

First 2 Years Builders Warranty at a glance

Common Service Items	Coverage	Comments	Further Information Source
Appliances	Yes	Manufacturer's 2-year Warranty	To complete and return all warranties and guarantees for all appliances asap.
Bricks and Mortar	No	Minor cracks and effervescence are normal and can be expected	NHBC Guide to your new home
Carpets	Depends	2-year Warranty if fitted by Bromford	Note: Normal Wear and Tear IS NOT covered
Central Heating Boiler Service	No	Homeowner's responsibility to be completed ANNUALLY	
Chips and scratches to Kitchen Units/appliances, glass and sanitary ware	No	These should have been identified on the New Home Demonstration and Key Release and at the latest 7 days after moving in	
Colour variations of wood/fitted furniture and marble etc.	No	Colour and tone variations in natural materials can be expected	
Condensation	No	This is normal during the first year	See homeowners leaflet
Cracks – Concrete floor and blockwork	No	Cracks are normal due to shrinkage and is to be expected 3-4mm	£1 coin thickness guide See homeowners leaflet
Cracks – interior paint	No	Maintenance and touch ups are the homeowner's responsibility	See homeowners leaflet
Driveways	Yes	Normal wear and tear ARE NOT covered such as marks from power steering	
Doors and lock faults	Yes	During 2-year Warranty. Maintenance is the homeowner's responsibility	
Doors and Trim	No	Warping which does not affect the function is normal	
Electrical Installation	Yes	2-year Warranty	
Extractors and vents	Yes	If due to improper installation	
Fencing	No	Maintenance and care are the homeowner's responsibility	
Internal and External Timber	No	Separation, shrinkage, and warping are all normal	
Landscaping, paths, and patio areas	No	Maintenance and care are the homeowner's responsibility	See homeowners leaflet
Meters and utility lines	No	Contact your service provider directly	
Plumbing and drainage	Yes	Stoppage due to foreign materials is the homeowner's responsibility	See homeowners leaflet
Plumbing (pipe) leaks	Yes	During 2-year Warranty	
Roof leaks	Yes	During 2-year Warranty NOTE: third party damage caused by installation, repair or poor maintenance is not covered	
Shower and bath leaks due to grout/mastic cracks	Yes	During 2-year Warranty, report immediately	As this is due to drying of the floor construction, we cannot be held responsible for any flooring or floor covering affected by this
Storm damage	No	Refer to your home insurance policy	
Structure, load bearing	Yes	During 2-year Warranty	NHBC- Guide to your new Home
Window Frames	Yes	2-year Warranty	