

Taylor Wimpey Warranty

The Taylor Wimpey warranty, which is in place for two years from the date of legal completion, covers all items not included in the NHBC Buildmark cover – for example carpets, vinyl, tiles, kitchen appliances/units, boilers, showers, radiators.

For the period of the warranty we guarantee items supplied as part of our new homes, covering defects arising due to faulty workmanship or materials.

What does it cover?

Appliances (manufacturer's warranty)

Plumbing Systems

Electrics

Wardrobes

Flooring

Windows

Driveway

Boiler (manufacturer's warranty)

Central heating systems, fires and tanks

Kitchen units and worktops

Sanitaryware, shower doors/screens and fitted bathroom furniture

Ironmongery

Internal / external doors

Boundary walls / fences / gates

What it does not cover...

Cosmetic defects not reported within 7 days of legal completion. These include decoration, flooring, tiling, kitchen units, fitted bathroom and bedroom furniture, worktops, sinks, sanitaryware, appliances, glass and other similar items.

Problems with any workmanship, materials, or appliances the homeowner has brought or added to the property.

Damage caused by storms, accidents, negligence, abuse or poor maintenance of the property or appliances. This includes fence panels damaged by adverse weather conditions and blockages caused by inappropriate disposal of waste.

Natural shrinkage, condensation or mould as a result of condensation.

Any inconvenience, distress, consequential loss of enjoyment, or income loss caused by remedial works – assuming all reasonable steps have been taken to minimise disruption.

Wilful damage

Damage to your home caused by the failure of isolating your outside tap during the winter months to avoid the pipe bursting and causing internal damage at the entry point into your home.

Garden drainage outwith three metres from your home

Storage: Your loft should not be used for storage. Any goods stored in your loft are stored at your own risk. The loft area can be prone to producing condensation due to hot air rising and meeting the cold air in the loft

What is classified as an Emergency?

All emergencies should be immediately reported by calling the Customer Service team or our Out of Hours Emergency service, NPA 24:7, by calling **0141 849 5511**, 24 hours a day.

Common Emergency Issues at a glance:

Drains – if they're causing a flood or overflowing internally or externally

Doors and Windows – when a faulty lock is affecting security

Loss of power supply – if resetting the consumer unit does not rectify the issue there may be an issue with the mains and you should contact your supplier

Total loss of gas – please contact your supplier

Water Leak – if the leak is uncontrollable, causing damage or penetrating an electrical fitting

Central Heating Failure – that is not the fault of the supplier

Gas Leak – ensure all gas appliances are turned off and windows are opened

Roof Tiles and Leaks – we do not cover storm damage

Walls and Fences – if there is a potential danger to people or property. However, we do not cover storm damage

Water Supply – firstly check with your supplier that they have not turned off the mains supply to carry out repair work

What is not an emergency?

Non-emergency issues are those which do not fundamentally impact the way you can live in your home, and do not raise a health and safety concern or risk.

Non-emergency issues are attended to during normal working hours and repair times will vary according to the issue and the availability of spare parts/labour.

Appliance guides and instructions are in your warranty box when you move in. We suggest familiarising yourself with these documents as the answer to some issues may rest within these guides.