

# Homeowner's Manual

All about your new home

**Right where you belong**

**gleeson**



**External features  
of your new home**  
[youtu.be/854LeWGPJqY](https://youtu.be/854LeWGPJqY)



**Internal  
maintenance and  
decoration**  
[youtu.be/4lpBjDPVr8w](https://youtu.be/4lpBjDPVr8w)



**Utilities supply to  
your new home**  
[youtu.be/EnUiTVPbyIM](https://youtu.be/EnUiTVPbyIM)



**Heating your  
new home**  
[youtu.be/NBjba5IOOn4](https://youtu.be/NBjba5IOOn4)

If you have an air source heat pump:



**Get to know  
your air source  
heat pump**  
[youtube.com/watch?v=p7l1S5rFVok](https://youtube.com/watch?v=p7l1S5rFVok)



**Your air source heat  
pump control panel**  
[youtube.com/watch?v=Bs\\_f7ZZP2OI](https://youtube.com/watch?v=Bs_f7ZZP2OI)

## Congratulations on moving into your new home

We know that with a new home comes a whole new world of information, but don't worry, we've put our expertise in one place, here in your home user guide.

We understand buying a home is one of the biggest purchases you'll ever make and that's why we're invested in customer care and making your experience of living in a Gleeson home a great one. We're committed to building quality, affordable homes and delivering an excellent service to you from the moment you meet us, and our commitment doesn't stop once we hand over your keys.

To give you absolute trust, peace of mind and comfort in your new home, you'll receive a two year Gleeson warranty, backed by the NHBC's resolution service. You'll also benefit from a

further eight years of insurance cover from the NHBC Buildmark warranty. Our dedicated team is on hand to support you from the first day of your purchase with us. A copy of your warranty will have been given to you on your move in day.

To help you take care of your home, our homeowner's manual covers everything from shrinkage to cisterns (these are part of your toilet FYI!), giving you a comprehensive guide on how to keep your new home looking new and in good working order. You can also find lots of tips and advice in our customer information videos.

To view our customer information videos simply scan the QR codes to the left, enjoy!

# Reporting a defect - MyGleeson

Your new home will have undergone a thorough inspection process to ensure that it is in a great condition when we hand it over to you. Whilst we hope that your home will be issue free, with a manmade product we do acknowledge that sometimes the odd minor issue can occur. So, that's why we've given you access to our MyGleeson portal. MyGleeson is accessible to you 24 hours a day and allows you to raise issues at your own convenience. All defects must be reported through MyGleeson.

If you do have to report a defect on MyGleeson, one of our dedicated Customer Care team members will categorise your defect and our site team will make contact and keep you updated with how we will rectify any issues.



## Standard repair

We will endeavour to rectify all standard repairs within 30 days. Standard repairs include, but are not limited to, adjusting doors or windows (unless there is a security risk in which case they are an emergency repair) and any remedial works to decoration, etc.

## Urgent

All urgent defects will be actioned within 72 hours. Urgent repairs include, but are not limited to, faulty locks to the bathroom doors and other items which are likely to worsen or cause additional damage to the property if not attended to, and any non-dangerous faults on appliances.

## Emergency

All emergencies will be attended to within 24 hours. Emergency repairs include but are not limited to, total loss of heat, power or light, access to running water or cooking facilities, and some uncontrolled water leaks.

# Ways to take care of your home

When you move into your new Gleeson home, there will be aspects that will require general upkeep and maintenance. Taking good care of your home is key, after all it is one of the biggest investments you will make. Here are some tips on how to keep your home in the best condition.

## Tarmac driveways

Tarmac is a very durable and reliable surface, and will last for a long time when cared for correctly.

Tarmac can be susceptible to scuffing, so to take care of your drive, avoid turning your vehicles wheels while stationary on your drive as this can cause the tarmac material to scuff.

In addition, if you do ever spill any chemicals such as petrol or diesel on your driveway, make sure to wash them away promptly.

## Gravel driveways

Just like you'd maintain your garden, your drive may sometimes need a little TLC too. We recommend that to keep your drive in good condition you should rake it regularly and treat it with a standard weed product. If you have a gravel drive, we also know that sometimes the stones can spill out of place, so make sure to rake them back where they belong to keep highways and pavements clear.



## Turf

Your new turf will need a great deal of water to become fully established and rooted in, so make sure to water it regularly to avoid it drying out during the drier months - a sprinkler will be your best friend! We also recommend that you follow a seasonal weed and feed regime, making sure to also rake and aerate your new lawn when it is fully established.

If you've opted to finish your garden yourself, we'll have handed it over to you fully topsoiled. We recommend laying your turf as soon as possible, as with our temperamental British weather, your topsoil won't stick around for long, so please do try and lay your turf or seed soon after moving in. Whilst your home is being built, the natural draining properties of your garden may have been affected and it can potentially take 18 months or longer to be restored. So, you may find after periods of heavy rainfall that the ground is slow in absorbing this run off. But don't worry, this is completely normal with a newly built home.

## Brickwork

With a new home you might find a white powdery dust on your brickwork, which is completely normal and is actually known as 'efflorescence', these are simply the natural salts in the material of the brick. As your home undergoes the drying out process, this may appear on the surface of the wall, but we'd recommend leaving it be. If you try to wash it off, it will most likely just drive the salts back into the brickwork. This is not a defect, just a natural occurrence.

Cracks appear as the materials used to build your home may dry out at different speeds. You might also notice some minor cracks appearing in the mortar, again this is completely normal.



## Drainage

You may have noticed some inspection chambers or 'manholes' in the garden of your new home, these allow access to the drainage system that runs throughout the development. Please make sure not to place anything over these manholes, so as to allow easy access to them if required.

In your new home, you'll need to take good care of your drains. Please make sure not to dispose of any inappropriate objects down them as this could cause a blockage. We're talking nappies, sanitary products, wipes (even those that claim to be flushable) or anything else bulky. Back in the 1960's drainage was six inches in diameter, but in modern construction its only four inches. This reduction in size means that drains can become blocked more easily than in older homes.

**Gleeson will not be liable for resolving any drainage issues where investigations find that blockages have been caused by the disposal of inappropriate items, so please note that remedial action will be at a cost to you as the homeowner.**

Kitchen drainage is also important, so please don't pour any oil, solvents or flammable liquids down your kitchen sink. Why not keep a glass jar in your kitchen to pour oils into? That way you can then dispose of them in the dustbin.

If there is a localised blockage there are a number of things you can try:

- Use a flexible rod or suction cup to remove it.
- Empty the sink or basin by hand and then add some drain cleaner or sink unblocker.

For any extra information on drainage in your local area; make sure to check out your local authority's website.

## Damp-proof course (DPC)

A damp-proof course is a barrier, usually formed by a membrane built into the walls of a property, typically 150 mm above ground level to prevent damp rising through the walls. We recommend not leaning or stacking anything against the side of your home, just to make sure you don't bridge the damp-proof course and cause water ingress through the brickwork.

Don't forget to leave any air vents or air bricks you see in the brickwork open too, as they provide key ventilation to the suspended floors reducing potential damp.

If you're landscaping your new garden, make sure to keep the level of the ground at least 150 mm below the level of damp proof course.

It's really common that a small amount of damp is found a few courses above the DPC, this is usually caused by rain splashing up off your pathway. If you do have any concerns, you're welcome to log this on the MyGleeson portal so our experts can take a look for you.

## Gutters

We recommend that you do not lean any ladder or heavy objects against your gutters. This will ensure they do not become damaged or move out of place. You'll need them to do their job or you may find leaks can lead to a build-up of mould on the outside of your home. It is recommended that you clean your gutters at least twice a year. If you're able to reach them safely, you may choose to clean them yourself, or you can hire a professional to carry this work out for you.

## Roof

Your roof should require little maintenance. However, if anyone does need to access your roof, please keep in mind that your roof tiles are brittle and aren't designed to take much weight. Unfortunately, storm and general weather damage can occur and whilst this isn't covered by your warranty, we recommend referring this to your home insurance provider.



## Roof space

Your roof space is designed to be ventilated, so you might find it a little draughty up there. To make your home as energy efficient as possible, we insulate the ceiling to a high standard and that's why Gleeson homes have a high energy efficiency rating.

You might find that the temperature of the roof space can fluctuate from hot to cold, but this is completely normal. We strongly recommend homeowners do not use the loft space for storage. This is an NHBC warranty requirement. Also, the constant opening of the hatch can encourage condensation in the loft, resulting in mould. This is caused by the warm air from your home, hitting the cold air in the loft space.

## Nail pops

Nail pops are small circles that protrude from your wall and ceiling and show up where fixings have been fastened with nails. Nail pops are a normal part of the drying out process of your home, and are a type of shrinkage. Nail pops are not classed as a defect, unless they are significant (more than six per room).

## Garage

Your garage isn't fully watertight, so we don't recommend storing your refrigerator, washing machines or any other electrical goods. If we've fitted sockets or switches for you, we'll have used water resistant fittings and RCD (residual current device) protected circuits, which are designed for you to use power tools and gardening equipment. If you plug any domestic appliances in there, it may trip the circuits.

Similar to your roof space, we'd suggest being careful when storing anything in the garage that may be affected by cold or damp. We'd also recommend not leaving anything on your garage floor, as during periods of adverse weather, it's not uncommon for rain water to be driven underneath your garage door. On the topic of garage doors, it's best to keep your runners regularly lubricated. Although, a top tip to remember is to use less force when opening it – it won't take as much force to operate it.

When opening the garage door use the central handle. If you use the corners this may cause the mechanism to become misaligned or the door to be twisted.

## Shrinkage

Did you know that to build your home, approximately 4550 litres of water have been used? This means that as your home starts to settle and dry out, you will get some shrinkage cracks. Unfortunately, these cannot be avoided and will not constitute a defect under the warranty we provide, but you can minimise them.

You'll most likely get cracks in plaster, usually at the tops and internal corners of walls, or your joints between boards. They might also appear at the join of two different types of material, for example the staircase and the plaster wall above it.

The timber will shrink across its grain and not along its length which might cause paint

fills to crack or it might cause your first floor joists to shrink, you'll probably recognise this type of shrinkage from a gap in the silicone bath sealant.

Whilst shrinkage can't be avoided, it can be easily fixed by using a standard type of filler that you can get from any reputable DIY store. However, if you can fit a £1 coin into the crack, our site team will come and investigate this for you, so make sure to log these on your My Gleeson portal with a photo demonstrating the size of the crack.



# Construction methods and routine maintenance

## External walls

The external walls to your home are dry-lined, which means plasterboards are fitted to the concrete block inner skin of the cavity wall using a special adhesive with a plaster skim finish. The gap between the plasterboard and the concrete blocks (approximately 15mm) creates a smaller secondary cavity and because of this, if you're fixing anything to it you'll need long enough screws to reach the block work.

Also remember to use an electronic detector to check for any pipework behind the places you're trying to fit screws to, and as your home has plastic pipes please refer back to our plastic heating pipes section regarding drop zones before you begin fitting any accessories to your walls.

## Internal partition walls

The internal walls to your home are constructed from a timber framework clad with plasterboards on both sides and finished with a plaster skim. If you're fixing anything to these walls we recommend a type of plasterboard fixing for hollow walls. As with the external walls, check for pipework and drop zones.

Your home may be suitable for certain bathroom access aids depending on the type of design. Please contact a Gleeson Sales Executive for further information and guidance.

## Condensation

Other than shrinkage, condensation is the other most commonly occurring effect of a new home that is drying out. To release condensation from your home make sure you leave your windows and doors open as much as you can each day. When you're out, leave the trickle vents at the heads of your windows and French door frames open to allow some air to circulate. You'll often find that condensation causes damp patches at the sides of windows and patio doors – this is normal and expected with a new build home.

It's important to leave two to three inches between your furniture (particularly large pieces) and walls, to allow air to circulate and stop any moisture from being trapped. This reduces the potential for mould and damp.

It's worth noting that condensation can build up on cold water feed pipes, for example the one to your downstairs WC, you might mistake this for a leak but don't be alarmed, just keep an eye on it and notify us if you need to.

In areas where you'll be producing excess moisture, such as in bathrooms and kitchens, we'd just advise keeping the doors closed whilst you're doing so and then ventilate these rooms as much as you can afterwards to clear it. Open your internal doors, use your extractor fans at all times and keep your trickle vents and windows open – easy job. Some of our homes benefit from enhanced fabric which allows for a ceiling mounted hoist, a through floor lift and level threshold showers. Speak to a Sales Executive for more information.



## Top tips:

- Avoid drying washing or towels in the house, particularly on radiators (the weight of water in your wet clothes has got to go somewhere)
- Avoid leaving the loft hatch open for any length of time
- Keep a consistent heat throughout your home, intermittent heating will cause the condensation to be deposited when things start to cool down
- If you've got a tumble dryer, make sure it is a condenser or heat pump dryer
- If condensation has occurred then just mop it up as much as possible, heat the room, open your windows and ventilate the area.

If you ever choose to retrofit a combustion appliance (e.g. gas boiler, solid fuel stoves etc) then you will need to bare in mind the below:

Separate, permanently open ventilation grilles (called combustion vents) may be installed in your home to supply air for certain gas appliances, solid fuel stoves, or other combustion appliances.

These combustion vents must always be left open by law to allow sufficient air in for complete combustion and these should never be blocked. Without such combustion vents, or if blocked, carbon monoxide gas may be released which can be deadly. Modern gas boilers, stoves and gas appliances may have sealed air inlets, so they draw air directly from the outside. If in doubt, check with a professional registered engineer; Gas Safe-registered for gas, HETAS for solid fuel, or OFTEC for oil, and never block such combustion vents.

Further information on detecting and preventing carbon monoxide can be found on the following web link: [gov.uk/government/collections/carbon-monoxide-co.uk](http://gov.uk/government/collections/carbon-monoxide-co.uk)

Some practical tips on using ventilation provisions in your home are listed below:

- When fitted in your home, trickle vents should be open to provide background ventilation. Trickle vents can be closed to limit cold draughts at certain times, or within rooms you are not using and heating, but remember to open them again at other times. Permanently closing trickle vents could over time contribute to your home becoming unhealthy and damp. Openings in trickle vents should be cleaned at least once per year to ensure air can flow freely through them, including internal grilles if these are present.
- For local mechanical extract fans (fitted in shower rooms, bathrooms and kitchens), all the ventilation inlet and outlets should be checked regularly to ensure they are not blocked with dust or other debris. They should be maintained by a professional installer according to the manufacturer's instructions.



## Mould growth

We know this is a little bit unpleasant but did you know that mould spores are constantly in the air around us? They require a cool, damp and unventilated condition to prosper and grow. When damp air can't escape, particularly as plaster is drying out, mould problems can begin, this is why it's so important to make sure you heat your home and ventilate it properly.

The common places we've found mould to be reported is under sinks and behind wardrobes. If the mould has set in, this will require a number of watered down bleach treatments or a mould treatment.

## Worktops, baths, showers and ceramics

Make sure not to use any abrasive cleaning products on your worktops, sinks, bath panels and shower trays. Abrasive cleaners can damage plastic, glass, non-stick surfaces, painted woodwork, and plated and highly polished metals.

## Kitchen unit doors

From time to time, due to opening and closing them regularly, your kitchen door units can become loose. If they do become loose, all you need to do is tighten the screws slightly. Ensure that the locking screw is always tightened when you have finished the adjustment.

## Fire and smoke detectors

Your home is fitted with interconnected, mains powered smoke detectors that have a battery back up to ensure safe operation in the event of a power failure. You should make sure to check your alarms regularly for safety purposes.

If there are any malfunctions, your smoke detector will alert you with a beep. We'd

If your bath sealant is cracking, in the first six months of occupancy you can log this on MyGleeson and a member of our team will come out and investigate. After six months of occupancy, bath sealant cracking becomes the homeowner's responsibility to maintain and falls under general homeowner upkeep.

## Stainless steel

Do not use abrasive cleaners on appliances unless specifically recommended by the manufacturers. Stainless steel is a hard surface but it's not scratchproof so avoid any wire scourers or harsh abrasives.

Over time you might notice little spots of rust, these are just tiny particles of ordinary steel from cast iron and other utensils that have attached themselves to the surface and then rusted in a damp environment. These are only superficial and a specific stainless steel cleaner ought to remove them.

always suggest referring to the full instruction leaflet to understand how the detector functions, and to keep it fully maintained.

All homes with a gas boiler will be supplied with a carbon monoxide alarm as standard.

## Roads

Throughout the build process of your development, the base layers of the roads are installed early on to allow for use straight away. However, the final topping off isn't laid until the development has been completed. This is to prevent damage whilst construction works are still ongoing and ensures that your local highways authority can adopt the roads and paths when they are finished to a high standard and are undamaged.

# Water

## Water supply

Your home is provided with its own mains supply that is fed directly from a water meter to a stopcock (located in a base cupboard in the kitchen or utility room). The stopcock, or stop tap as it is sometimes referred to, will shut off the water to your home if needed. There is also an external stop tap in the drive or footpath leading to your home.

## Taps

The taps in your home have an internal ceramic quarter turn disc instead of a rubber washer so that dripping is rare. If it is dripping, log it on MyGleeson so we can investigate, we don't advise that you undertake any DIY as you may void your warranty with us.

If your water pressure is too high, you might hear a banging sound but don't worry, this is easily resolved and all you need to do is turn the stop tap down a little (clockwise) until the noise stops.

## Toilets

Your toilet houses a cistern, which is a tank for storing water to supply the toilet flush. Any overflow from your cistern is fed back into the toilet pan so if your cistern isn't working properly you'll see a continuous trickle of water down the back of the toilet pan. Obviously you don't want to leave this overflowing for long periods of time as you'll use an unnecessary amount of water so just keep an eye out and log it on MyGleeson if need be.

## DIY Plumbing

If you fit any extra plumbing, please ensure you are using a certified plumber and that all plumbing work is correctly fitted to the foul

## Water usage

Your home is fitted with water-efficient taps, showers and baths which help to keep your water usage (and therefore your water bills) under control; well-designed fittings along with strong water pressure means that this can be achieved without affecting your user experience.

system. If you modify any external drainage systems that result in connection to the storm system, then you must get permission from your local authority. If not, you could face prosecution.

## External taps

If you have an external tap, you may be worried about it freezing over during the winter months. To prevent this you can isolate the tap from within the house, open it, and drain all the water from it. To avoid any issues within your home during winter, just make sure that the internal temperature is kept above freezing point.

## Leaks

### Within two years of ownership

If a water leak is uncontrollable and cannot be contained then we will treat this as an emergency. If this is the case, try and identify whether the leak is from the heating system, the hot water system or the cold water system and turn off the main stop tap.

Whether the leak is containable or not, make sure to log this on your MyGleeson portal so that we can investigate it accordingly. If you do need to contact an emergency plumber we will reimburse you if the leak is covered by your warranty.

# The electrical system

The electricity supply enters your home through the electricity meter box that is located outside your property. The meter and the cabling belong to the electricity company and shouldn't be altered. Any cables and equipment on the 'home side' of your meter box, are your responsibility as the homeowner.

The wires that lead from the meter go to the consumer unit, which contains the main switches and also multiple MCB trip switches (milliamp circuit breakers). Each MCB will

give a description of the circuit that each one protects. Don't worry, there will be a description of the circuit each one protects detailed on them. They will have different current ratings depending on the circuit they are for.

If there is a complete electrical failure to your home, just double check with your neighbours to see if they have experienced this too, it may be an area fault and not something we can assist with.

## Top tips:

- Don't use any portable electric appliances in the bathroom (shavers that plug into a purpose made socket are an exception)
- Don't remove any metal earth clamps connected to pipes near sinks, bathroom fittings or radiators
- Remember to switch off at the mains if there is any work being done on an electric circuit
- Do not carry out any DIY electrical work unless you are a certified electrician and can provide a minor works certificate. Please note that any works undertaken by an unqualified person will invalidate the warranty on your home
- Always use the correct rating of fuse and follow manufacturer guidelines when wiring appliances
- If you're plugging an electric garden tool into an inside socket, always use a power breaker device
- Clean and test your smoke alarms regularly (top tip: vacuuming works perfectly)



## Circuit breakers

If the circuit breakers trip regularly, there may be an issue with one or more of your appliances.

To check if this is the cause then you can follow these simple steps below:

- Turn off all appliances in the house
- Reset the master switch (move it into the reset position before releasing it to return to the normal 'on' position)
- One by one, switch the appliances back on until the circuit breaker trips again
- Make sure to get this appliance checked by someone qualified

## White goods

The benefit of a brand new appliance means that you're protected by a two year manufacturer warranty\*, so if there are any

issues with these then you can give them a call directly to have this resolved.

To ensure you are covered, make sure to complete and return the warranty registration forms, so they have a clear record of your ownership being registered. You don't want to get caught short if something was to go wrong.

The warranty of an appliance exists between the homeowner, and the manufacturer, meaning you have to contact them directly.

## Light bulbs

Given your home is brand new, it means all the light bulbs were fitted at the same time, so you may find that they need replacing at the same time. This is perfectly normal so don't be alarmed. It's worth remembering that if a light bulb fails, it might also cause a circuit breaker to trip.

\*This may not apply to you if you purchase one of our show homes. Please speak to your Sales Executive for more information.



## Heating and hot water

To live comfortably in your home, you need two forms of heat. The first is hot tap water, which is also known as 'domestic hot water' and is needed all year round. The amount of hot tap water your home needs however is entirely dependent on the behaviour of the people living there. The second is space heating (heat that is emitted from the radiators) which is only needed when your home is feeling cold. New build homes in England are now constructed to be significantly more energy efficient, losing much less heat to the outside than older homes. As a result, they require less space heating to maintain a comfortable indoor temperature. Space heating is typically provided by a central heating system and in well-insulated homes, internal heat gains—from appliances, lighting, direct sunlight, and even the occupants themselves—can help reduce the heating demand.

For homes with a gas boiler

## Hot water

Your new home will be fitted with a gas fired combination boiler which effectively provides you with constant hot and cold water at mains pressure - so you won't need a power shower.

An electronic programmer controls your hot water, and can be set in two ways. Option one is a timer function, where you can choose what times you would like your heating to come on and off and the temperature. The second option is manual switch on, where you can turn your heating on as and when you want.

Your new boiler is covered by a manufacturer's two year warranty (don't forget to register it!), but you'll need to keep it regularly maintained and annually serviced by a gas safe engineer to ensure it's safe, efficient and to maintain your warranty.

## Central heating

We will have covered the central heating with you in your new home demonstration, and we've also got a handy video for you to watch all about heating your home (see the inside cover of this brochure), but we'll cover it here for you too.

The heating output in your home is provided by your radiators, which have been pre-balanced in line with the central heating system design. If your radiator is failing to heat up, then you need to adjust the thermostatic control valve.

Our top tip for heating your home is to keep the temperature above 16 degrees and below 20 degrees for the first six months, this will maintain the temperature of your home and make sure you avoid any damp and mould building up. An overly heated home will speed up the drying out process and result in extra shrinkage and superficial cracks to your home.

Your home's central heating control is achieved through the programmer. Your programmer will have been covered at length in your new home demonstration. Heat input to each zone (upstairs and downstairs) can be controlled by the wall-mounted thermostat. We recommend that the radiators are not turned off and that they are kept consistent throughout the home for the first 12 months.

Although bespoke radiator covers look great and add a touch of luxury to your home, they can drastically reduce the heat output of the radiator and therefore the temperature of the room.

Your central heating system is covered by your two year warranty. This cover doesn't extend to routine servicing and we'd highly recommend you considering taking out a service care plan for this.

## Making the most of your central heating

The instruction manual for your boiler will give you all the details on boiler lighting, re-pressurising, switching off and safety procedures. We recommend you have a look into these before you operate your new heating system. Once you have each of the main controls (detailed below) set up to meet your requirements, it will be really low maintenance and you won't have to do much after this point.

We recommend that during the colder months you leave your heating on 24 hours a day at a lower temperature, ideally between 19-20 degrees, with your trickle vents open to help with the drying out process. This is also more energy efficient than if you were to heat your home from a colder temperature, two times a day.



## Boiler pressure

The boiler operates with an optimum pressure of one to two bars. If the pressure drops below this the boiler may cut out and you'll need to re-pressurise it. Don't worry – this isn't a defect and can be easily resolved, all you need to do is open the filling tap. For any more information on how to do this, please refer to your boiler manual.

## Boiler thermostat

In winter you may want to set this at a higher setting so that you're getting optimum heat emission from the domestic hot water and your radiator circuit. But make sure you don't restrict the air supply to the boiler by closing or obstructing the balanced flue or any other supply passages.

## The boiler flue

A boiler flue is a pipe on the outside of your home that carries exhaust gases produced by your boiler outside the home and releasing it into the atmosphere. The boiler flue expels these by-products outside the home safely. You can find more information on your boiler flue in our Heating Your Home customer information video - see the scannable QR code which takes you to this video on the inside cover of this brochure.

## Dual zone heating

Your home is fitted with a dual zone heating system, which means you'll have two thermostats. One will either be in the hall or living room and the second will be in the main bedroom. The valves will be hidden in either a cupboard or in your bulk head, so make sure that you keep access to these.

Gas leaks are extremely uncommon, but if you do smell gas – it's better to be safe than sorry. It



may be a gas leak, or you may just be able to smell small quantities of combustion fumes. These are usually outside but can be blown back into the house from the boiler flue on windy days.

If you're still concerned, turn off your gas at the external meter box, ventilate the property, and do not use any electrical switches or naked flames. Contact us via MyGleeson as soon as possible and we will pressure test the system.

We'll ask you for your signature before we carry out any works, if our investigations conclude that there is neither a gas leak nor faulty appliances then we'll have to cost this visit to you. You can also call your gas provider to attend, who are likely to give you similar instructions and send out an engineer.

You'll need to have your gas appliances serviced before the first 12 months of occupation has lapsed, and every 12 months thereafter in order to maintain your warranty. If your appliances don't work after 12 months, we'll need evidence of the appliance being

serviced by a registered gas safe engineer of your choosing before we can accept this as a defect.

### Heating system

#### Radiators

Sometimes air can gather in the top of your radiator, this just means that they need 'bleeding'. You can tell when this needs doing as the top of the radiator won't be as warm as the bottom.

We cover bleeding your radiators in our handy customer information videos.

#### Boiler main switch

Take care not to switch off the main electricity supply to the boiler, if you're having troubles with heating or hot water then double check this is switched on.

### Plastic heating types

We use plastic piping within the heating and water supply system of your home. The areas these pipes run are called 'drop zones'. They're usually 150mm in either direction from internal corners of each room and are directly above your ground floor radiators. (Upstairs we run the pipes upwards from the floor to the radiators).

If you're carrying out any DIY to your home, please note that pipe and cable detectors will

not identify the positions of your plastic pipes, so take extra care! We recommend that you don't attempt to fit anything to the walls in these zones by drilling or using screws or nails as you may damage a water pipe and land yourself with a hefty repair bill.

We do fit a foil type material to the areas the plastic pipes are located but we still advise taking extra care, as the pipe detectors can be temperamental and may not detect properly.

#### Top tips:

- In the colder months, leave your heating on for 24 hours with your trickle vents open to help with the drying out process
- If you choose to use the on-off function, during winter there will be a warm up period of at least 60 minutes
- The thermostat can only sense air temperature immediately surrounding its position
- The boiler needs to be set to high or maximum in winter
- If your heating is switched off for long periods of time, it may cause a damp feeling throughout the house when you turn it back on again



## For homes with an air source heat pump

### Wet central heating systems

Your new home is equipped with a wet central heating system powered by an air source heat pump (ASHP), which also supplies domestic hot water via a hot water storage cylinder located in a first-floor cupboard. The heating system uses radiators to distribute heat throughout your home.

We recommend setting the hot water temperature to 45°C and maintaining an internal room temperature between 20–22°C for comfort and efficiency.

Your heat pump comes with a three-year warranty as standard, covering your unit in the event that any issues with the system arise. To maintain this warranty, you'll need to have your air source heat pump serviced annually by a qualified professional.

## Radiators

As your home is built to lose far less heat than you may have been used to, you may notice that the radiators are less hot to touch. Running radiators to a warm temperature rather than hot is much more efficient for heating your home. You may also notice that some radiators are larger than normal. As the weather becomes colder, the length of time the heating system operates for may become longer. This is more efficient than turning up the temperature and running for short periods, this is especially the case with air source heat pumps.

Corrosion and scale build-up in a wet central heating system can decrease its efficiency making it more expensive to run, increase the risk of component failures and shorten the lifespan of the system. The system installed in your home helps to prevent these. Some practical tips about these issues to discuss with your professional installer during routine maintenance, repairs, or system replacement are listed below:

- If you should ever need to fit a new heat pump, the wet central heating system in your home should first be thoroughly cleaned and flushed by your professional installer. During final filling of the system, a chemical water treatment formulation should be added to

control corrosion and the formation of scale and sludge in the heating system pipework. Your installer should also refer to the heat pump manufacturer's instructions for appropriate treatment products and special requirements for individual models.

- The water supplied from the mains varies between different locations, and is referred to as hard or soft depending on the water alkalinity. If your local mains supplies hard water (you can ask your water utility company for this information), provision should be made by your professional installer to treat the water entering the hot water circuit of your heat pumps, to reduce the rate of accumulation of limescale. If applicable to your Gleeson home, there will be an in-line scale inhibitor device located in the cylinder cupboard.
- Naturally, soft waters (of low alkalinity), or water supplied via a 'base-exchange resin water softener', have an increased potential for corrosion. If this is applicable to the water being supplied to your home, an additive will be added to the system. Details of this will be provided by the installer in your heat pump appliance literature.

## Thermostat

The thermostat is where you can choose your desired temperatures and set up your daily/weekly programmer to suit your daily routine. It also has modes such as 'powerful', 'quiet' or 'eco' as well as a number of other more complex settings. Your ASHP thermostat has been set to achieve optimum efficiencies and so we recommend that the more complicated settings are not changed, as this may negatively affect the efficiency/running costs.

Images for illustration purposes only. Actual units may vary.



## Remote access and servicing

If you'd like to control your ASHP from your iOS/Android or Windows device, you may choose to purchase the optional extra remote access unit. It also permits trained service partners to carry out remote maintenance, diagnostics and monitoring in case you have any concerns or problems. Speak to a Gleeson Sales Executive for more information on this.

## Heat Pumps

Your air source heat pump takes the heat energy from outside air (even on a cold day) and concentrates it to a usable temperature for your home; heating up your radiators and hot water (stored in a cylinder) to around 45°C. Although a heat pump uses electricity, most of that energy comes from the air which makes it very efficient.

Whereas the efficiency of gas boilers is generally tolerant to how they are run, heat pump systems need to be designed, installed and operated carefully to avoid being inefficient. As heat pumps are powered by electricity, and this is increasingly being generated renewably, heat pumps are key to reducing our reliance on fossil fuels in England for heating homes.

The key components of your ASHP are housed in the external unit, typically located in your garden. This unit extracts heat from the outside air and uses it to heat water, which is then circulated around your home via radiators and stored in a hot water cylinder.

The system is controlled through a wall-mounted, backlit thermostat, allowing you to manage your heating and hot water settings easily.

Your ASHP will normally be located under the window of the rear elevation, and the hot water cylinder will be located in a first floor cupboard. The cylinder will be between 150 and 300L in capacity, depending on the size of your home. Refer to your floorplans for the exact position in your house type.

ASHPs work most efficiently when they are running reasonably continuously, instead of regularly switching them on and off. For efficient use, the ASHP should not be switched off completely to control the indoor temperature in your home. In modern, well-insulated homes, the indoor temperature will remain reasonably constant even while the central heating system is not running. Your Gleeson home features a smart ASHP that learns how long it takes for your home to warm up, and in colder weather, this means that the heating system might turn on earlier than you expect, to make sure it is at the desired temperature at the intended time.



## Top tips:

- An ASHP is intended to be quiet when running. To limit increases in noise from the ASHP over time, ensure it is maintained annually by a professional installer according to the manufacturer's instructions
- Around once a week, your ASHP will temporarily increase the water temperature in the cylinder to over 60°C. This is a safety feature and will eliminate any dangerous legionella that can sometimes accumulate at lower temperatures. This may mean a brief spike in energy usage and noise from the outdoor unit, so if you notice this there is no need to worry - the system will return to your set temperature once the cycle is complete
- Occasionally you may notice water dripping from underneath the unit outside. This is completely normal and you do not need to take any action. It is either a result of condensation or ice melting away after the unit has automatically run a defrost cycle. A soakaway in the ground below the unit will allow any water to drain away safely
- Regularly clean away leaves and other debris from the air intake and outlet located on the outdoor unit outside your home. If the air inlet or outlet becomes blocked, the ASHP will not work efficiently, it will use more electricity than is necessary, and it may even not provide enough heat to your home
- Do not sit on/step on the unit
- Don't place anything above the unit
- Do not insert fingers, twigs or other items into the unit
- Do not cover or enclose the unit (e.g. fence panels, trellis)
- Don't try to maintain the unit yourself, it could damage your unit and invalidate your warranty
- If you experience loss of heating, abnormally high energy bills or fault codes on your thermostat, please contact a qualified technician or your Gleeson Customer Relations Manager
- If you experience low pressure, please refer to our videos on how to re-pressurise. If you are finding that this needs to be done regularly, or see a fault code appear on the controller, please contact a service engineer
- If there is a power cut during a period of extended cold weather, you may notice a slight reduction in system pressure. This is due to valves opening externally which prevents the system freezing. Once power is restored, the pressure can easily be topped up via the filling loop in the cylinder cupboard; 1.5 Bar is the ideal pressure. Please contact a Technician with any difficulties

# How to efficiently use your heat pump

As a general rule, air source heat pumps work best when left at a set, constant internal temperature of around 21°C. However, depending on your lifestyle, it may be more cost effective to utilise the daily/weekly programmer to fluctuate the set temperature slightly.

## In the house throughout the day?

If you're home regularly throughout the day (e.g. you work from home), you will be most comfortable and will achieve optimum efficiency by leaving the system at a set temperature, perhaps setting the programmer to reduce the temperature during the night.

Your ASHP is very intelligent and will learn from how long it takes to heat up your home. It also takes into account external weather conditions, so once you've input your preferred temperatures, there is no need for you to intervene.

Your ASHP will continue to tick over in the background, ensuring gradual heating.

## Out and about most days?

If you spend little time at home - rushing out in the morning and coming back late - it may be more efficient to allow the system to cool down slightly (approximately 17°C) whilst you are out, and then bring it back up to normal temperature when you're home, e.g. 21°C. The most efficient way of doing this is by using the daily/weekly on your control panel, to set the hours you want and the higher and lower temperatures.

## Out during the week and mostly home at weekends?

Again, the daily/weekly programmer can be used to set the temperature to suit your movements. Even if you're out all week, we would discourage turning the system off completely - it is more efficient to keep it at a consistent, albeit lower temperature (approximately 15°C)

## Going on holiday?

When you're heading off on holiday, we could advise selecting the 'holiday mode' and set the controls to bring the temperature back up before you return.



# Staying cool in hot weather

NHS England cautions that prolonged periods of extremely hot weather pose serious health risks and that excessive exposure to high temperatures can kill. Those most at risk include older people, very young children and people with certain pre-existing medical conditions. For guidance about this, search 'how to cope in hot weather' on the NHS.UK website.

You can take certain steps to reduce indoor temperatures during period of hot weather to improve your comfort and generally these can be combined. Your Gleeson home has been designed to minimise overheating risks in line with the Building Regulations.

## Your home's ventilation system

**Ventilation** in your home is provided for three reasons;

1. To supply fresh air for the occupants
2. To help to ensure good indoor air quality, which means removal of enough moisture, odours, and other indoor pollutants.
3. To maintain good thermal comfort; ventilation air flows help heat to mix from different sources, so it circulates throughout your home, especially from the central heating system during cold periods

Poor levels of ventilation along with excess moisture in the indoor air can contribute to mould growth, so it is important to use the ventilation provided to keep your home 'fresh' and to remove moisture at source, particularly from shower rooms, bathrooms and kitchens. To limit excess moisture in the indoor air and condensation in your home, the following tips may be helpful:

- Avoid drying clothes indoors, especially on radiators

- To prevent moist air spreading around your home, ensure local extract fans are kept switched on and internal doors closed when cooking, bathing, or showering

If installing your own floor coverings, ensure a minimum 10mm gap is left between the bottom of the door and the floor covering to allow the building to ventilate in the way it was designed to.

**Openable window sizes** have been selected to ensure good levels of natural daylight whilst preventing excess solar gains that would make it uncomfortably hot in summer. In the warmest hours of the day, windows should be kept closed and any blinds or curtains should be closed to further limit solar gains. Then, at night and early morning when it is cooler, windows should be opened to 'purge' the excess heat. Window sill heights at first floor and above have been designed to prevent accidental falls whilst still ensuring it is possible to escape easily in the event of a fire.

Your Gleeson home has been designed with either a **natural** or a **mechanical** ventilation system:

### Natural:

This ventilation method includes trickle vents located in the windows (and sometimes through the wall) which allow a small amount of fresh air from outside to circulate around your home. This is in addition to intermittent extract fans which remove polluted, moist air from bathrooms, kitchens and toilets.\*

Intermittent extract fans have been configured to come on with the light switch and stay on for a timed period after the light has been turned off. There will be an isolator for these fans just outside the room, we strongly discourage switching these off under normal circumstances as your home will not ventilate properly.

### Mechanical:

Decentralised Mechanical Extract Ventilation (dMEV) fans is the standard ventilation method. This system consists of individual, continuously running extract fans located in wet rooms such as bathrooms, kitchens, and utility spaces. The fans remove stale or humid air directly from these rooms to the outside. As this air is

extracted, fresh air is naturally drawn into the home through background ventilators, helping to maintain good indoor air quality and reduce condensation.

Your home may also have additional mechanical ventilation fans fitted to prevent overheating during warmer months. These would normally apply in the following scenarios:

1. The site is exposed to a nearby noise source (such as a busy road or train line) and therefore leaving windows open at night to stay cool would not be reasonable, due to the disturbance this would cause to sleep
2. Your home is a 'Contemporary' style. These homes feature a large window to either a bedroom or living space. Due to the additional glazing, it is more vulnerable to overheating
3. Your home has bedrooms on the groundfloor (e.g. a bungalow or ground floor apartment). We understand that occupants may not feel comfortable leaving windows in these bedrooms open overnight in order to stay cool due to the possible security risk

Overheating fans are house type and room specific and operate intermittently. During hot weather events occupants can switch them on or off as desired via a wall mounted switch.

\*On some homes, a positive input ventilation (PIV) may have been used in-lieu of trickle vents; this tends to be the case if your plot is adjacent a road or other external noise source. You will know if this is the case in your home if your windows don't have trickle vents and there is a ventilation cowl located on the ceiling of your landing. The PIV unit is hung from the loft trusses and forces air into your home and pushes it around the rooms before escaping through the building fabric. It can be accessed for maintenance from the loft hatch.

Do not permanently turn off your PIV unit this will cause condensation to occur and the air quality will quickly deteriorate. The unit will be fitted with filters which must be cleaned/replaced as per manufacturer's instructions (normally just a case of washing out with clean water and allowing to dry before re-fitting).



Should you need to 'purge' the room of pollutants (for example, if you've burnt some toast or are re-painting the walls) all habitable rooms in your home have windows that open to at least 30 degrees, to be opened when needed.

Whether your home is naturally ventilated and uses trickle vents, or mechanically ventilated and uses ceiling mounted vents, these should be kept open at all times and regularly cleaned to prevent dust build up (at least once a year).

Any mechanical systems should be left switched on so that they can run as intended. If there are any particular maintenance requirements, these will be listed in the manufacturers instructions provided to you at handover.

Note that failing to keep your ventilation system maintained and operational over time and contribute to poor air quality, damp and overheating.



At all times, the following measures may be used to cool your home and its contents:

Internal doors can also be left open at night to encourage air flow, this is not the case for fire doors however (installed in three storey homes) when not in use, these **must** be kept closed.

Electrical appliances and devices generate heat while they are in use, and this can increase indoor temperatures. If possible, turn them off at the wall socket when they are not needed, as even standby mode creates a small amount of heat.

If it is safe to do so, turn off electric lighting in spaces where it is not needed. Even modern energy efficient lighting generates some heat while in use and this can increase indoor temperatures.

Be aware that when closing blinds or curtains, that these do significantly restrict air flow. So

if it is appropriate to do so, curtains should be left open at night to maximise cooling and closed in the day to reduce solar gains.

Trickle vents fitted in window frames and through-wall ventilators should all be left open including overnight and when your home is empty.

Opening windows on opposing sides of your home will maximise cooling by allowing cross-ventilation. Furthermore, opening a window on the lowest and highest floor will also provide effective 'stack' ventilation (which works by warm air rising and escaping from the top floor and drawing in cooler air from the lower floor).

Fire safety and  
emergencies

## Fire safety

Your home has been built in a way to help protect you if a fire breaks out, but always remember it's your responsibility to raise the alarm and make sure people get out safely.

### Advice on fire precautions

- Make sure all your smoke alarms are fully operational  
Don't store anything in the hall, landings, stairs or corridors especially if it will burn easily
- Use your central heating system and do not use gas or paraffin heaters which have a naked flame or an electric bar heater
- Use your rooms only for their purpose intended, do not use them as a workshop or storeroom
- Do not store anything in the area where your fuse board is fitted
- Make sure your fire alarms are operating correctly by pressing the 'test' button on the unit at least once a month
- Keep fire doors closed where present

**If you have any concerns about safety, please speak to your Site or Sales Manager.**

Please ensure all queries are logged via the MyGleeson portal.

My Gleeson is accessible to our customers 24 hours a day and allows you to raise any concerns at your own convenience. For anything else, our Customer Care team can be reached by emailing [customercare@mjgleeson.com](mailto:customercare@mjgleeson.com).

When you buy with Gleeson, you can expect a quality home and service throughout your buying journey and beyond. We hope that our home user guide will help you from the second you move in, throughout the length of time you occupy your beautiful Gleeson home and beyond.

Safeguard Emergency 'Out Of Hours' Assistance

For out of hours emergency assistance please call  
**01207 503 293\***

\*Please note that calls to this number will be charged at your normal network rate

An additional benefit to purchasing your Gleeson home is that you receive free emergency 'Out of Hours' cover for two years following legal completion of your home.

Our emergency cover partner 'Safeguard' will be able to assist you 365 days a year should you encounter any of the following emergencies outside of Gleeson working hours:

- Total loss of heating or hot water system
- Total electrical failure - (please check that this isn't a supplier issue affecting your street – if it is please call the network operator number 105)
- No access to running water or total loss of all cooking facilities
- Uncontrollable water leaks
- Inability to secure the property - (front doors/ french doors)
- Drain blockages resulting in foul water ingress (or anything resulting in the home not having at least one working toilet)
- On suspected gas leaks, call the appropriate emergency number straight away:

**For National Grid supply:** 0800 111 999 or  
**For Flo Gas supply:** 03457 200 100, then:

1. Turn off gas supply and open all windows
2. Do not make flame or turn on lights, appliances, etc
3. Make calls on a mobile away from the gas leak (outside if possible)
4. Contact safeguard once the suspected leak has been checked or made safe by national grid

## Right where you belong

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**S-002-V7 All information correct at time of production, 7 January 2026**

\*All images used throughout this brochure are for illustrative purposes only and show options available at the time of publication. Some images also show optional upgrades at an additional cost which are subject to availability and build stage. Please speak to your Sales Executive for more information. Please note that available upgrades may differ between developments and house types. This brochure has been created for compliance with handover requirements listed in 2021 revisions to the Building Regulations (2010). ADF | ADO | ADL

