

## 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 runs out for your property 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.

## 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.

## 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.

## 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 at 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 at the open spaces to allow for a 'managed' drainage solution promoting ecological sustainability and biodiversity.

## 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. Further information can be found in your new home handover pack.

## 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?

This is anticipated to be completed in Spring/Summer 2024.

## How is my Service Charge calculated?

Please consult the Summer of Costs document that your Sales Advisor would 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 leaseholders) 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?

British Gas 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.

## Can I erect a TV Aerial?

Please contact our Leasehold Team for permission to erect a TV 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?

Please refer to your lease agreement for our pet policy. You will need to contact the Leasehold Team for permission to keep a pet at your property.

## 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.