YEAR STRUCTURAL WARRANTY, PROVIDING YOU WITH PEACE OF MIND.

This guide is designed to provide you with a detailed breakdown of exactly what is and is not included within your Homeowner Warranty. If you require further information or guidance, please visit spitfirehomes.co.uk/customer-care or call our Customer Care team on **0345 307 3617** between the hours of 9am and 5pm, Monday to Friday.

It is the homeowner's responsibility to ensure that all kitchen and bathroom appliances are cared for in line with the manufacturer's recommendations – you must register each appliance directly with the manufacturer to activate your guarantee. If a fault is discovered with an appliance, please report this directly to the manufacturer.

General property maintenance is also the homeowner's responsibility and will not be attended to by Spitfire Homes; this includes, but is not limited to, silicone replacement, cleaning out guttering, ensuring traps to plugs are cleaned out, general scuffs to walls, bleeding and repressuring boilers and maintenance of garage doors and front doors.



INCLUSIONS

Spitfire Homes will attend to the following items within the first two years following legal completion as part of your Homeowner Warranty.

CARPENTRY

Structural or significant failure of materials, or defective workmanship.

DECORATION

Paintwork flashing, general failure, excessive drips and runs are covered **within the first 10 days from legal completion only**.

DOORS AND WINDOWS (internal and external)

Easing and adjustment of locks, hinges and handles.

Failed seals and faulty glazing units.

ELECTRICAL

Mains supply failure and consumer unit faults, along with defective switches, sockets and other materials.

EXTERNAL

Brickwork: failure of materials or defective workmanship.

Garage doors: adjustment, faulty locks and remote operating controls.

Paintwork: flashing, general failure, excessive drips and runs are covered **within the first 10 days following legal completion only**.

Render: cracked or damaged render will be attended to where the issue falls outside of the tolerances stated within NHBC Standard.

FLOORING

Defective materials or installation where flooring was supplied and installed by Spitfire Homes.

GARDEN & LANDSCAPING

At legal completion, your garden should be clear of all construction debris and finished with a minimum depth of 100mm of topsoil. Areas up to 3m from the home should not encounter sitting water; if you are experiencing sitting water, Spitfire Homes will always refer to the NHBC Standards and the issue will not be reviewed during periods of inclement weather.

GROUNDWORKS

Failure of mains drainage, property foundation issues and sinking driveway.

Loose or cracked paving slabs or grouting will only be attended to **in the first 10 days following legal completion**.

KITCHEN FURNITURE

Cabinet doors and worktops where inherent faults are apparent.

Taps where faulty.

PLUMBING

Heating and hot water systems, cold water supply and internal drainage (soil vent pipe, shower cubicle installation, defective sanitary ware, faulty taps and shower fittings, rainwater goods).

ROOFS AND BALCONIES

Failure of materials or defective workmanship.

SHRINKAGE

Shrinkage cracks which are large enough to fit a £1 coin into will be attended to by Spitfire Homes, but cracks which are smaller than this are considered to be part of the natural drying out process and are the homeowner's responsibility.

Where shrinkage is attended to by Spitfire Homes, ceilings shall be re-decorated to the nearest physical division, architraves shall be re-decorated fully, skirting boards shall be re-decorated to a complete length and walls re-decorated to the nearest physical division.

TILING

Defective installation or materials.

COSMETIC DEFECTS

Surface defects and scratches to glazing, tiling, kitchen units, worktops, sinks, sanitary ware, appliances, and floor coverings will only be attended to **in the first 10 days following legal completion**.

Should Spitfire Homes be required to attend to any of the above items, furniture within the vicinity shall be removed and reinstated and all surfaces will be adequately protected and cleaned fully on completion of each day's work.

In resolution of any build defects, Spitfire Homes will always defer to NHBC Standards.

EXCEPTIONS

Items which are specifically excluded from Spitfire Homes' Two-year Homeowner Warranty are detailed below. Please note that this list is not exhaustive – for items which are not listed, NHBC Standards will be referenced.

SHRINKAGE

As your new home naturally dries out wood, plaster and other materials used in construction of your property may shrink slightly, causing small cracks to appear on walls and ceilings. These cracks are a natural part of the drying out process and are not structurally detrimental. They can be addressed as part of the normal process of redecoration and will not be attended to by Spitfire Homes.

SILICONE

As part of the drying out process, and as time passes, the silicone used within your property will perish. If you have issues relating to silicone within the first 10 days following legal completion, Spitfire Homes will attend to this, however outside of this timeframe silicone will fall under general maintenance and becomes the homeowner's responsibility.

EXTERNALS

Spitfire Homes will not attend to loose or cracked slabs, or grout to paving slabs after the first 28 days following legal completion.

Reports of waterlogged gardens will not be inspected during periods of inclement weather and will be assessed in more suitable conditions.

Where external timber shows signs of discolouration or splitting, this is a natural weathering and the homeowner is responsible for its maintenance. Additionally, stone sills, heads or pier caps which show signs of discolouration or cracking will only be reviewed within the first 28 days following legal completion. Brickwork which demonstrates signs of discolouration or small cracks as a result of your property settling will only be reviewed within the first 28 days. However, if you are concerned about larger cracks in your brickwork, please raise this with us and we will review the affected area and attend to remedial works if necessary.

Where a property is rendered, natural weathering or water staining will not be attended to. If render is cracked or damaged, Spitfire Homes will refer to NHBC Standards.

Slipped or damaged roof tiles will not be attended to where damage has occurred as a result of severe weather conditions.

For further information please visit
spitfirehomes.co.uk/customer-care

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