

## After Sales Care policy Document

Buyers of a home constructed by Kilkenny & Gomm Developments can rest assured that our support will continue once they have completed their purchase. As well as every home being protected by a 10-year structural and 1-year Repair and Fixtures Guarantee, every new owner will be given a comprehensive handover pack. We have a team of skilled tradesmen who can return to your home by appointment to address any snagging and maintenance matters at the 12 month anniversary of buying your property, allowing you to relax and enjoy living in your new home with total peace of mind.

Whilst we execute high standards in all areas of our work, minor snagging can arise naturally within the first 12 months of a new build home. We ask all new buyers to keep a record of these snags over your first 12 months and aim to address these at your 12 month Review as part of the Repair and Fixtures Guarantee.

Issues such as cracking and movement can occur as new buildings settle, and it is advised to leave these issues for 12 months, by which stage your home will have settled.

If anything more pressing arises please let us know, and if required we can arrange for the correct tradesman to address them as a matter of priority.

The handover pack supplied with your home will include details of all appliances that you will need to register with the manufacture to secure warranty cover on that appliance. This is your responsibility as the home owner. Kilkenny and Gomm Developments do not register these items for you.

Please be aware that Kilkenny and Gomm developments will only cover works that follows the standard process below.

If you have any questions regarding this service please contact our offices: 01865 401333 or email us at [e-mail@kilkennygomm.com](mailto:e-mail@kilkennygomm.com).

Enjoy your new home!

### Standard Process First 12 months

