



Welcome to home ownership!

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Welcome to home ownership!

Thank you for choosing Torus Homes to purchase a Shared Ownership home.

We have a hard working team who strive to deliver a seamless home ownership journey for all our purchasers and customers.

Before you become a home owner, we've put together this guide to help you navigate your new home.





The Settling Period



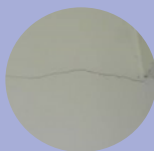
When you purchase a new build home, please keep in mind that what was once just bricks, timber, and slate is now becoming a true home.

During this period, your home is '**drying out**'. The drying out period usually lasts at least 12 months.

What to expect (examples below)	Why does this happen?	What can you do to prevent this?
Nail pops. Cracks in paint, plaster, joining (walls to ceilings and floors), flooring, stringers. Shrinkage. Condensation/moisture.	New homes contain moisture. Whilst the home dries out and settles, the infrastructure will minorly adjust.	Maintaining good ventilation in your home helps keep a balanced temperature (19-22°C). Excessive heat or cold can cause cracks, shrinkage, condensation/moisture.



Shrinkage



Hairline crack



Nail pop



Efflorescence

In most cases, signs of **drying out** during this period will not qualify as a defect, as they are not faults in craftsmanship.

You will receive more information about the drying out period in your Home User Guide (**HUG**) when your sale completes.

Defects & tolerance



To ensure your home is built to the correct standards, our professional **Clerk of Works** will carry out extensive inspections throughout the build process and will cooperate with the **Site Team** and **After Care Team** to communicate issues and faults.

As a Shared Owner, you are responsible for the maintenance and repairs of your home. This responsibility is outlined in your Key Information Document's prior to reservation and in your lease.

During your designated **defect period**, if you encounter any major structural faults or issues caused by workmanship, you can contact our After Care Team. They will liaise with the housebuilder to resolve any legitimate defects.

You will be given an end of defect period date at the time of getting your keys. You will also be advised at reservation when your defect period ends.

The After Care Team will work with the housebuilder to resolve issues that are not **'within tolerance'** of the NHBC or other warranty providers standards.

This means that minor decorative faults may not be rectified once you have moved in. If you're unsure contact the After Care Team (see details on page 7).

Defect period

As standard, our new build homes enter a 12 month defect period once the home is build complete. **Please note, this is not the day you get your keys.** You will be advised when your defect period ends.

What is a defect?

A defect is a failure to comply with standards/tolerances set by NHBC and similar warranty providers in relation to the construction, workmanship, installation, or manufacturing of a new build property.

What do we mean when we say 'tolerances'?

Homes are built by people and are crafted by hand. Due to this, warranty providers understand that there will be minor imperfections and will give builders a guideline of what faults are acceptable/within tolerance and what is not.

What is covered?



What is cover in your defect period

Structural defects

- Structural issues regarding your: roof, ceilings, walls, stairs.

Major fittings & installation defects

- Such defects could involve: electrical/circuit installation, pipework throughout the home, windows and doors.

Major defects may cause flooding, loss of power or water. In the case of an emergency you must call **0800 678 1894**.

What is not cover in your defect period

Natural shrinkage, cracks or nail-pops caused by the settling period

- Housebuilders may not fix any natural wear and tear of a property during the 12 month drying out period. There are circumstances where our After Care Team will rectify issues, such as excessive cracks that are wider than a £1 coin (4mm).

Any changes, installations or adjustments you make in your home

- Housebuilders will not take responsibility for faults caused by kitchen or bathroom replacements/adjustments.
- Housebuilders will not take responsibility for stiff doors following carpet installations. If you have any problems with your internal or external doors, you must report them when you first move in (before new flooring).


Please seek advice from the Sales Team or After Care Team prior to instructing a private inspector/snagger. Our After Care Team and Site Team's will dispute issues not within tolerance of NHBC and other warranty provider's standards.

Raise a defect by contacting our After Care Team

 developmentteamdefects@torus.co.uk

Or contact the Customer Hub on:

 info@torus.co.uk

 0800 678 1894



In the case of an emergency please call 0800 678 1894.



Warranty Providers

When you purchase a new build home, your home will come with a 10 year **warranty** under a registered provider.*

You can check who your warranty provider is in your HUG, you can check what they cover in their policies. Please note, 10 years is the standard but this may vary.

The main warranty providers

NHBC

Telephone- 0344 633 1000
www.nhbc.co.uk

LABC

Telephone- 0800 183 1755
www.labcwarranty.co.uk

Premier Guarantee

Telephone - 0800 107 8446
www.premierguarantee.com

One Guarantee

Telephone - 01603 218288
www.oneguarantee.co.uk

This list is not exhaustive, please double check who your warranty provider is when you move into your home. If you need to make a claim on your building insurance policy, please contact The Leaseholder Team - find contact details on page 9.

The Leaseholder Team

When you become a Shared Owner, you will sign and enter a **lease**.

At Torus, we have a dedicated Leaseholder Team who will be available to assist with a range of requests, such as keeping pets or making alterations to your home.

For more details, please scan the barcode.



Selling & buying

In most leases, you will be able to ‘**staircase**’ or purchase 100% of your home. ‘**Staircasing**’ allows you to increase the percentage you own, and decrease your monthly rent.

If you wish to sell or staircase, please contact the Leaseholder Team.

Contact the Leaseholder Team

✉ leaseholderteam@torus.co.uk

📞 0800 678 1894

Please note, information will vary depending on your lease.



New home Jargon Buster

Settling period/drying out - The settling/drying out period is a 12 month period that begins when your house becomes a home. You will expect to see some changes in your home due to the change in temperatures.

Home User Guide - Your Home User Guide will be provided by the builder when you move in. This will contain vital details about your home, appliances and warranty provider - please keep this safe!

Clerk of Work - A Clerk of Work is a qualified professional who will assess the quality and workmanship of a new build property. The Clerk will flag any issues not within tolerance and the contractor will rectify this.

Contractor - The term contractor refers to a housebuilder and a sub contractor will be the third party trades team who install or build parts of your home.

Handover - The handover is the day your home becomes build complete and transfers from the builder to Torus (the Landlord).

Site Team - The Site Team is the team that have constructed a new build development.

Defect - A defect is an issue in a home that fails to comply with standards/tolerances set by NHBC and similar warranty providers in relation to the construction, workmanship, installation, or manufacturing of a new build property.

New home Jargon Buster

After Care Team - Our After Care Team will work with customers, our Development Team and house builder to rectify defects.

Defect period - A defect period refers to the time frame you have to report defects in your home. This is also known as a 'Defect Liability Period' (DLP).

Latent defects - A latent defect is a defect (see above definition) that is not visible upon inspection but later manifests into a deeper issue. Examples could be, slow leaks due to defective pipes that are out of sight.

Within tolerance - Within tolerance is a term used by our Defects Team, Development Team and Site Teams to understand if a defect is covered by the warranty provider. Warranty providers understand that all homes are built by people and allow for small imperfections home to home, these are called 'tolerances'.

Warranty - A warranty is a legally binding contract that will cover the quality and functionality of a product for a set time period.

Warranty provider - Your warranty provider will protect you and your new build home for approximately 10 years and help you dispute or rectify defects.

New home Jargon Buster

Manufacturer - The manufacturer refers to the supplier and 'maker' of products that have been installed in your home.

Lease - A lease is a legal document (a contract enforceable in law) which establishes the rights and obligations of both the leaseholder and the landlord.

Leasehold - Leasehold is a type of ownership where the buyer has a time restricted right to live in or own a property. In the most recent shared ownership model (2021-2026), a typical lease is 990 years.

Please note, if you intend to sell your shared ownership home, the lease will not re-new back to 990 years, this will be taken over by the next occupants.

Staircasing - Staircasing is the process of purchasing more shares of your shared ownership home. Through staircasing, you can purchase and own up to 100% of your home.

Your ability to staircase will be outlined in your lease.

Please note, this booklet is a helpful guide. If you require further information or assistance, please do not hesitate to get in touch with the Sales Team via sales@torus.co.uk.