

Your home is in a “defects period” for 12 months from the date construction finished. During this period any defects will be dealt with by the Development Team Administrator.

- When you move into your home we'll tell you the date the defects period for your home is due to expire.
- You can report defects by phoning 020 8768 7960, to defects@hexagon.org.uk or in writing.
- We'll provide you with a resident manual when you move into your home that will give you information about how to operate your appliances, where to find important equipment and who to contact to report defects.
- We'll complete defect repairs within the following timescales:
 1. Emergency repairs within 24 hours
 2. Urgent repairs within 7 days
 3. Routine repairs within 28 daysDetails of what constitutes an emergency, urgent or routine repair will be contained within the resident manual.
- We'll provide an emergency repairs service 24 hours a day, 365 days a year. Outside of office hours defects should be reported by phone to 0800 393 338. Non-emergency defects will be repaired during working hours; Monday to Friday between the hours of 9am and 5pm.
- We'll tell you the contractor's company name and contact details.
- We'll report your defect to the contractor within 3 hours of receiving the information Monday to Friday.
- When our contractor has finished a repair they will leave your home clean and tidy.
- Our contractor will leave a calling card if you are not home when they visit.
- Our contractor will check that the work has been completed to your satisfaction.
- We'll visit your home just before the end of the defect period and ensure that everything covered by the defects is to your satisfaction.
- If you are unable to stay home for the defects inspection, we'll offer you an alternative appointment between Monday and Friday between the hours of 9am and 5pm.

If you would like this document produced in your own language, in Braille, large print or audio, please let us know.