



CONSUMER
CODE FOR
HOME BUILDERS

AFTERSALES FACT SHEET

- When you purchase a new home from Kendrick Homes, you can be confident that it has been constructed to our exacting standards. As a result it comes complete with a 10 year Warranty from NHBC (National House Building Council)
- The warranty provides a guarantee that runs for a 10 year period to cover against any major structural defects to your home. For the first two of these ten years, the Kendrick Homes Customer Care Department will be on hand to assist you with any issues that you may have with your new home
- All appliances in the property are covered for 12 months – additional cover to be taken out by the homeowner if required
- Boiler systems are covered for the two year warranty with Kendrick Homes. Please note this warranty will become null and void if the homebuyer does not have an annual service carried out at their cost
- All defects should be put in writing to our Customer Care Department, either on the Aftersales Defect Form included in your Welcome Pack, by facsimile or e-mail, in mail format or by following the link on our web site. Please note, defect should **not** be reported to sales or site staff
- Defects range from settlement cracking to water leaks etc and priority is given in the form of:
 - Burst pipes, water leaks, electrical faults, boiler breakdowns etc are normally rated on a 24 hour turnaround
 - Less urgent defects will come under seven to 21 working days