



Coppice House
5 Greenwood Court
Skyliner Way
Bury St Edmunds
Suffolk
IP32 7GY
T: 01284 33 33 75

E: defects@icenihomes.com

Cambridge, Coldhams Lane

Welcome to your new home

Please take time to read and note the following information:

Defects

During the first twelve months of completion, your home is covered by a twelve month warranty period by the Contractor. This is specific to defects relating to the build and does not cover accidental damage.

When your property is nearing the end of its liability period you will receive a letter from IcenI Homes advising you of an appointment date where an inspection will be carried out to note any items requiring attention by the Contractor. The Contractor will then liaise with you directly to complete the required works.

What is a defect?

A defect is anything which fails in its normal usage or which has a design fault reported during the course of the defects liability period, which the Contractor is contractually bound to remedy. The following response times apply:

- **Emergencies** – complete within 24 hours.
- **Urgent** – complete within 5 working days.
- **Routine** – complete within 28 working days.
- **Normal** – left until end of Defects Rectification Period

A breakdown of defects for each of these categories is included at the end of this letter.

What is not a defect?

Examples which are not considered defects and therefore not covered under the Contractors liability period are as follows:

- Blocked toilets (unless builders debris)
- Blown light bulbs
- Wear and tear
- Accidental damage
- Condensation and resulting dampness

Should the Contractor attend to any items which are found not to be a defect you will be charged for their abortive visit.

How do I report a defect /repair?

To report any defects or general repairs within your home **please contact Icen Homes Ltd**, whose contact details are as follows:

Opening Hours:

Monday 9 am – 5 pm
Tuesday 9 am – 5 pm
Wednesday 9 am – 5 pm
Thursday 9 am – 5 pm
Friday 9 am – 5 pm

Telephone: 01284 33 33 75

Email: defects@icnihomes.com

Online: <https://report.icnihomes.co.uk>

Once a repair order has been raised, the Contractor will contact you directly to arrange a convenient appointment to attend. If you fail to attend a prearranged appointment without 24 hour's notice you will be charged for their abortive visit.

Out Of Hours: 0844 893 3943

An emergency out of hours service provider operates outside of Icen's opening hours. It is important to note that this service is for **emergency use only** and if a Contractor is called out and your defect is not an emergency, you will be charged for their abortive visit.

Settlement

It is important to note that your property will be drying out throughout the first twelve months and may therefore be prone to cracks. These shrinkage cracks are a natural part of settlement and will be reviewed at the end of defects inspection. It is advisable that you delay any redecoration works until the end of defects inspection has been carried out.

Condensation

During the build, a considerable amount of water is used when building walls, laying concrete, etc. The moisture contained within the fabric of the dwelling will dry out gradually within the first 12 months of occupation and it is imperative that you take steps to ensure that you are not at risk of mould growth, which is a common occurrence where condensation is present.

Further guidance on how to reduce condensation and mould within your home is available within your Home User Guide.

There is also a summary sheet attached to this letter for your information.

Allocated Parking

Please refer to the site layout enclosed which highlights the carpark space/s allocated to you.

Please ensure that you only park in the space/s allocated and do not encroach on any other spaces on the development, even if you believe these to be unoccupied.

Defects– Classification of response times

When reporting defects the following Contractor response times apply:

- **Emergencies** – complete within 24 hours.
- **Urgent** – complete within 5 working days.
- **Routine** – complete within 28 working days.
- **Normal** – left until end of Defects Rectification Period.

- **Emergencies shall comprise:**
 - Anything which threatens structural stability of the property
 - Anything which compromises the security of the property
 - Anything which compromises the fire integrity of the property
 - Severe leaks posing a health and safety risk
 - Toilet malfunction (preventing use) in properties containing only one toilet (not including blockages)
 - Heating or hot water failure between 15 October and 15 April
 - Power failure within dwelling
 - Failure of lighting in communal areas
 - Malfunction of door entry system in flats
 - Smoke or carbon monoxide alarms not working/not working properly
 - Malfunction of lift
 - Blocked drains (where caused by Contractor debris)

- **Urgent defects shall comprise:**
 - Loose external tiles
 - Loose window furniture
 - Window restrictors above ground floor not functioning
 - Loose or ill-fitting sanitary ware

- o Floor covering lifting and causing a trip hazard
- o Continuously running overflows
- o Small leaks
- o Lighting failure (excluding bulbs or fuses)
- o No power to individual sockets.

- **Routine defects shall comprise:**
 - o Leaking gutters or rainwater pipes
 - o Failure of sealed unit to glazing
 - o Windows not opening properly
 - o Doors not opening properly
 - o Internal door locks or latches not functioning properly
 - o Missing or blown wall tiles to wet areas where plasterboard is exposed.
 - o Floor covering lifting but not causing a trip hazard.

- **Normal defects shall comprise items which do not cause serious inconvenience to occupants, including:**
 - o Nail pops
 - o Flaking paint
 - o Badly fitting/misaligned drawers or cupboards
 - o Small cracks to ceilings and walls internally
 - o Creaking floor boards.

A member of Icen Homes will contact you toward the end of the end of the Defect Rectification Period to arrange a convenient appointment to carry out an inspection to ensure that any such items are noted and actioned by the builder within a set timescale.

How to Minimise Condensation in Your New Home

During the building construction a considerable amount of water is used e.g. building walls, laying concrete etc. The moisture contained in the fabric of the building will dry out gradually within approximately the first 12 months of occupation.

Minimising Condensation

Condensation is formed when steam or water vapour present in a room condenses on a cold surface and then turns into water. If there is excessive condensation, this can form mould on the surfaces where the condensation forms.

The following steps should help you reduce condensation in your home:

Produce Less Moisture

- Cover pans and do not leave kettle boiling
- Do not use paraffin or portable gas heaters which produce excessive moisture
- Dry washing outdoors or put in the bathroom with the door closed and the window open or extractor fan on
- If you have a tumble drier make sure that it is vented to the outside

Ventilate to remove moisture

- Your home has mechanical fans within the bathrooms and kitchens, also, all windows have 'trickle' vents for ventilation. Ensure that the 'trickle' vents are open and that the extractor fans are used as per the manufacturers guidelines
- Leave internal doors ajar to allow the free-flow of air throughout the property including cupboard doors (not kitchen cupboards)
- To reduce the moisture in the air and the resulting condensation and mould growth please follow this routine when cooking, bathing or showering - keep the door closed to contain the steam, switch the extract fan on and leave it on, have the trickle vent open or latch the window open to allow fresh air to be drawn in, when you have finished keep the door closed and allow the fan to continue to run for at least 5 minutes, open the window and leave it open until the room is dry

Heat your home a little more

- In cold weather the best way to keep rooms warm enough to avoid condensation is to keep low background heating on all day
- Thermostats fitted to the heating controls will help maintain low background heat and control costs