



Persona Homes

by Home Group

HOME USER GUIDE

A guide to getting to know your home





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Emergency contact information

In case of an emergency contact the Persona Homes Customer Care team:

Tel: 0808 196 1532

Email: customercare@yourpersonahome.com

Opening hours

Monday to Friday 9-5pm

If you have an emergency outside of these hours, your call will be diverted to someone who can help.

Smell gas? Please call the National Gas Emergency Service immediately **0800 111 999**

Power out? In the event of a power cut, call your local electricity network operator **105**

Congratulations and welcome to your new Persona home

You're in!

We're so happy you've found a place to call home on one of our developments.

To help you settle in, we've put together this guide with absolutely everything you need to know about your Persona home, key contact numbers and more.



Looking after your new home

1. Settling in

Drying out

Small cracks are perfectly normal and can be easily repaired when you're ready to decorate.

If you notice any cracks wider than a £1 coin, we will address these once the Defects Liability Period ends.

Tips for an even drying process

- Consistent temperature: Keep your home's temperature constant and use your central heating sparingly during the first few weeks.
- Ventilation: To help moisture escape, open doors, windows, and trickle vents.

During warmer months, you might want to close trickle vents to keep dust out, especially if there's nearby construction. However, it's still a good idea to open them at night and on weekends to let your home "breathe."

Welcome to your brand new home!

As your home starts to settle, it's important to understand a few things about the drying process. Freshly constructed homes naturally absorb water and over the next few months, as you live in and heat your home, it will gradually dry out.

Condensation

As your new home dries out, you may experience condensation on cold surfaces due to water vapor and steam. To minimise this:

Ventilate, ventilate, ventilate

New homes are well-insulated, but that can trap moisture. You'll be doing this anyway to help your home settle but make sure air circulates!

- Open windows regularly, especially in kitchens and bathrooms.
- Close the kitchen and bathroom doors when these rooms are in use, and make sure you turn on the extractor fan to let vapour escape.
- Open your window trickle vents on for continuous ventilation.

Control humidity

Our homes are well insulated for energy efficiency, which can lead to humidity. To reduce humidity:

- Consider using a dehumidifier, especially in bathrooms and bedrooms.
- Avoid drying clothes on radiators and use condenser tumble dryers.
- Wipe down windows daily.

Decorating

Wait 12 months before decorating. We appreciate that you might be desperate to make your home your own, but this allows your home to settle, saving you money and improving results in the future.

Efflorescence

While your home is drying out you may notice white deposits on external brickwork, known as efflorescence, this is normal and can be brushed off. These are natural salts escaping from wall materials.

Squeaking timbers

Timber floors and staircases may shrink slightly as they dry out. As a result, you might notice some squeaking caused by timbers moving against each other.

Baths and showers

Settlement in baths or shower trays can cause sealant to pull away, potentially leading to leaks. It's important you maintain the sealant to ensure this doesn't happen. You can contact our [Customer Care team](#) for advice if needed.

Driveways

After heavy rain, pools of water might form on large driveways or areas where settlement has occurred. This is usually not a concern, but if it becomes significant or you have any concerns, please contact our [Customer Care team](#).

Get to know the neighbours

You may already have neighbours when you first move into your new home, getting to know them is key to settling in. Whether it's someone to have a cuppa with or just to take in a parcel when you're not home here's some tips on how to make the first step:

- Informally introduce yourself. Knocking on someone's door can be daunting, but it's still a good idea to introduce yourself in passing. Break the ice with a friendly "hello" while you're both bringing the bins in or on your way out to work.
- Offer to help when you can whether it's taking in a package or lending a tool. Small acts of kindness build trust.
- Let neighbours know if you're planning a party. Consideration is key to peaceful living!
- Join or organise neighbourhood events. A casual BBQ or group activity brings people together. A lot of neighbourhoods have groups on social media you can join too, if not you could be the person to set one up.
- Welcome new neighbours. Say hi, offer local tips, and introduce them to other neighbours you know.

Here are a few simple steps you can take to avoid mishaps and safety issues in your home.

Fixings and blockages

- Be cautious when nailing or drilling into walls, floors, or ceilings to avoid hitting cables or pipes.
- Use suitable fixings for plasterboard partitions, not just nails. Only lightweight items such as small mirrors or picture frames should be attached to plasterboard partitions.
- Have a qualified professional fix TVs to walls using the appropriate fixings. Do not mount TVs on Party Walls (walls shared with neighbours).

Note: TV mounting is not covered under the defect period and any related repairs will be your responsibility.

Kitchen waste pipes

- If you encounter a blockage and your sink is full, use a suction cup plunger or remove the 'U' trap under the sink to clear it.
- Avoid washing food waste or fats down the drain. Store cooking fats until they solidify and then dispose of them in the bin to avoid blockages.

Baths, basins, and toilets

- Regularly remove hair, soap, and tissue to keep plug holes clear and free of blockages.
- Use non-abrasive cleaners and avoid scouring pads. Don't mix bleach with toilet cleaners or let it stand in stainless steel sinks.
- Avoid flushing unsuitable items like nappies, medicines, condoms, tampons, sanitary towels, baby wipes, or paper towels.

Note: If blockages are caused by misuse or carelessness, you will be charged for unblocking the drain and any necessary repairs.



Staying safe in your home

Security

Make sure you stay safe and protect your belongings by following these simple rules:

- Never leave keys in doors or window locks.
- Keep doors and windows closed and locked when nobody is home.
- Do not lend your keys or access fob to anyone.
- Keep communal doors closed, especially those with locks.
- Ask for proof of identity from unknown visitors before allowing them inside.
- Cancel milk and paper deliveries if you are going away and ask a neighbour to watch your home.

Protecting your home from burglary

- Lock windows and doors when you leave.
- Fit deadlocks to outside doors. They deter burglars as you need a key to open them from the inside and outside.
- Do not hide spare keys outside.
- Ensure valuables are not visible from the outside of your home.
- Leave a light on if you go out in the evening.

Handling bogus callers

Most people who come to your home will be genuine. But sometimes people turn up unannounced with the bad intentions. They are known as 'bogus callers' or 'distraction burglars'. Here's how to handle them:

- Ask them for proof of ID and if unsure, ask visitors to return when you have someone with you.
- Avoid keeping large amounts of money at home.
- Keep front and back doors locked at all times.

- If you have let someone into your home and you become uncomfortable, make an excuse to leave.
- If you suspect a bogus caller, report it to the police by dialling 999.
- Bogus callers often pretend to be from utility companies or the council. Use memorable passwords with utility companies and councils for added security.
- If you feel uncomfortable with someone in your home, excuse yourself and contact a neighbour or friend.



Fire safety

- Your home is equipped with smoke alarms and fire detectors. Keep them dust-free and test weekly using the test button.
- Ensure exits are always clear to facilitate quick escape.
- Don't leave the hob unattended, especially when cooking with hot oil.
- Never leave children alone in the kitchen.
- Avoid overloading sockets
- Ensure appliances have the correct fuses as per the manufacturer's recommendations.
- Follow manufacturer's instructions for wiring appliances.
- Do not use electric appliances or hairdryers in the bathroom.
- Do not attempt to repair or modify electrical installations, but if you do make sure appliances are unplugged.
- Keep a torch near the control box. You are protected by a residual current breaker (RCD) which can be reset by flipping the switch back to the ON position.

Remember, electricity can be dangerous!

Fire safety in the kitchen

- Keep tea towels away from the cooker and toaster.
- Turn off the cooker after use.
- Avoid using chip pans as they easily catch fire; if used, never leave the kitchen while cooking.
- Turn pan handles away from the front of the cooker to prevent spills.

Gas safety

If you smell gas:

- Avoid smoking or using open flames.
- Do not operate electrical switches.
- Ventilate the area by opening doors and windows.
- Turn off the gas supply at the mains using the stop valve.
- Contact the [National Grid's](#) 24-hour emergency number: **0800 111 999**.



Service charges

Under your lease or title deeds, you may be required to contribute to the costs of maintaining and managing your property or development. Here's how it works:

- **Lease agreements:** The lease will specify the scope of services and the costs you are responsible for, which could be a 'fair proportion' or a 'fixed' percentage.
- **Service charges:** These cover day-to-day maintenance and services. The lease may also include a provision for a sinking fund or similar, which is used for major works like roof replacements or lift repairs. This fund is not for regular expenses.
- **Management fee:** There's a fee for administering the service charge, known as the management fee. This may include contributions towards cleaning, maintenance, and repairs of communal areas.
- **Annual budget:** Before the start of a new service charge year, you'll receive a budget estimating the costs. At year-end, the actual expenditure will be reconciled with the collected amount.

If there's a surplus, it may be refunded, offset against arrears, or transferred to a sinking fund. A deficit will result in an additional charge.

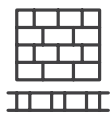
- **Disputes:** If you believe the service charge is unreasonable, you can challenge it at the First Tier Tribunal.

Freehold vs. leasehold

- **Leaseholders:** Typically pay service charges for communal maintenance, repairs and building insurance.
- **Freeholders:** May have responsibilities for communal areas and are directly responsible for buildings insurance.

For shared owners, service charges cover communal upkeep and are paid to Home Group. Freeholders pay directly to the Estate's Management Company.





2. Structures and spaces

It's essential to understand the structures and spaces in your new home before carrying out those everyday repair and maintenance jobs!

Walls and floors

- Before drilling or making alterations, locate any hidden gas or water pipes and power cables within walls or floors. Mains electricity can be dangerous.
- If you plan to remove or alter load-bearing walls, you must provide alternative support. You should also consult an architect or structural engineer to ensure safety and compliance.
- Structural changes made within the first 2 years can invalidate your NHBC warranty. Seek professional advice and avoid changes during this period.
- If you are a shared ownership customer you must contact Home Group's customer service on 0345 141 4663 for permission before making alterations.

Loft

Although it's unlikely you'll spend much time up there, there are a few important points to note about your loft:

- If you need to enter the loft, walk carefully on the joist timbers. Avoid using the loft for storage or boarding it out, as it's not designed for heavy loads.
- In winter, condensation may form on the roofing felt. Keep eaves vents clear to allow moisture to escape. Also, limit the time the loft access is open to prevent heat loss and condensation.

- Do not alter or modify the roof frame, as this will void our warranty conditions and those of the NHBC warranty. TV aerials can be installed by a qualified engineer using the existing points, but Persona Homes does not provide these.

Roofs and gutters

- Do not climb onto the roof of your home. For roof repairs or aerial installations, hire a qualified engineer.
- Report any broken tiles or loose lead flashings to our [Customer Care team](#).
- You should check gutters annually and clear debris to prevent blockages.
- Avoid leaning ladders against plastic gutters to prevent damage.

Outside

Pipes and cables for gas, electricity and water are likely to run under your garden. This means before doing any work in your garden you should:

- Check for buried pipes and cables for gas, electricity, and water. This is crucial to avoid damaging utilities.
- Ensure soil or garden materials do not cover the damp proof course or air bricks. Keep these areas at least 150mm (six inches) below the damp proof level.

Windows and doors

- Your front doors do not automatically lock when you close it. To lock the front door, pull the handle upwards and twist the thumb turn from the inside, or use the key from the outside.
- Spray WD40 on window hinges annually for smooth operation. During bad weather, ensure window restrictors are engaged to prevent damage.

Sustainability

Easy tips for reducing waste at home

1. Embrace reusable items

Switch to reusable bags, bottles, and containers. It's a simple swap that cuts down on single-use plastics and reduces waste.

2. Compost your food scraps

Start composting kitchen scraps instead of throwing them away. You'll reduce waste and create nutrient rich soil for your garden.

3. Repair and upcycle

Before throwing something away, see if you can repair it. Get creative and upcycle old items into something new and useful.

4. Donate or resell unused items

Recycle clothes, toys, and household items by donating them to charity shops. Or you can use websites such as [Vinted](#), [Facebook Marketplace](#) or [eBay](#) to resell them, which brings us to the next point...

5. Buy second hand

Whether you're trying to find unique pieces for your new home or need to freshen up on your summer clothes, buying second hand can help

the planet as well as your wallet! Charity shops, [Vinted](#), [Facebook Marketplace](#) or [eBay](#) are great places to start.

6. Use cloths instead of kitchen roll

Switch to cloth napkins, towels, and cleaning rags. They're more durable, reduce paper waste, and are easy to wash and reuse.

7. Visit your local farmer's market

Buying from your local farmer's puts money right back into your local economy. It also provides you with more nutritious food that often lasts longer as it hasn't travelled as far.

8. Plan your meals

Plan your meals to avoid food waste. Use leftovers creatively, and only buy what you need to reduce excess food that ends up in the bin.

If it's near the end of the week and you're not sure what to do with the ingredients in your fridge, websites like MyFridgeFood can help you get creative.

9. Share with your neighbours

Instead of going out and buying a drill to put up that shelf, ask your neighbours if they have one you can borrow.



Tips for Eco-Friendly Cleaning

1. Use natural ingredients

Swap chemical cleaners for natural alternatives like vinegar, baking soda, and lemon. They're just as effective and much safer for you and the environment.

2. Ditch disposable wipes

Replace single-use cleaning wipes with washable cloths or microfiber towels. They're reusable, cost-effective, and better for the planet.

3. Choose eco-friendly brands

When buying cleaning products, look for eco-friendly brands that use biodegradable ingredients and minimal packaging. Check for certifications like Green Seal.

4. Skip the air fresheners

Air fresheners can contain harmful chemicals. Instead, use natural alternatives like essential oils, and houseplants.

5. Reduce water waste

Conserve water while cleaning by using a bucket instead of letting the tap run. For small tasks, dampen a cloth instead of using excessive water.

6. Clean with steam

Steam cleaners only use water to disinfect and clean surfaces, making them an eco-friendly option for deep cleaning without chemicals.

7. Buy in bulk

Purchase eco-friendly cleaning products in bulk to reduce packaging waste. Store them in reusable containers, and you'll be helping the planet and your wallet.





3. Electricity, gas and water

Electricity:

- If you're struggling to find your main control points contact our [Customer Care team](#) to help you.

Electricity can kill. If you have any doubts about dealing with electrical equipment or wiring, call in a qualified electrician. You should always treat electricity with care and always follow these safety rules:

- Use only BEAB-approved or CE-marked appliances.
- Unplug appliances when not in use.
- Use a residual current device (RCD) with hand-held electrical tools.
- Keep extension leads safe and out of the way. This is especially important when using electric lawnmowers or other garden equipment.
- Always switch off the electricity at the mains before working on circuits.

Gas:

If you smell gas:

- Extinguish all flames and cigarettes.
- Avoid using electrical switches.
- Turn off the gas supply at the mains.
- Open windows and doors for ventilation.
- Contact your gas supplier or call the National Gas Emergency Services at 0800 111 999.

Stay safe and ensure your home remains in good condition with these guidelines!

Water supply

The water supply enters your home through the mains stop tap and feeds directly to the boiler or thermal store fitted within your home.

You can prevent most plumbing problems by following these simple rules:

- To avoid frozen pipes in winter, keep some background heating on. If you suspect frozen pipes, avoid using hot water taps to prevent draining the tank and causing damage.
- If you go away during the winter, drain the water system, heating system, and boiler. Alternatively, set the heating to come on briefly each day and have someone check on your home. Ensure outside taps are fully closed with the tap open to drain any remaining water.
- When leaving your home unoccupied for extended periods, isolate the water supply at the boundary box (usually at the front footpath) to minimize leak damage.

Pro tips:

- In general, always close the main stopcock before plumbing work.
- After draining the system, ensure its refilled before lighting the boiler or switching on the immersion heater.
- Don't let water overflow from storage tanks or cisterns
- Know pipe locations before fixing carpets to avoid damage.
- Contact a qualified plumber if unsure about plumbing tasks.

Drainage

- To avoid blockages, or flooding of your own or your neighbour's property be careful what you flush down the toilet or pour down the sink. Only flush toilet paper and human waste. Dispose of nappies, sanitary towels, wipes, grease, chemicals, and paint properly at refuse collection points.

Rainwater harvesting and SUDS systems

- If your home is equipped with rainwater harvesting or SUDS systems, understand how to operate them. If you're not sure contact our [Customer Care team](#) for further guidance.



How to save water in your home

Upgrade your kitchen habits

- Smart appliances: If your home doesn't already have one, invest in a high-efficiency dishwasher with an energy rating of A. These use less water per cycle than handwashing.
- Kettle etiquette: Only boil what you need— it's a small habit but adds up over time.

Streamline bathroom water use

Your bathroom is where significant savings can be made:

- Install an aerated showerhead: These reduce water flow without affecting pressure - perfect for a luxury experience.
- Shorter showers with style: Create a playlist of your favourite tracks, aiming to finish within two songs. It's efficient and keeps your routine enjoyable.

Garden smartly without sacrificing curb appeal

- Irrigation systems: Invest in a timer-controlled irrigation system to ensure your garden is watered efficiently, even if you're busy.
- Rainwater collection: Install a water butt that complements your garden design, giving you free water for plants.

Winter-proof your plumbing

If your home has outdoor water features, protect them with quality insulation to keep out the frost and avoid costly repairs. For additional peace of mind, consider installing frost-proof outdoor taps.



4. Heating and appliances

Here are a few things that you need to know about operating and maintaining the systems and appliances installed in your new home. You can find more detailed advice in the manufacturer's instructions for each appliance.

Boiler:

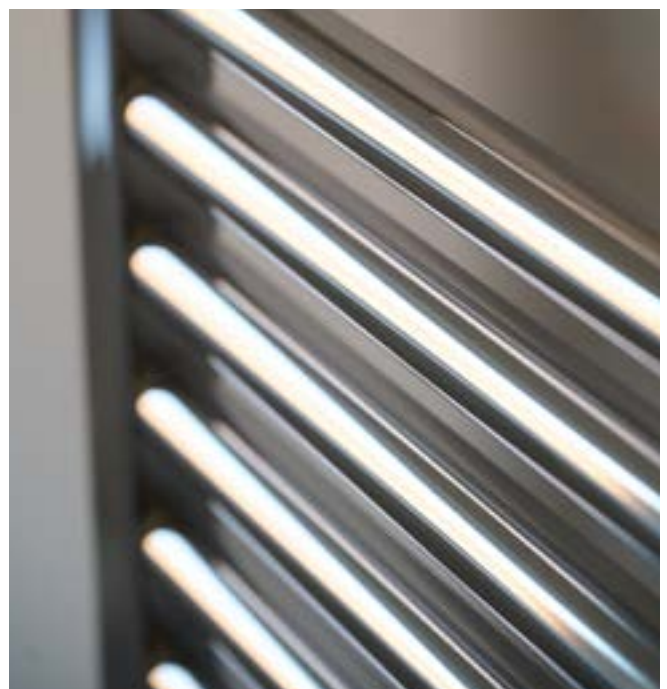
- Your home may have a boiler with radiators and hot water or night storage heaters. You must keep the point where the boiler flue emerges outside your home clear of debris and plant growth.
- You must have your boiler and any other gas appliances serviced every year to keep them working at their best and to comply with the relevant warranties from the manufacturers, the NHBC, and any other organisation.

Radiators:

- If radiators are cool at the top, they may need bleeding. Turn off heating, let the system cool, then use a radiator key to release trapped air. Once water flows, close the valve and check the pressure. Re-pressurise if needed, following the manual or online guides.
- Radiators are pre-finished and typically don't need painting. If you repaint, avoid covering bleed and feed valves.

Fuel economy:

Your home is designed for efficient heating. With proper care, you can save energy and reduce bills.



Here's some easy tips on saving money on your heating

Energy prices definitely cost more than they used to. Use these simple tips to lower your heating bills, while keeping your home cosy throughout the colder months!

1. Use a smart thermostat

If you don't already have one, consider investing in a smart thermostat, it allows you to control your heating more efficiently. You can program it to lower the temperature when you're out or asleep and even to warm up your home just before you walk through the door. This avoids wasting heat when it's not needed.

2. Turn down the thermostat

Lowering your thermostat by just 1°C can cut your heating bill by up to 10%. Find the lowest comfortable temperature and stick to it. Aim for around 18-20°C while you're at home.

3. Use heating zones

If your home allows it, heat only the rooms you use most. Close doors to keep the heat concentrated where you need it and turn off radiators in unused spaces.

4. Make the most of natural heat

Let the sun help you out! Open curtains during the day to let sunlight naturally heat your home. Close them at night to keep that heat in.

5. Maintain your heating system

A well-maintained boiler or heating system works more efficiently, using less energy. Make sure your boiler is serviced annually and regularly bleed radiators to remove trapped air which can reduce heat output.

Fire and smoke detectors

We install smoke detectors as a standard in our homes.

- Smoke detectors are wired into the mains with a 9v battery backup.
- You should test your smoke detector monthly and change batteries annually.
- Do not open your smoke detector unless switched off at the mains. Follow the manufacturer's instructions for maintenance.

Intruder alarm

- If your home has an intruder alarm, follow the instructions that came with the system.

To maintain the warranty and meet insurance requirements, you might need a service agreement with the installer. Arrange this directly with them.

For any issues or questions about these systems, contact our [Customer Care team](#) for support.





5. Painting and decorating

Decorating your new home can be a fun and rewarding project.

Here's some practical information to help you get started:

Inside

Paint types

Emulsion paint is typically used on interior walls. You can apply additional coats of emulsion, oil-based paints, or wallpaper after the initial drying-out period of nine to twelve months.

New woodwork may require more paint or stain for an even finish. Fill any cracks in woodwork or plaster with filler before repainting.

Preparation

- Before painting, lightly brush surfaces. Avoid washing or sanding ceilings and walls to maintain their texture.
- If you plan to fix items to the walls, understand the wall construction and use the appropriate fixings. A pipe and cable locator is useful, though it may not detect plastic pipes. For dry-lined walls, ensure the fixing device spans the gap between the plasterboard and the solid wall behind. Suitable fixings are available at most DIY stores.
- To fix items to ceilings, locate and secure them to ceiling joists when possible. If not, use fixings designed for ceilings.

Outside

- Your exterior woodwork will need repainting every now and again. Use a good quality paint or stain to protect it from the elements, and make sure the woodwork is dry before you paint it. Summer or early autumn is the best time for exterior painting.
- Over time, paint finishes may dull due to sunlight and pollution. Aim to complete your first repaint within the first two years of moving in. Subsequent repainting should generally be required every four to five years if the work is done properly.

Please contact our [Customer Care team](#) if you have any questions or need further assistance with your decorating projects.



6. Gardens

Creating and maintaining a garden is a rewarding aspect of homeownership. Here are some tips to help you make the most of your outdoor space:

Garden design

- Trees and hedges affect soil moisture. In clay soil, new planting may cause shrinkage, while removing trees or hedges may cause swelling. Consult a gardening expert to avoid damage to foundations.
- Newly planted trees and shrubs need regular watering for the first few months. Ensure trees are not too close to your neighbour's home to prevent potential damage.
- Regularly water, feed, weed, cut, and rake your lawn. Avoid walking on new turf and keep pets away to prevent damage.

Garden drainage

- Newly laid-out gardens may experience surface water after rain, which is normal. Drainage can take time to settle, sometimes up to a couple of seasons.
- Lawns may become saturated in winter due to various factors, including local water tables and compacted ground. Plants and shrubs can help absorb moisture. If concerned about surface water, contact our [Customer Care team](#).

Garden maintenance tips

1. Watering:

Water lawns during prolonged dry spells. Infrequent, heavy watering is more effective than daily sprinkling. Use an oscillating lawn sprinkler for even coverage.

2. Feeding:

Spring: Apply a general balanced fertiliser or an organic equivalent.

Summer: Feed monthly with a high nitrogen fertiliser, diluted to prevent scorching.

Autumn: Use a balanced or potash rich fertiliser to prepare the grass for winter.

3. Aerating:

Improve lawn aeration using a garden fork or hollow tine fork. Aerate in autumn and fill holes with coarse sand if needed.

4. Scarifying:

Remove dead plant material by raking vigorously with a garden or spring-tine rake. Best done in September.

5. Mowing:

Maintain grass height at 2.5cm (1in) for regular use, or 1.2cm (1/2in) for lightly used lawns. Mow when the grass is dry and avoid overlapping cuts. Increase the cutting height in hot weather and slow growth periods.

6. Trimming:

Trim the edges of your lawn with shears or long-handled hedge trimmers every 7-10 days for a neat appearance.

Easy plants to keep your garden blooming all year round, even in the UK

With the right selection of evergreen plants, you can enjoy year-round greenery in your garden. Here are some of the best options to keep your garden looking fresh, no matter the season.

1. Box (*Buxus sempervirens*)

Box is a classic evergreen shrub that's perfect for borders or hedges. Its compact growth and rich green leaves make it easy to create a neat and uniform looking garden. Box is not too fussy about its growing conditions and will thrive in full sun or shade making it the perfect go-to plant for your garden.

2. Holly (*Ilex aquifolium*)

Holly isn't just for the Christmas period. Known for its glossy, spiky leaves and vibrant red berries in winter, holly adds both texture and colour to your garden all year round. Plus, it's great for wildlife!

3. Yew (*Taxus baccata*)

Yew is a hardy, slow-growing evergreen with deep green foliage that thrives in moist, well-drained soil. It's perfect for topiary, hedging, and provides food and shelter for wildlife. Pop this plant in the full shade or sun and it'll thrive and grow well.

4. Heuchera

This easy to grow and low maintenance plant offers a range of colours, from deep greens to purples and reds. Heuchera is great for ground cover, keeping the garden bright and colourful throughout the year.

5. Skimmia

Skimmia is a neat shrub with attractive leaves and clusters of red or white flowers, followed by bright berries. It thrives in shaded areas, making it ideal for under trees or in dark corners.

6. Lavender

Lavender might be known for its summer blooms, but its silvery evergreen foliage keeps your garden looking attractive all year. It's low-maintenance and drought-tolerant too.

7. Pyracantha (Firethorn)

This pretty shrub provides a burst of orange, red, or yellow berries in autumn and winter. You'll often find its spiny branches trained against a wall or a fence, making it a great choice for adding security to your garden.

8. Euonymus

Euonymus is a versatile flowering plant that comes in a variety of leafy colours, including green, gold, and white variegations. It works well as ground cover or in containers.

9. Rosemary

Rosemary isn't just for cooking! This herb adds both structure and scent to your garden, with aromatic foliage that stays green throughout the year.

By adding a mix of these plants, you can keep your UK garden looking green and lively through all seasons!

Please note: some plants may be toxic to children or pets, so please consider this before planting it in your garden.





If you have a problem

We strive to provide high quality homes, but occasionally issues may arise. Here's how to handle defects:

What is a snag and defect?

A defect is the name given to any problem inside your home caused by a failure in a fixture or workmanship that will have a bearing on the reasonable use and enjoyment of your home.

Defects include failures of plumbing and electrical systems, general carpentry, and doors and windows where it is clear the failure arose from the original works rather than accidental damage post completion.

What is NOT a defect?

- White goods. These will be covered via individual manufacturer's warranties. See the manufacturers guide for details of how to register them. This will require you contacting the manufacture to activate the warranty following completion. If a white good breaks, it is your responsibility to resolve this.
- Minor shrinkage caused by the normal drying out process. However severe cases may indicate a wider problem that would indeed be classified as a defect. Shrinkage commonly occurs on plaster walls, particularly at joins with wood (e.g. along skirting boards) because plaster and wood can contain a lot of moisture, and as they dry out over a period of several months they can expand, leaving cracks.

If you notice any shrinkage in your home please contact the [Customer Care team](#).

- Wear and tear, neglect and failure to carry out appropriate maintenance.
- Storms and damage by severe weather conditions, flooding and changes in the water table level.
- Rectification works following vandalism or criminal damage.

When you log a defect with us, we prioritise it based on the urgency of the issue. Our standard response times are as follows:

**Emergency/out of hours (24 hours).
Matters affecting health and wellbeing of occupants:**

- Gas leaks
- Water leaks/ingress
- Total loss of electrical supply
- Total loss of heating and hot water (especially vulnerable residents)
- Non-secure property
- Uncontainable leak
- Making sure electrics are safe following a leak

Routine (30 days). Items that pose no immediate risk for safety or health and wellbeing:

- Cracks in plasterwork
- Fencing repairs
- Minor electrical fault (e.g. one socket or switch not working)
- Minor plumbing works (e.g. one tap not working or dripping)
- Minor joinery works (e.g. internal door sticking)
- Window adjustments
- Dripping taps: Non-urgent issues like plaster cracks, minor plumbing faults, or window adjustments.

What is a structure defect?

Structural defects are rare, being distinct from more common defects through being less easily apparent and often requiring detailed investigations to ascertain their cause.

Examples include:

- Failure of structural features – walls/ foundations revealed through severe cracking
- Foundations and load-bearing parts of floors
- Failure of load bearing parts of the roof.
- Staircases and internal floor decking and screeds where these fail to support normal loads
- Retaining walls necessary for the structural stability of the property.

How am I covered?

All new build homes come with a minimum 10 year Structural warranty. The first 12 or 24 months of your 10 year Structural warranty is commonly referred to as the Defects Liability Period. If you have any questions about this get in touch with our Customer Care team.

If you suspect your house is suffering from a structural defect, this should be reported to your warranty provider.

Chargeable call outs

Here are a few issues that are often falsely reported as defects:

- Blocked toilet
- Light bulb not working, however, new light bulb is required
- Incorrect installation of cooker or washing machine
- Damage to a cupboard through misuse

A defect should only be raised if the problem is down to a fault through poor workmanship. Any problems caused by wear and tear, an accident or misuse are your responsibility to resolve at your own cost.



Contacting the Persona Homes Customer Care team

*For any issues or defects, contact the
Persona Homes Customer Care team:*

- Phone: 0808 196 1532
- Email: customercare@yourpersonahome.com
- Website: www.yourpersonahome.com



General Enquiries

T: 0800 030 8888

E: customercare@yourpersonahome.com

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