

## How many homes are there on my estate?

There are 29 Affordable Rent homes and 29 Shared Ownership properties, managed by Alliance Homes.

## Will my home include a new build warranty?

Your new-build property will come with an initial defects period, usually for 12 months from the date your property was handed over from the developers to Alliance Homes (the date this cover began will be detailed in your Memorandum of Sale and handover pack). It also benefits from the remainder of a 10-year structural warranty.

## Who is responsible for the ongoing repairs and maintenance after the end of the defect period?

You as the homeowner will be responsible for all future repairs and ongoing maintenance of the property.

## Do I need to register my gifted appliances?

Yes, details can be found in our handover packs.

## Is flooring provided?

Vinyl flooring is included in the kitchen and wet rooms. For the rest of the home, the homeowner must provide their own flooring.

## What is the central heating system?

The property is heated by an 'air to air' Air source heat pump. Please refer to your new home handover pack as this will provide some useful tips on how to maintain your Air source heat pump. Please note that the system is set up to run a legionnaires system flush on Friday at 1am.

## Who is responsible for the Air source heat pump?

You are responsible for this. It is the homeowner's responsibility to inspect, repair and maintain the air source heat pump by a suitably qualified engineer and have it regularly serviced.

## How energy efficient are the homes?

Our homes benefit from having a good EPC rating of B which means a more comfortable home and lower energy bills.

## Can I pick my kitchen units, worktop and tiles?

The selection of units, worktops, tiles, and vinyl is made early in the construction process. Your home will already be fitted with one of the following kitchen styles:

The first style includes White Plaza Porcelain Cabinets with an Oak Block effect worktop, Madagascar Blanco Tiles, and Galerie 593 vinyl which is a dark stone effect. The second style features Grey Linen Woodbury Platinum Cabinets with a Dark Ash worktop, Madagascar Natural Tiles, and herringbone oak effect vinyl called Alaska 536.

Please consult your Sales Advisor for confirmation of the selection featured in your specific plot. Occasionally, the developer may need to make substitutions in our products.

## Is it possible to have a dishwasher?

A cupboard in the kitchen is removable to make space for a future dishwasher. To find its exact location, ask the Sales Advisor to point it out on your kitchen plan. The base unit is attached to the adjacent cabinets or worktops with screws, so you'll need to unscrew it. This task is best handled by a carpenter or kitchen fitter.

## Can I park on the street?

Street parking is not permitted. Parking is restricted to the designated parking bays, with each space intended for one domestic motorcar, motorcycle, or light commercial van (with a GVWR not exceeding 1000kg). There are separate visitors' parking spaces for visitors to use.

## What is a 'permeable' driveway?

A permeable driveway allows for surface water to naturally pass through its surface so it can be safely drained away through the sub-base. Plots 9, 41 and 50 – 58 have a permeable driveway. The water is then captured within the attenuation pond which is located south of the estate by the open spaces to allow for a 'managed' drainage solution.

Please refer to your new home handover pack as this will provide some useful tips on how to maintain your permeable driveway.

## What is an attenuation pond?

An attenuation pond is a specially designed pond that helps control and store excess surface water. The attenuation pond is located south of the estate by the open spaces to allow for a 'managed' drainage solution promoting ecological sustainability and biodiversity.

## What is the pumping station for?

The pumping station is a Wessex's water facility that moves foul (sewage) and surface (rainwater) away from the site to a wider adopted network. Do not flush wet wipes or nappies down the toilet.

## Who is responsible for maintaining the shrubs and trees in my garden?

If your garden has any shrubs or trees that have been planted then it will be your responsibility to maintain and retain. Do not remove them.

## Can I cut down the trees on the other side of my fence?

There are ecological constraints on the site to be mindful of. You would have to contact Alliance Homes to request that they cut the trees back.

## How will the soft landscaping be maintained?

Public areas owned by Alliance Homes will be maintained appropriately, dependent on seasonal maintenance requirements.

## What is the land opposite the entrance to the development used for?

There are no plans to develop this area as it is an ecological corridor for wildlife.

## When will the play area be completed?

The play area is expected to be completed in Summer 2024. During the construction of the open space to the south of the site, public access is not permitted.

## How is my Service Charge calculated?

Please consult the Summary of Costs document that your Sales Advisor will have shared with you. You will receive an estimated breakdown of the cost in the year to come from our Finance Team. Our Finance Team will review the Service Charge after a year when the actual costs are known. If these costs have not been covered by the payments you (and any other homeowners) have made, then Alliance Homes will amend the service charge going forward to cover the shortfall; or, if you have overpaid, they will reduce the next years payments.

## Do I need home insurance?

Building Insurance is included in your monthly service charge, and this covers damage to the actual structure of the property, such as the roof and walls. Contents Insurance is your responsibility to arrange and will cover items inside your home, such as furniture, jewellery, and electronics, from loss, damage and theft.

## Who are the utility providers?

OVO provide your electricity. Wessex/Bristol Water provide your water and sewerage. Cable TV Fibre will also be provided. Telephone infrastructure is initially provided by BT Openreach / hyperopic.

## Is there Fibre broadband?

Yes, Fibre will be installed.

## Is it possible to set up a TV aerial?

The coaxial cables are attached to the TV ports and terminate within the loft near the loft hatch rolled up ready for connection to a loft sited aerial.

## How much is the Council Tax?

As a new build property, the Council tax band/property rates are yet to be determined by Somerset Council.

## Where do I leave my bins?

Please leave your bins outside your property on the day of collection, however some plots are required to leave their bins at a Bin Collection Point. Plots 43 and 50 – 58 will need to leave their bins at the Bin Collection Point as detailed in their lease. Bins need to then be returned back to your garden that evening.

## Am I allowed a pet?

Our pet policy lets you decide whether to have a pet without prior approval. You can get a copy of the policy from your Sales Representative. It outlines the pet owner's responsibilities and what happens if the rules aren't followed.

## What is a 'Travel plan voucher'?

The developer (Keepmoat) will write to you and all residents to offer you vouchers which can be used for walking/cycling equipment or public transport travel. More information will follow.

## Does the property include a washing line?

No, there aren't any washing lines included with the properties. There's a 600 millimeter membrane in the garden, so activities like digging flower beds, planting large trees, or digging deep to put up a rotary washing line are not allowed to avoid piercing the membrane.