

Should you have any questions or wish to report any defects, please contact the **Customer Support Team on:**

Phone:

0141 849 5511

Email:

westscotlandcustomerservices@taylorwimpey.com

Please provide us with your plot number, development, up to date contact details and a brief description of the issue.

Please refer to your From House to Home folder Home Maintenance Guide for guidance and advice on how to maintain your new home

Taylor Wimpey

In order to enhance the service we provide you, we would encourage you to keep a notebook or piece of paper close to hand during the first four weeks of you moving in to your new home. We would encourage you to write down anything you see and present to the Site Manager at your 7 or 28 day arranged visit.

We would remind you that any cosmetic defects should be reported to us within the first 7 days of you owning your new home.

For confirmation of what is covered under your warranty, please refer to your From House to Home folder Home Maintenance Guide or visit: taylorwimpey.co.uk/customer-service

Customer Service Opening Hours

Our office opening hours are Monday – Thursday 8.45am to 5pm and Friday 8.30am – 3.30pm. All of the aforementioned methods of contact are manned during these hours. The phone line is also the Out of Hours Emergency contact number out with normal working hours.

Telephone: 0141 849 5511
(also Out of Hours emergency number)