Dear Homeowner(s)

We hope that you are happy with your new home!

As you may be aware, you have a 12-month warranty for fixtures and fittings where the issue arises from defective workmanship or materials, and there is also a 10-year NHBC warranty applicable to the structure of the building.

Please note that in order for the Air Source Heat Pump and hot water system to be covered under the manufacturer’s warranty, you must ensure they are both serviced after 1 year and that this record is available for inspection. It is also important that you maintain your property throughout your occupation.

To report general repairs, please contact Sage Housing’s defect team on 0203 906 6541 or at [sagerepairs@placesforpeople.co.uk](mailto:sagerepairs@placesforpeople.co.uk)

If you experience any major leaks, loss of power or other emergency with your home, we operate a 24-hour customer care line, please call us immediately on 0330 22 33 546 option 2 where someone will be able to assist you.

Finally, thank you for choosing a Brampton Valley Home, we wish you every happiness in your new home.

Kind regards

**Brampton Valley Homes**