



Persona Homes

by Home Group

A guide to defects and repairs

Your new home has been crafted with care, and we want you to love every corner of it! Here's what you need to know about the finishing touches and how to keep your home looking its best as it settles in.



Thank you for choosing Persona Homes, we are excited for the future in your new home. Although you've moved in, we're still here to support you.

Your new home is covered by a New Homes Warranty and a defects period. While we don't expect problems, we know that sometimes small issues can occur. That's why we have a dedicated team on hand and ready to help.

What are snags and defects?

A "snag" or "defect" is an issue that occurs during construction or due to a failure in workmanship. This could range from minor cosmetic issues like scratched work surfaces, cracked tiles, or decorative imperfections, to more significant problems. Such as, leaking roofs, faulty plumbing, defective wiring, or doors that don't close or lock securely.

We aim to fix snags and defects within 30 days free of charge. If it's an emergency repair, we'll get to it in 24 hours or less.

If you have a problem, please contact us:

- Call us on **0808 196 1532 (Option 2)**
- Email us at **customer@yourpersonahome.com**

If you have an emergency:

- Call us on **0808 196 1532 (Option 2)**

Please note, the following situations are classed as an emergency:

- Complete failure of the heating systems and/or hot water system*
- A water leak or flooding that cannot be contained
- A complete failure of the electrics*
- Flooding caused by blocked drains that threatens to enter the home
- Security - a fault to a window or external door causing a loss of security
- Any other situation that causes a risk to life

*Before reporting an emergency, please ensure that the problem is not caused by a general failure in the area.

The following guide will support you in understanding what's covered during the defects period.

If you're unhappy with the services provided, please refer to our complaints process leaflet.

| Issue | What might have caused the issue | Persona Homes' responsibility | Customer responsibility | Refer to your home insurance |
|---|---|-------------------------------|-------------------------|------------------------------|
| Drainage | | | | |
| Gutter or downpipe leaking | Downpipe/gutter blocked with leaves | | X | |
| | A joint in the downpipe/gutter is defective | X | | |
| Drainage above ground is leaking | The pipe has cracked due to accidental damage | | | X |
| | The pipe has cracked due to incorrect installation | X | | |
| | A joint in the pipe is not holding | X | | |
| Wastepipe emits an odour | Wastepipe is blocked | | X | |
| | Water trap removed | | X | |
| Water not draining away | The wastepipe, gulley or drain is blocked | | X | |
| | The gulley is damaged due to ground movement | X | | |
| | The wastepipe or drain was not installed at the correct angle | X | | |
| Bath, basin or sink are cracked or damage | Damaged prior to installing | X | | |
| | Accidental damage | | | X |
| Shower not working | Isolation switch and/or valve is in the "on" position | | X | |
| | Electric: There is no hot water or water at all | X | | |
| | Power: There is no power or water | X | | |
| | Mixed: There is no water at all | X | | |
| Tap dripping | The washer is worn | | X | |
| | Tap is defective | X | | |
| Sink surround is leaking | A seal has not been fitted | X | | |
| | The seal is broken | X | | |
| Wastepipe is leaking | The pipe is cracked or punctured due to accidental damage | | | X |
| | The pipe has cracked or punctured due to incorrect installation | X | | |
| | The pipe has cracked due to inadequate insulation | X | | |
| | A joint is not holding | X | | |
| No water supply or low pressure | The water main has not been turned on or is not fully open | | X | |
| | Low pressure in the mains | | X | |
| The pipes are noisy | The pipework is not adequately secure | X | | |
| | The pipework is not protected where it passes through joists or walls | X | | |

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|--|--|-------------------------------|-------------------------|------------------------------|
| Electrics | | | | |
| No power | A circuit breaker has tripped | | X | |
| | The light(s) or socket(s) are not wired to the circuit | X | | |
| Electrical fittings not working | A circuit breaker has tripped | | X | |
| | A fuse has blown | | X | |
| | Appliance is not wired to the circuit | X | | |
| | Accidental damage | | | X |
| | Incorrectly fitted | X | | |
| External Works | | | | |
| Driveways/paths not draining | The surface is not laid to fall | X | | |
| | Ground movement | X | | |
| Cracking in concrete and drives | Ground movement | X | | |
| | Weight of traffic | X | | |
| Finishes | | | | |
| Render coming away on external masonry walls | Render has been poorly applied | X | | |
| | An incorrect render mix was used | X | | |
| | An inappropriate product has been placed | X | | |
| Paint flaking | Poor surface preparation | X | | |
| | Inappropriate type of paint applied | X | | |
| | Damp penetration | X | | |
| Fitted Furniture | | | | |
| Poorly fitted cupboard door (not including general use or settlement) | Accidental damage | | | X |
| | Poorly fitted | X | | |
| Worktop is damaged or loose | Accidental damage | | | X |
| | Poorly fitted | X | | |

| Issue | What might have caused the issue | Persona Homes' responsibility | Customer responsibility | Refer to your home insurance |
|--|--|-------------------------------|-------------------------|------------------------------|
| Heating | | | | |
| Radiator not producing heat | Airlock in the radiator | | X | |
| | Radiator valve has seized | X | | |
| | Boiler is not working | X | | |
| | Blocked pipe | X | | |
| Boiler not working | Gas supply is off | | X | |
| | Thermostat or programmer is not working correctly | X | | |
| | The pilot light has gone out | X | | |
| | The boiler is not wired to the circuit or is faulty | X | | |
| Roof | | | | |
| Roof leaking | Storm damage | | | X |
| | Defective roof covering | X | | |
| | Inadequate mortar mix | X | | |
| Roof/ridge tiles loose or missing | Accidental damage or storm damage | | | X |
| | Tiles not installed correctly | X | | |
| Pointing to eaves, ridge valleys cracked | Accidental or storm damage | | | X |
| | Not properly installed | X | | |
| | Lead flashing installed incorrectly | X | | |
| Moisture or staining on walls | Condensation | | X | |
| | Water ingress | X | | |
| | Leaking plumbing | X | | |
| | Inadequate ventilation | X | | |
| Cracks in plasterwork | Normal shrinkage (up to 2mm on floors, wall, and ceilings. Up to 4mm on stair strings) | | X | |
| | Movement | X | | |

| Issue | What might have caused the issue | Persona Homes' responsibility | Customer responsibility | Refer to your home insurance |
|--|---|-------------------------------|-------------------------|------------------------------|
| Windows & Doors | | | | |
| Excessive draughts in through external doors and windows | No draught strips fitted | X | | |
| | Door is warped or twisted | X | | X |
| Rain coming in underneath or through a door | Storm or accidental damage | | | X |
| | No weather bar fitted | X | | |
| | The door fits badly | X | | |
| | Door panels are warped or shrunk | X | | X |
| | The lock has been damaged by an attempted break in | | | X |
| Lock not working | The mechanism has seized | X | | |
| | The lock does not align properly with its keep | X | | |
| | | | | |
| Glass broken | Accidental damage | | | X |
| Draughts coming in through the window | There are no draught strips fitted | X | | X |
| | The window fits badly | X | | |
| | The window is warped or twisted | X | | |
| Rain coming in through the window | The window fits badly | X | | |
| | The design of the window is not suitable for the exposure | X | | |



Decoration, shrinkage, and nail pops

Paintwork

When you look at the paintwork from 2 meters away in natural daylight, it should appear smooth, free from runs or drips, and with minimal visible brush marks. However, it's worth noting that the paint isn't intended as the final finish. Your walls receive two coats of quality emulsion to let them breathe and dry out naturally. Adding too many layers too soon can trap moisture, which might lead to mould or mildew.

To help your home settle, we recommend waiting at least 12 months before redecorating. This gives your walls time to adjust to their new environment.

Cracking and shrinkage

It's completely natural for some cracking or shrinkage to appear in walls, ceilings, and woodwork joints as your home dries out. Cracks wide enough to fit the edge of a £1 coin in would normally be reviewed contact our [Customer care team](#) if you need this addressed. Smaller cracks are considered part of the natural process and are best addressed by you, when decorating after the first year.

We will do what we can to ensure there is no obvious shrinkage visible at your Home Demonstration. If there is any shrinkage visible it will be address by our team. After that, minor cosmetic fixes (filling/sanding/painting of minor cracking) will be your responsibility as part of regular home maintenance.

Nail pops

Up to six nail pops in a room is a normal result of the drying process. If you have more than six nail pops in a room let us know, and we'll take care of it.

Please report any chips, scrapes, or other paintwork damage during your Home Demonstration. While we'll do our best to assist, we reserve the right to decline repairs if the damage appears excessive or caused by moving in or daily use.



Tiling and grouting

Your wall tiling should look neat, with straight joints and minimal gaps. Slight surface variations are acceptable, but these should not exceed 3mm over a 2m straight edge.

The grout used is designed to last, but here's a few things to remember:

- Regularly clean and maintain grout to prevent water ingress.
- Wear and tear, neglect, or failure to maintain grout is often your responsibility to fix.
- Discoloration or mould is not a defect.
- Report any damage or issues with workmanship during your Home Demonstration.

Mastic

Around sanitary ware

The mastic sealant around baths, showers, and sinks is designed for a clean, durable finish. To ensure mastic holds up well, routine maintenance is essential. Clean with non-abrasive products that are appropriate for use on mastic.

Report any mastic concerns at your Home Demonstration. Persona Homes is not responsible for water damage caused by unreported or poorly maintained mastic.

Boiler

Your boiler comes with a 2-year warranty from the manufacturer. It's your responsibility to register and validate the warranty as soon as you move in. The manufacturer will keep your details on file, so any faults must be reported directly to them.

To keep your warranty valid, you need to have your boiler serviced every year. Skipping this step will invalidate your warranty, and the manufacturer might refuse to cover repairs under warranty.

If your warranty becomes invalid, you may have to pay for any repairs or maintenance yourself.

If you have any questions not covered here, please contact [Customer care team](#).

Electrical appliances

If you have any problems with your appliances like your oven, fridge, freezer, dishwasher, dryer, or microwave, it's your responsibility to contact the manufacturer directly to arrange repairs or replacements. The manufacturer's details are in your handover pack.

Make sure to register your appliances with the manufacturer as soon as you move in. This step is essential to validate your warranty.

The warranty for your appliances is directly between you and the manufacturer. If you notice any cosmetic damage (such as scratches or dents), be sure to report it during your Home Demonstration. We won't be able to address these issues after this point.



Flooring

Damages and maintenance

If you spot any damage to your finished floors, make sure to report it during your Home Demonstration. Persona Homes cannot take responsibility for any damage raised after you've moved in.

Carpets

If a carpet needs replacing, NHBC guidelines state that we don't have to replace other carpets if the replacement has a slight colour variation due to being from a different batch. If you have any other issues with your carpet, please contact our Customer Care team.

Hard flooring (Amtico/Moduleo)

If you think there's an issue with the levelling of your floor, please contact our Customer Care team. We might need to inspect the floor and maybe carry out any necessary work.

Ceramic tiling

If you're not happy with the look or level of your ceramic floor tiles, please contact our Customer Care team. We might inspect and resolve any problems that fall outside the acceptable tolerances.

If repairs are needed, only the affected area will be re-tiled up to a natural break point, such as a wall or doorway. NHBC guidelines don't require us to match tiles across a large area if there's a colour variation between batches.

Cleaning

Use cleaning products recommended by the manufacturer to avoid damaging your flooring. Persona Homes and the manufacturer won't be responsible for problems caused by unsuitable cleaning products.



Kitchen worktop maintenance

Your kitchen worktops are built to handle everyday cooking and preparation, including normal moisture levels. Any joints or cuts around sinks should have proper waterproof seals applied.

To keep your worktops in great shape:

- Wipe up any spills quickly to avoid damage. Damage caused by excessive water on worktops is your responsibility.
- Avoid placing excess water or heat (like kettles or toasters) near joints, as this can cause problems.
- Use the manufacturer's recommended cleaning products to maintain the surface.
- If you notice any chips, dents, or scratches, report them during your Home Demonstration. We can't accept claims for damage reported afterward.

Important: Natural worktops can stain or discolour if exposed to liquids like red wine, tea, or coffee etc. Clean up spills immediately using a suitable cleaning product to avoid lasting marks. Unfortunately, we can't replace worktops damaged in this way.

Kitchen unit delamination or damage

Kitchen units are designed to handle normal levels of moisture without issues. However, damage caused by excessive water exposure or misuse is often your responsibility.

Here's how to protect them:

- Dry up any spills immediately.
- Use cleaning products recommended by the manufacturer to prevent damage.

Report any chips, dents, or scratches during your Home Demonstration. Claims made after this time can't be accepted.

- Do not place kettle or hot pans on work surfaces.

Stainless steel sink units and taps

These are heavy use items and over time, through normal use, will mark and scratch. However, they should be free from any significant deep scratches or dents when you move into your new home. If there are any issues like this, please report them at your Home Demonstration, as damages will not be accepted if reported after this visit.

Important: Ensure you do not use abrasive cleaning agents or wire wool to clean these items as this will cause damage. Persona Homes will not be responsible for instances of damage, caused by the homeowner, of this nature.

Vanity unit maintenance

Bathroom vanity units are designed to be used in an environment where moisture exists and therefore are designed not to perish when exposed to normal levels of moisture absorption.

Damage or delamination caused by misuse from excessive water exposure is your responsibility. Any spillages must be mopped up and dried immediately and vanity units must be cleaned using products which have been recommended by the manufacturer.

Any chips, dents, scratches, etc to the units are reported at your Home Demonstration and will not be accepted after this.

Internal doors and windows

Internal doors

It is common for internal doors to need adjusting as your new home settles. This is not a defect and is a result of your home naturally drying out following the build process. The natural products used in the construction of your home mean that materials can expand and contract as they dry out.

This issue usually occurs within the first 12 months of moving into your home. If you have any concerns, contact our Customer Care team and we might be able to arrange for adjustments to be made.

Internal windows

If you experience any issues with the opening, closing or locking of your windows, please contact our [Customer care team](#).

Any damages to window frames or glass should be reported at your Home Demonstration. When it comes to glass, the NHBC have instructions on how to assess any issues:

- Glass should be viewed in daylight from within the room and from at least 2m away from the panes (or 3m for toughened, laminated or coated glass).

The following are acceptable if they are neither obtrusive nor bunched

- Bubbles or blisters
- Hairlines or blobs
- Fine scratches no more than 25mm long or minute particles.

The above does not apply within 6mm of the edge of the pane where minor scratching is acceptable.

Windows and bi-fold doors can sometimes become difficult to close or lock due to heat expansion in periods of hot weather. If the issue has been caused by hot weather, you should allow the doors and frames to cool to alleviate the problem.

Important: We do not recommend using a pressure washer to clean windows or doors as this can result in damage to the frame finish and windowpane seals.

Bi-Fold and French doors

Your bi-fold or French doors are fitted to the manufacturer's and NHBC guidelines. Any issues you have opening, closing or locking your doors should be reported at Home Demonstration, or contact our Customer Care team.

Any scratches, marks or dents to the doors must be reported at your Home Demonstration. We will not accept liability for any damages raised after that.



Garage

Our garage walls are made with a single layer of masonry and aren't completely waterproof. This means they may let in rainwater and become damp. For this reason, garages aren't suitable for storing items that could be damaged by moisture. Persona Homes cannot accept responsibility for any damage caused by storing such items in the garage.

It's also normal for the concrete garage floor to develop small cosmetic cracks as it dries out. If you're worried the cracks are more than minor, please contact our [Customer care team](#).

Drainage and blockages

To keep your drainage system working smoothly, avoid flushing items like nappies, sanitary products, or cleaning wipes. Blockages caused by these can affect not only your home but also neighbouring properties. Persona Homes will not be held responsible for issues caused by improper disposal.

For first-time issues caused by improper disposal, Persona Homes will clear the blockage. Residents on the same drainage run will receive a written warning. Future occurrences will become the responsibility of the affected homeowners.

Internal blockages

You must try to clear internal blockages (e.g., hair in shower traps) before reporting the issue. Regular cleaning of shower traps and using unblocking solutions can prevent issues. Persona Homes will only attend if it's confirmed you've made reasonable attempts to resolve the blockage.

Brickwork, mortar, and render

Minor misalignments in mortar and slight variations in brick size and colour are normal and acceptable if they do not impact the wall's appearance when viewed from 10m. Report any brickwork or render damage at your Home Demonstration for it to be addressed.

Bricks and other facing materials vary in size, and some variation in the thickness of mortar bed joints is common.

Cracks caused by structural movement will be inspected and repaired as needed.

Render

Hairline cracks and crazing (up to 0.2mm) are normal and don't affect render performance. If you are worried please contact our [Customer care team](#).

Colour variation and algae growth are natural. For algae, consult a professional cleaner and avoid pressure washers, as they can cause damage.



Windowsills and lintels

Visible chips or scratches caused during installation should be reported during your Home Demonstration. These can be repaired through filling, polishing, re-spraying, or painting, based on the manufacturer's recommendations.

Cast stone windowsills and lintels may show natural colour variations or efflorescence due to environmental factors.

If you have cracks caused by thermal movement under 2mm or cracks exceeding 2mm without signs of impact damage, please contact our [Customer care team](#).

For all issues, raise concerns as early as possible during your Home Demonstration or the early stages of owning the home.



Roof tiles

If roof tiles have slipped due to poor installation, please contact our Customer Care team. If tiles slip due to severe weather or other external factors, this is often your responsibility. Broken tiles will be investigated if more than one is damaged, or if slipping occurs within the first six months of moving in, provided the damage did not happen immediately after bad weather. Any visible damage to the roof tiles at the time of moving in must be reported during the Home Demonstration.

Guttering and down pipes

Issues relating to guttering and down pipes are but tend to relate to issues such as leaking gutters, gutters out of level or blockages.

It is your responsibility as a homeowner to ensure that the guttering (including downpipes) is free from debris, such as leaves to guard against blockages.

In relation to the performance of the gutters, should an issue occur Persona will check the spacing of the gutter brackets/supports which should be between 600mm and 800mm dependant on any design specific factors that require additional support at shorter intervals.

If the gutter has collapsed due to the weight of snow, this is your responsibility, but if you think there is an installation issue please contact our [Customer care team](#).

Any damages to these areas must be reported during the Home Demonstration.

Gardens and paving

We know that your garden is an important part of your home. Here are some guidelines on how to assess any issues you might have in your garden:

Waterlogging

To ensure easy access and usability around your home, any areas within 3 metres of the living spaces should not become waterlogged, this should be prevented by drainage or other suitable means (including ground preparation).

Before reporting waterlogging, you should wait 1 hour after server of prolonged to see if the water drains away before reporting an issue.

Sunken garden

Garden areas should be stable to walk on. In areas with soft landscaping, such as lawns, it is normal for some minor settling of the ground to occur over time. If you notice significant settling, please contact our [Customer care team](#).

Landscaping and turf

Landscaping includes elements such as turf, plants, and potential issues like leatherjacket infestations or diseased grass. Once you legally

own your property, maintaining all landscaping and planting becomes your responsibility. If you notice any problems with these areas, they should be reported during your Home Demonstration.

This is especially important if you move into your home during the summer. Newly laid turf requires heavy watering for the first 6–8 weeks, particularly during dry spells. Persona Homes cannot be held responsible for turf or plants that die or become damaged due to neglect, lack of watering, or issues caused by pets, such as urine discolouration or wear and tear from heavy traffic (e.g., dogs).

If you contact our [Customer care team](#), we will investigate to determine the cause. This may involve digging a small inspection hole to confirm that the NHBC Technical Standards for soil preparation and depth have been met.

Paving

Any damages to paving must be reported during the Home Demonstration. Should any slabs be uneven or loose, contact our Customer Care team. It is also common to see diagonally cut paving when a corner is being turned but this is not a defect.



Driveways (including shared drives)

After rainfall, any standing or “ponding” water on the driveway should drain away within an hour. Pooled water should not be deeper than 5mm or cover an area larger than 1 square metre. Before reporting this issue you should take a picture during rainfall and 1 hour after rain has stopped.

If repairs are required, patching is acceptable and does not mean the entire driveway will be replaced. Persona Homes will seek written consent from you before carrying out patch repairs.

Cosmetic issues such as scuff marks caused by turning a vehicle’s steering wheel while stationary or moving slowly are not considered defects and will not be repaired.

You should also take care when manoeuvring their vehicles on and off the driveway to prevent scuffing and marking caused by power steering. Cosmetic changes caused by this are not defects and will not be subject to any remedial works.

It is also acceptable for repairs to block paved areas to be localised/patched without the requirement for the full area to be replaced. Stains to these areas created by your vehicles will not be remediated.

Garden fencing and gates

Persona Homes does not address garden fencing and gates. However, Persona Homes will address issues caused by poor installation. Damage caused by storms or adverse weather, and maintaining fences and gates is your responsibility. Small gaps below fences due to soil settling over time are normal and are not considered a defect unless the gaps were present at the time of moving in. If you notice any concerns, they should be raised during your Home Demonstration.

If you spot any issues or damage when you move in, it is important to report them during your Home Demonstration so they can be addressed promptly.



