



**Welcome to Ascent Homes**  
the wait is over and it's your  
moving in day...



**Ascent Homes**

[WWW.ASCENT-HOMES.CO.UK](http://WWW.ASCENT-HOMES.CO.UK)



## IT'S THE DAY OF HANDOVER – SO WHAT HAPPENS NOW ?

The wait is over! Once we have received confirmation that legal completion has taken place our Sales Executive will call you to arrange a time to meet you at your property. The home is now legally yours and you can begin moving in.

We will have advised the utility companies that we are no longer the owner of the property. However, for data protection reasons, you will still need to register with them as the new home owner. In order to set up your account correctly they will need to know the meter serial numbers, meter point numbers and readings on the day you moved in. These are included in your handover pack.

Your Sales Executive will be on hand to assist in any way and answer any questions you may have. Even after you have moved in, we will still be available in case you need anything.

## REPORTING OF DEFECTS

Before you begin moving in your furniture, your Sales Executive will do a final check of your property with you to ensure we are made aware of anything which may require our attention. We will then ask you to complete a handover form to advise that you are happy with the condition of the property.

This is extremely important and is your chance to highlight any defects to glass, tiles and sanitary ware or any items which are damaged, for example, a scratched kitchen worktop.

It is essential you ensure all scratches and damages are reported on this initial defects list, Ascent Homes

cannot be held responsible for any additional damage or scratches incurred during the moving in process.

More importantly it is at this point you will receive your new home keys.

## SNAGGING

Whilst we aim to get everything right first time, occasionally things do get missed.

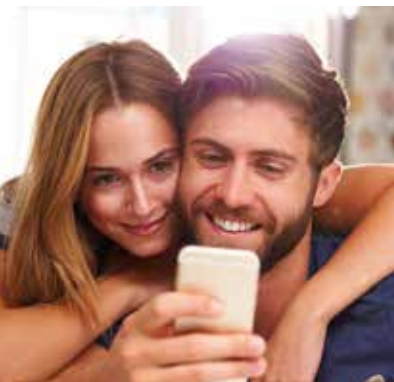
This is your chance to take note of any snagging items you have spotted.

Ascent Homes allows a time period of 48 hours for you to snag the property, this enables you to thoroughly check your new home after a busy day moving in ! You will have been provided with a snagging sheet at handover for you to report any items you have noticed. If not please call into our site sales office and your Sales Executive will be more than happy to provide you with one.

Please note, however, that this does not cover damage caused during moving in or caused by normal wear and tear.

Once you have completed your initial snagging, please return your form to the on site Sales Executive. We will aim to deal with your snagging items within 28 days, subject to the materials required being available.

Should we be aware of any items on your list that are unable to be completed within this timescale, our Customer Care department will contact you at the earliest opportunity to advise of a date when this will be rectified.





### WHAT IS THE DIFFERENCE BETWEEN A DEFECT AND A SNAGGING ITEM?

In simple terms, a defect is something which requires repair or replacement, therefore it already exists, a Snagging Item is something which is missing, and/or need to be installed/added/finished.

### CUSTOMER CARE

#### REPORTING AN ISSUE

Following your initial defect and snagging lists, if you should experience any issues then please ensure our Customer Care Department is your point of contact rather than the site manager or on site sales staff. The reason for this is to ensure we can monitor all aspects of the work and schedule in contractor visits. This will also ensure a speedier response than reporting via the site team

#### NO NEED TO WRITE IN

We will happily deal with your issues over the telephone, this includes any questions or queries you may have or reporting faults or warranty issues.

#### WHEN WILL IT GET FIXED

We endeavour to carry out urgent repairs within 24 hours.

If you report a standard job (a standard job is anything which is not classed as an emergency) where we require parts or additional material, we would expect to complete the job within 28 working days of the replacement being dispatched to us. Should our suppliers advise us of any delay in obtaining the materials we require we will contact you and advise you of this.

### SO WHAT IS CLASSED AS AN EMERGENCY?

- Complete failure of the heating system
- Complete failure of the hot water system or both heating and hot water\*
- A water leak which cannot be contained
- Complete failure of the electrics \*
- Blocked Drains
- Lock not working on a ground floor door.
- Alarm system not working
- Roof leaks – if this is caused by storm damage please call your building insurance company in the first instance \*\*

\* Before reporting an Emergency please ensure the issue is not due to a local power cut or gas failure.

\*\* Please Note that Health & Safety regulations prevent anyone working on a roof during adverse weather conditions or in darkness.



### JUST A REMINDER ...

There has been a large amount of water used in the process of building your new home. The process of the house drying out and the water working its way out can actually take around 6 to 18 months.

To allow the water to escape slowly we recommend keeping your homes' temperature below 20°C so your home does not heat up too quickly and cause cracking as the moisture escapes.

You may find your home has more condensation than normal whilst it is drying out, so we recommend you keep your heating on a constant low temperature, use extractor fans provided in bathrooms and also leave as many windows open as you can whilst in the house.

During the process of drying out, the building materials are likely to shrink slightly which could mean small cracks appear in walls or ceilings. This is perfectly normal and very easy to fill with a suitable product once your home has dried out. Please remember Ascent Homes are not responsible for repairing these as it is part the of the normal process.

## We wish you the best of luck in your new home.

Working days consist of Monday to Thursday from 8.30am-4.30pm and Friday 8.30am-4.00pm

Contact number: **01670 528442**

Email: [customer care@ascent-homes.co.uk](mailto:customer care@ascent-homes.co.uk)



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