



**Garden City Homes**

## **FAQs – Round Hill Gardens**

**Q. What flooring is provided?**

A. Flooring is provided in both the Kitchen and Bathroom. Should you need the specific colour choice for your property please check with a sales advisor.

**Q. Can the builder drill a hole to connect the empty appliance space into the cupboard where the wastepipe is?**

A. No. This is something you would need to organise yourself to have completed with a plumber or installer.

**Q. Can I have additional flooring, cupboards etc fitted?**

A. The builder works to a specification and will not be able to fit anything additional to the specification. Upon request we can provide detailed specification/information so that you can make changes once you have moved into the property.

**Q. If I arrange to have flooring fitted and the doors need to be adjusted will the contractor do this?**

A. No. If you have had flooring fitted and you need to adjust your doors this is your responsibility. It is advised that you check with your flooring fitter that any flooring is within the required depth.

**Q. Can I have a gas hob instead of electric hob?**

A. The properties do not have a gas supply so this will not be possible.

**Q. If there is no gas supply, how do I heat my home?**

A. The properties will have an Air Source Heat Pump, this powers both the heating system and hot water system. You will be provided with further information on how to use this along with a pack on handover to you.

**Q. Can I have Sky or Virgin?**

A. There is fibre to the property installed for both Open Reach and Virgin, so you could look to use BT, Virgin, Hyperoptic, or any other company that use the Open Reach fibre to provide broadband.

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Wythenshawe Community Housing Group  
8 Poundswick Lane, Wythenshawe, Manchester M22 9TA  
T: 0300 777 7177 E: [enquiries@gardencityhomes.org.uk](mailto:enquiries@gardencityhomes.org.uk)

Wythenshawe Community Housing Group Limited is a Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014, Registration No. 8529





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**Q. Do I have to stay with BT as the provider for the phone/internet?**

A. No, you can choose whoever you wish to be your provider but you need to call BT and let them know that you are the new occupier and for them to make the line live. There may be a charge for this.

**Q. Are waste/recycle bins provided?**

A. No, unfortunately you will have to contact Cheshire East Council and inform them that you have now moved into the property. They will arrange for the bins to be delivered at a cost of £110 for all the bins that you require. You cannot order the bins until you have moved into the property and at the moment the waiting time it is approx. 20 working days. Once a payment is made and the property is in the system you are able to leave refuse bags out and they will be collected in that in-between time whilst waiting for your bins to arrive.

Refuse bags will only be collected if you have paid and are waiting delivery of your bins. [Request a bin or report a damaged or lost bin \(cheshireeast.gov.uk\)](http://cheshireeast.gov.uk) You can also find a calendar on the website which shows which bin is emptied on what day.

**Q. Do I need to register with a provider for the Electricity?**

A. The utility providers details will be in the pack along with the readings that will be taken on the day of completion. You must contact them to inform them that you are the new occupier and the date that you purchased the property. You can change providers once you have registered with the original provider.

**Q. Can I carry out my own snagging report?**

A. Prior to handover the WCHG Development Team have carried out a snag inspection and backchecked these prior to handover. On occasion there may be one or two minor rectification items to complete post-handover. You will be notified of these prior to completion. If you wish to instruct your own surveyor to carry out your own report then it would need to be done after we have taken handover of the property from the builder as access to the property before this time is not permitted. Our Inspections are undertaken in accordance with NHBC inspection tolerances.

**Q. How do I report any issues once I move into the property?**

A. On completion you will be provided with a pack which will include how to report any defects (the defect period starts from the date Garden City Homes takes handover from the builder).

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We ask that you follow this process and not contact the builders direct as the development team log and monitor the issues. Please note any missed appointments or call outs for items that are not deemed as a build defects will incur a fee from the developer.

### Q. What is a Defect?

- A. We will have already carried out a snag inspection before the property has completed and been handed over. On occasion there may be minor rectification items to complete once you have moved in, you will be notified of these prior to completion, we will not allow delays in completion for minor and decorative works. If you still wish to instruct your own surveyor to carry out your own report, then it would need to be done after we have taken handover of the property from the builder as access to the property before this time is not permitted. We will endeavour to review this report within 5 working days however during busy periods this could be longer. We cannot guarantee that any and/or all items on the report will be rectified, unless we deem them to be outside of the tolerances granted by the warranty provider. There is a 12-month defect period from the date that the property completes in which relevant issues can be reported and resolved.

If you wish to report a snagging report please email the report to [customerenquiries@wchg.org.uk](mailto:customerenquiries@wchg.org.uk) to ensure it is reported through the correct procedure.

### Q. Will I be charged for defects?

- A. Defects need to be reported through the correct process in the first instance, If defect is reported directly to the developer **you as the owner will be responsible for any call out fees.**

### Q. Can I sublet my property?

- A. Properties cannot be purchased for investment purposes, you must live in the home you are buying.

### Q. Can I make alterations to the property?

- A. If you wanted to make any alterations to the property we would advise waiting 12 months as any works done before this time could invalidate any warranties in those areas. You would also need to seek the relevant approvals from Cheshire East Council if required. If you have purchased through shared ownership then you need written permission from Garden City Homes. Information and the form can be found on our website.

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**Q. Can I decorate the property?**

A. Yes, once you've moved into your new home you can decorate it to suit your personal style. If you're looking to make more significant changes though – for example anything structural – you'd need to get our permission first. We would also recommend that you do not cover any walls within the first 12 months with wallpaper or cladding, as it is important we are able to inspect them at the end of the defects period.

**Q. How do I purchase more shares in my property?**

A. This process is called Staircasing and you can find more information regarding this on our website here [www.gardencityhomes.org.uk/ready-to-own-more-of-your-home](http://www.gardencityhomes.org.uk/ready-to-own-more-of-your-home)

**Q. What if I want to sell my share later on?**

A. If you're ready to move on – selling your share of your home is something you can do at any time. We'll try to find an eligible buyer for you first and have a period of time to do this in which will be set out in your lease. To find out more about how the process works, please follow link:  
<https://www.gardencityhomes.org.uk/how-to-sell-your-home/>

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