

# CUSTOMER GUIDANCE

## WHAT TO DO IN AN EMERGENCY

**EMERGENCY TEL NO: 0141 849 5511**

**Taylor  
Wimpey**

**ELECTRICITY:** First check the consumer unit to check if any circuits have tripped. If the power needs to be completely switched off this can be done at the consumer unit.

**WATER:** Isolating the water can be done at the stop-cock under the kitchen sink. If this fails, water can be turned off at the water valve which is usually located on the footpath outside your home.

**GAS:** Isolating the gas can be done at the meter box (either a brown box below the front window or a white box on the gable).

In the event of an emergency and if the emergency number fails please call either Scottish Water or your gas or your electricity supplier. More information can be found by reading your House to Home folder provided when you purchased your home.

### WHEN YOU MOVE IN

All new homes experience a certain amount of settlement, shrinkage and thermal movement, most of which should be remedied by you through the normal maintenance and upkeep regime of your new home. This would include shrinkage cracks to walls, ceilings and lightweight blocks - this can be clarified by your Customer Service team if you are unsure.

A lot of water goes into the build of a new home and the plasterboard, bricks and concrete used to construct your home will take time to dry out and reach normal moisture levels. This can take up to 12-18 months after you move in. As a result, condensation may form within your home, which we appreciate can be disconcerting.

Left unattended, this condensation can lead to mould growth, and damage to decor and to the building fabric. During the drying out period, please ensure that you ventilate your new home well by keeping the vents above your windows open, keep your home at an even temperature, keep your extractor fans running 24 hours a day in your bathrooms and kitchen, and use the boost facility when showering or cooking. Any condensation or signs of mould should be wiped away with a clean cloth.

Please refer to the 'Tips on how to help reduce shrinkage in your new home' leaflet for further guidance, which your Customer Relations Manager should have left for you.

## SOME HELPFUL DO'S & DON'TS

It is essential for you to...

- DO Maintain, feed and care for your lawn.
- DO Ensure your boiler and hot water cylinder are serviced annually.
- DO Check windows/glass, sanitary ware, kitchen units etc for scratches or damage within 7 days of you moving in. **(Anything outwith this period is the homeowner's responsibility).**
- DO Maintain the mechanism of the garage door regularly – we recommend you do this every three months.
- DO Check your bath and shower for any signs of settlement between the bath/shower and the tiles to prevent water leaks. You can raise your bath or shower base by altering the height of the small legs under the bath/shower base. The silicon seal on the bath and shower may also need to be replaced regularly as part of your maintenance regime.
- DO Check the over-ride button on your boiler is switched off.
- DO Replace any downlighters with an LED equivalent. We do not recommend fitting halogen bulbs.
- DO Refer to your From House to Home folder Home Maintenance Guide for helpful tips and valuable information.

**We would ask you not to...**

- DON'T** Hand snagging lists to your site or sales team. Please contact the Customer Service team by emailing:- [westscotlandcustomerservices@taylorwimpey.com](mailto:westscotlandcustomerservices@taylorwimpey.com). We keep a personalised record of your home on file and manage all correspondence.
- DON'T** Store any items in your loft space or floor your loft space. Your house is not designed for your loft to be floored, or carry the weight of items stored in this space. In addition, any items stored in this space may be damaged due to the condensation that may occur with the hot air rising through the house and meeting the cold air in the loft space. We also recommend you ensure your loft hatch is closed at all times.
- DON'T** Park large or commercial vehicles on your driveway as it is only designed to take the weight of an average family car.