



Customer Defect Claim Form

ONLY ONE DEFECT CLAIM PER FORM PLEASE

Name:	
Address (Include Plot Number & House Number if known):	
Contact Details:	
Date of legal completion:	
Date of occupancy:	
Defect details:	
Photo of Defect	PLEASE ATTACH PHOTO EVIDENCE TO EMAIL

ITEM	WHAT'S THE ISSUE	WHAT SHALL I DO?	PLEASE TICK THE APPLICABLE BOX BELOW:
Appliances	Failure	Contact the appliance warranty provider	
	Damage	Your Responsibility	
Blockages/Drainage	Major Leak (inside or outside your home)	Email: customercare@pure-homes.uk <i>(EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</i>	
	Minor Leak (can be contained)	Email: customercare@pure-homes.uk <i>(IF THE BLOCKAGE IS CAUSED BY MISUSE, YOU MAY BE CHARGED)</i>	
Brickwork (External)	Cracks (to bricks/mortar less than 15mm)	Minor cracking as a result of shrinkage is normal in a new home. IT IS NOT NECESSARY TO REPORT THIS TO US.	
	Cracks (to bricks/mortar more than 15mm)	Email: customercare@pure-homes.uk	
	Complete Failure	Email: customercare@pure-homes.uk <i>(EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</i>	

Central Heating	Malfunction	<p>Email: customercare@pure-homes.uk</p> <p>(EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</p> <p>It is your responsibility to arrange & maintain service records for your boiler. Failure to do this will invalidate the warranty.</p>	
	Unsure how to operate	<p>Please refer to your Heating Control Manual or User Guide.</p> <p><i>If further assistance is still required, please Email: customercare@pure-homes.uk.</i></p>	
Chips & Scratches	Damage to sanitary ware, worktops, units, tiled floor, walls & glass	<p>Refer to your Pre-move Inspection & Key Release Form.</p> <p>IF NOT SPECIFICALLY LISTED, THESE ARE YOUR RESPONSIBILITY.</p>	
Condensation	Forming between the glass panes themselves	This could be a manufacturing defect and may require investigation - please Email: customercare@pure-homes.uk	
	Forming on the glass panes within the room	This is a normal occurrence as your new home dries out - please refer to the Home User Guide for guidelines	
Concrete Cracks	Cracks less than 5mm	<p>Minor cracking as a result of shrinkage is normal in a new home.</p> <p>IT IS NOT NECESSARY TO REPORT THIS TO US.</p>	
	Cracks more than 5mm	Email: customercare@pure-homes.uk	
Cracks to Ceiling, Dry Lining, Wood, Joints & Paintwork	Less than 3mm in diameter	<p>Minor cracking as a result of shrinkage is normal in a new home.</p> <p>IT IS NOT NECESSARY TO REPORT THIS TO US.</p>	
	More than 3mm in diameter after 6 months' from legal completion	<p>YOU SHOULD ALLOW YOUR HOME TO SETTLE-IN FOR THE FIRST 6 MONTHS.</p> <p>If you're experiencing cracks after this period, please Email: customercare@pure-homes.uk</p>	
Decoration	Paintwork	<p>Some variations in colour and finish are normal.</p> <p>Email: customercare@pure-homes.uk for paint colours/codes</p>	
	Nail or Screws Pops <i>(6 or more in a single room, 6 months' after legal completion)</i>	<p>YOU SHOULD ALLOW YOUR HOME TO SETTLE-IN FOR THE FIRST 6 MONTHS.</p> <p>If you're experiencing cracks after this period, please Email: customercare@pure-homes.uk</p>	
Electrical	Complete Power Failure	<p>First check your consumer unit has not tripped.</p> <p>Email: customercare@pure-homes.uk (EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</p> <p>(IF THE FAULT IS CAUSED BY MISUSE, YOU MAY BE CHARGED)</p>	
	Sockets & Plugs not working	<p>First check your consumer unit has not tripped.</p> <p>Email: customercare@pure-homes.uk (EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</p> <p>(IF THE FAULT IS CAUSED BY MISUSE, YOU MAY BE CHARGED)</p>	
	Damage to fittings, blown bulbs	Your responsibility	

Extractor Fans	Not Working	Initially check the isolator switch is on (located outside the bathroom) and check the consumer unit. If problem persists, Email: customercare@pure-homes.uk (IF THE FAULT IS CAUSED BY MISUSE, YOU MAY BE CHARGED)	
Fencing	Loose panels or posts	Your responsibility unless they have been installed incorrectly, in which case Email: customercare@pure-homes.uk	
Flooring	Creaking after 6 months from legal completion	You should allow your home to settle-in for the first 6 months. If you're experiencing cracks after this period, please Email: customercare@pure-homes.uk	
	Damage	Refer to your Pre-move Inspection & Key Release Form. IF NOT SPECIFICALLY LISTED, THESE ARE YOUR RESPONSIBILITY	
Garage Door	Locks, Cables & Opening Action	Email: customercare@pure-homes.uk (IF THE FAULT IS CAUSED BY MISUSE, YOU MAY BE CHARGED)	
Garden	Waterlogging	Waterlogging due to weather is normal, and over 3 meters from your home is not covered under warranty. Under 3 meters from your home, Email: customercare@pure-homes.uk	
	Lawns & Shrubs	It is your responsibility to maintain the garden and contents	
	Paths/Paving Slabs-excessive movements	Email: customercare@pure-homes.uk	
Gas	Leak	You must immediately contact National Grid 0800 111 999.	
Grout & Silicone Sealant	Cracks and sealant gaps during the first 6 months' of occupation	During the first 6 months', please Email: customercare@pure-homes.uk . After the first 6 months' this will be your responsibility as part of routine maintenance.	
Guttering & Downpipes	Broken	Email: customercare@pure-homes.uk (IF THE FAULT IS CAUSED BY MISUSE, YOU MAY BE CHARGED)	
	Blocked	It is your responsibility to keep your gutters free from leaves, debris etc.	
Kitchen Units	Door Alignment	Email: customercare@pure-homes.uk	
	Damage to units & worktops	Refer to your Pre-move Inspection & Key Release Form. IF NOT SPECIFICALLY LISTED, THESE ARE YOUR RESPONSIBILITY	
Leaks	Pipe works joins/seals that cannot be contained	Email: customercare@pure-homes.uk (EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)	
	Pipe works joins/seals that can be contained	Email: customercare@pure-homes.uk	

Meters	Malfunction	Contact your utility provider	
Roof	Slipped Tiles	PLEASE BE AWARE THAT WEATHER RELATED DAMAGE IS NOT COVERED UNDER YOUR PURE WARRANTY. If the slipped tiles are not caused by weather damage, Email: customercare@pure-homes.uk	
	Roof Flashings leaking or loose	Email: customercare@pure-homes.uk	
Service Cupboard Damage		Refer to your Pre-move Inspection & Key Release Form. IF NOT SPECIFICALLY LISTED, THESE ARE YOUR RESPONSIBILITY	
Sanitary Ware	Damaged or cracked	Refer to your Pre-move Inspection & Key Release Form. IF NOT SPECIFICALLY LISTED, THESE ARE YOUR RESPONSIBILITY	
	Leaking	Turn off the ball o fix valve found under the sink or toilet to isolate the leak, then Email: customercare@pure-homes.uk . <i>(EMERGENCY NUMBERS ARE PROVIDED IN YOUR HOMEOWNER PACK IF OUT OF HOURS)</i>	
Shower Door	Leaking or not aligned properly	Email: customercare@pure-homes.uk	
Telephone	Not Connected	Contact your telecoms provider	
TV	Not Connected or poor reception	Your TV sockets are connected to a facility in the loft for an aerial which is your responsibility to fit.	
Windows and external doors	Can't be locked or difficult to lock, warped and/or need adjusting to close	Email: customercare@pure-homes.uk (IF THE FAULT IS NOT REPORTED IMMEDIATELY AND CAUSES MORE DAMAGE OR IS CAUSED BY MISUSE, YOU MAY BE CHARGED)	
Woodwork	Cracks less than 3mm in diameter	Minor cracking as a result of shrinkage is normal in a new home. IT IS NOT NECESSARY TO REPORT THIS TO US.	
	Cracks more than 3mm in diameter after 6 months' from legal completion	You should allow your home to settle-in for the first 6 months. If you're experiencing cracks after this period, please Email: customercare@pure-homes.uk	

Sign:	
Date:	