

Defects responsibilities document





Problems with your new home: who should you contact?

New homes can sometimes develop problems after they have been built. Who is responsible for putting something right depends on what has caused the problem, how old your home is and which warranty covers your home.

If your home is still in its defects period

For most whg shared ownership homes, the defects period lasts 12 months from the date the home was completed – not from the date you moved in.

Please check your warranty documents to confirm what builder warranty defects period cover you have, as some of our homes are covered for two years. The cover start date will be noted on the Buildmark Choice certificate provided in your hand over pack.

If you think something is a defect during this period, contact whg rather than contacting the builder yourself. We will assess the issue and, where it is a defect, liaise with the builder on your behalf.

After your defects period

Your home also has a **10 or 12-year structural warranty**. The cover start date will be noted on the Buildmark Choice certificate provided in your hand over pack. This may cover certain serious defects or structural problems once the defects period has ended. whg can assist with submitting an NHBC claim.

If you think the problem may be covered, check your warranty document and the following tables.



What’s gone wrong?

Drains, pipes and water		
What's the problem?	What might be causing it?	What should I do?
Gutter or downpipe leaking.	Gutter or downpipe is blocked.	You are responsible. Clear the blockage as part of normal home maintenance.
	A joint is faulty.	Contact whg during your defects period. After this, check your warranty cover.
Drainage pipe leaking.	Pipe has been damaged accidentally.	Contact your home insurer .
	Pipe was installed incorrectly or a joint has failed.	Contact whg during your defects period. After this, check your warranty cover.
Bad smell from a wastepipe.	Wastepipe is blocked or the water trap has been removed.	You are responsible. This is normally maintenance rather than a defect.
Water isn't draining away.	Wastepipe, gully or drain is blocked.	Contact whg during your defects period.
		You are responsible for clearing blockages caused through normal use, you may be counter charged if the blockage is down to misuse.
	Gully has been damaged by ground movement or pipework was installed incorrectly.	Contact whg during your defects period. After this, check whether your warranty covers the problem.

Drains, pipes and water		
What's the problem?	What might be causing it?	What should I do?
Bath, basin or sink is cracked.	It was damaged before installation.	Contact whg during your defects period.
	Accidental damage after you moved in.	Contact your home insurer .
Shower isn't working.	No hot water, water supply or power because of an installation fault.	Contact whg during your defects period.
Tap is dripping.	Washer is worn.	You are responsible. This is normal maintenance.
Sink surround is leaking.	Seal wasn't fitted correctly or has failed.	Contact whg during your defects period.
Wastepipe is leaking.	Accidental damage.	Contact your home insurer .
	Incorrect installation, inadequate insulation or a failed joint.	Contact whg during your defects period. After this, check your warranty cover.
Sink surround is leaking.	Seal wasn't fitted correctly or has failed.	Contact whg during your defects period.

Drains, pipes and water		
What's the problem?	What might be causing it?	What should I do?
Wastepipe is leaking.	Accidental damage.	Contact your home insurer .
	Incorrect installation, inadequate insulation or a failed joint.	Contact whg during your defects period. After this, check your warranty cover.
Low water pressure/no water.	Main valve isn't fully open.	Check that the valve is open.
	Problem with the mains supply.	Check with your water supplier.
	Faulty water supply pump.	Contact whg during your defects period. After this, check your warranty cover.
Pipes are noisy.	Pipework hasn't been secured or protected correctly.	Contact whg during your defects period.

Walls, damp and decoration

What's the problem?	What might be causing it?	What should I do?
Damp coming through a wall.	Problem with the damp-proof membrane/course or another construction issue.	Contact whg during your defects period. After this, check your structural warranty.
	Lack of ventilation/condensation caused by everyday living.	Follow our advice on preventing condensation and damp.
Render is coming away.	Render was incorrectly applied or the wrong product was used.	Contact whg during your defects period. After this, check your warranty cover.
Paint is flaking.	Poor preparation, incorrect paint or damp caused by the build.	Contact whg during your defects period.
Moisture or staining on walls.	Condensation.	This is normally general maintenance rather than a defect.
	Water coming in, leaking plumbing or inadequate ventilation caused by the build.	Contact whg during your defects period.
Cracks in plaster.	Normal shrinkage.	Small shrinkage cracks are normally your responsibility and aren't usually classed as defects.
	Structural movement.	Contact whg during your defects period. After this, check your structural warranty.

Windows and doors

What's the problem?	What might be causing it?	What should I do?
Excessive draughts around a door or window.	Draught strips weren't fitted, or the door/window doesn't fit correctly.	Contact whg during your defects period.
Door is warped or twisted.	Installation/build issue.	Contact whg during your defects period.
	Accidental damage.	Contact your home insurer .
Rain is coming in around a door.	Weather bar wasn't fitted or door doesn't fit properly.	Contact whg during your defects period.
	Storm or accidental damage.	Contact your home insurer .
Door panel has warped or shrunk.	Construction/material issue.	Contact whg during your defects period.
	Accidental damage.	Contact your home insurer .
Door lock isn't working.	Lock mechanism has seized or doesn't line up correctly.	Contact whg during your defects period.
	Damage caused by an attempted break-in.	Contact your home insurer .

Windows and doors		
What's the problem?	What might be causing it?	What should I do?
Glass is broken.	Accidental damage.	Contact your home insurer if covered.
Draught coming through a window.	Missing draught strips or window doesn't fit correctly.	Contact whg during your defects period.
Rain coming through a window.	Window doesn't fit properly or isn't suitable for its location.	Contact whg during your defects period. After this, check your warranty cover.

Roof		
What's the problem?	What might be causing it?	What should I do?
Roof is leaking.	Storm damage.	Contact your home insurer.
	Defective roof covering or construction.	Contact whg during your defects period. After this, check your structural warranty.
Roof or ridge tiles are loose/missing.	Storm or accidental damage.	Contact your home insurer.
	Tiles weren't installed correctly.	Contact whg during your defects period. After this, check your warranty cover.
Pointing around eaves, ridges or valleys is cracked.	Storm/accidental damage.	Contact your home insurer.
	Incorrect installation.	Contact whg during your defects period.
	Frost/weathering.	This may be general maintenance.
Lead flashing is faulty.	Incorrect installation.	Contact whg during your defects period. After this, check your warranty cover.

Gardens, driveways and paths		
What's the problem?	What might be causing it?	What should I do?
Driveway or path isn't draining properly.	Surface wasn't laid correctly.	Contact whg during your defects period.
	Ground movement.	Contact whg during your defects period. After this, check whether your warranty covers the issue.
Concrete or driveway is cracking.	Ground movement or construction issue.	Contact whg during your defects period.
	Damage caused by excessive loads or use.	This may be your responsibility depending on the circumstances.
Garden issues.	Water logging within 3 metres of the home.	If there are areas of temporary standing water deeper than 5mm and exceeding 1m² one hour after rain has stopped. Contact whg during your defects period.
	Widespread dead grass/turf at the time of move in.	Photograph and contact whg as soon as you have moved in.
	Grass has died after you have moved in.	You are responsible.

Heating		
What's the problem?	What might be causing it?	What should I do?
Radiator isn't getting hot.	Air trapped in radiator.	Try bleeding the radiator. This is general maintenance .
	Radiator valve has seized.	This is normally general maintenance .
	Boiler or installation fault.	Contact whg during your defects period and provide the boiler code, shown on the front of the boiler.
After this, check your boiler/warranty cover.		
Boiler isn't working.	Gas supply is switched off.	Check your gas supply and follow your boiler instructions.
	Thermostat/programmer, pilot light, wiring or boiler is faulty.	Contact whg during your defects period. After this, check your manufacturer's or structural warranty where applicable.
	Boiler low pressure.	This is general maintenance follow you boiler instructions on how to pressurise the boiler.

Electrics		
What's the problem?	What might be causing it?	What should I do?
No power.	Circuit breaker has tripped.	Check your consumer unit and reset it if safe to do so.
	Lights or sockets weren't wired correctly.	Contact whg during your defects period.
	Fault with the fixed electrical installation.	Contact whg during your defects period. After this, check your warranty cover.
Electrical fitting isn't working.	Circuit breaker has tripped or fuse has blown.	Check your consumer unit/instructions first.
	Appliance or fitting wasn't connected or installed correctly.	Contact whg during your defects period.
	Accidental damage.	Contact your home insurer .
Faulty white goods.	There is a fault with the washing machine/ dishwasher/fridge freezer.	You should register your extended appliance warranty as soon as you move in. Contact appliance manufacture.
	There is a leak to the washing machine/dishwasher.	Contact whg during your defects period.



whg
100 Hatherton Street
Walsall
WS1 1AB

Telephone: 0300 555 6666
Email: enquiries@whgrp.co.uk

whg is the trading name of Walsall Housing Group comprising Walsall Housing Group Limited, company registration number 04015633, registered provider number L4389, registered charity number 1108779 and all its subsidiaries. The company and all its subsidiaries are registered in England and Wales at 100 Hatherton Street, Walsall, West Midlands WS1 1AB