

Customer Service Policy

Where possible our building team will deal directly with you to resolve snags. Your Greywell Property nominated contact will put you in touch if the need arises.

Item	Covered		Comments
	Yes	No	
Cracks to drylining and internal paintwork more than 5mm	•		Please telephone/email your nominated contact at Greywell Property. Please note we can only guarantee to apply the original colour paint to walls in the affected area and the batch may be slightly different.
Doors (lock & latch adjustment)	•		Please telephone/email your nominated contact at Greywell Property.
Doors warping (affecting the operation of the door)	•		Please telephone/email your nominated contact at Greywell Property.
Electrical (loss of power caused by installation failure)	•		Please telephone/email your nominated contact at Greywell Property.
Electrical (loss of power due to supply failure)		•	Greywell Property has no control over the power supply, please contact your supplier.
Electrical (installation)	•		Please telephone/email your nominated contact at Greywell Property.
Electrical (damaged fittings & blown bulbs)		•	Damage to fittings and replacement bulbs are the responsibility of the homeowner.
Extractor fans (bathroom and cloaks)	•		Please telephone/email your nominated contact at Greywell Property.
Fencing (loose posts or damage to fencing reported before high winds)	•		Please telephone/email your nominated contact at Greywell Property.
Fencing (loose posts or damage to fencing reported after high winds)		•	Greywell Property is unable to accept any liability for storm damage or damage due to poor maintenance.
Flashings (leaking or loose)	•		Please telephone/email your nominated contact at Greywell Property.
Flashings (discoloured)		•	Any external components will discolour due to the effects of weathering.
Floor finishings Manufacturers/ Workmanship issues (not damage)	•		Greywell Property is unable to accept any liability for wear and tear and damage (eg dents, scratches, chips or cracks) sustained other than by manufacturer or installation defect.
Floor structures		•	Minor creaks are normal and can be expected due to joints of different materials.
Garage door (locks-cables-opening action)	•		Please telephone/email your nominated contact at Greywell Property. Regular lubrication of all moving parts is the responsibility of the homeowner.
Gas installation	•		Ventilate the property, do not turn electrical switches on. Call Greywell or your gas supplier immediately.
Grouting	•		Please telephone/email your nominated contact at Greywell Property, however some minor cracking can be expected and is normal.
Cracking of the seal in the shower tray	•		Please be vigilant of this and telephone/email your nominated contact at Greywell Property ASAP to prevent leakage and further damage.
Pipe leaks, toilet flushes not working, dripping taps	•		Please telephone/email your nominated contact at Greywell Property.

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Alarm Installations	•		Please telephone/email your nominated contact at Greywell Property.
Kitchen appliances (including cooker hood, extractor fan) – not working	•		Covered by manufacturer warranty. Please refer to appliance guarantee information provided with your keys at completion.
Damage to appliances-notified prior to completion	•		The damage must be registered with your nominated contact at Greywell Property prior to completion and your move in date.
Damage to appliances – notified after completion		•	All claims to for damage to items incorporated in your home must be made prior to completion and your move in date.
Blocked wastes – drains-traps	•		Please telephone/email your nominated contact at Greywell Property.
Cracks to bricks & mortar joints (less than 5mm)		•	Some minor cracking due to shrinkage is normal and can be expected.
Cracks to bricks & mortar joints (exceeding 5mm)	•		Please telephone/email your nominated contact at Greywell Property.
Central heating boiler (breakdown)	•		Covered by manufacturer warranty. Please contact the boiler manufacturers engineer details in the pack provided with your keys at completion.
Central heating boiler (servicing)		•	Boiler servicing is the responsibility of the homeowner. Failure to carry out annual servicing can seriously reduce the life expectancy of the boiler and invalidates your warranty (refer to service date on your boiler).
Central heating (leaking pipe work-radiators)	•		Please telephone/email your nominated contact at Greywell Property. Serious leaks will be treated immediately, containable leaks are not treated as an emergency.
Central heating (noisy system including pipe work)	•		Please telephone/email your nominated contact at Greywell Property.
Chips, scratches, dents or cracks to any component of your home – notified prior to completion and moving in date	•		The damage must be registered with Greywell Property prior to your completion and move in date.
Chips, scratches, dents or cracks to any component of your home – notified after completion and moving in date		•	All claims for damage to items incorporated in your home must be made prior to your completion and move in date.
Colour variations of wood, marble etc and to be expected		•	Colour and tone variations in natural materials are normal.
Condensation		•	Condensation is normal and is due to the drying out process, and can be eased by ventilation.
Cracks to concrete (minor-less than 5mm)		•	Some minor cracking due to shrinkage is normal and can be expected.
Cracks to drylining and internal paintwork (minor-less than 5mm)		•	Some minor cracking due to shrinkage is normal and can be expected, maintenance and touch ups are the responsibility of the homeowner.