

Ogilvie Homes

Customer Care

At Ogilvie Homes we are committed to providing a high quality after sales service to compliment the calibre of the properties we build.

Prior to the handover of your new home our site sales manager will accompany you around your new home to inspect and record the condition of the home, if there are any issues identified our site staff will address them.

Included in your handover pack/property logbook is a One Month After Entry Form, on this form we would ask you to record any issues that may arise in the first month of occupation, the form should be returned to our office and upon receipt a member of our customer care team will contact you to arrange for the work to be assessed and undertaken during normal office hours.

For non- urgent labour only items we will endeavour to undertake the works within 10 working days, where materials have to be ordered it may take up to 25 working days, timescales will be kept to a minimum where possible,

Although we hope there will be no problems after you have moved into your new home, our customer care team are available to assist with any issues that may arise within the first two years.

Should you require any assistance please contact the Customer Service Team during their office hours of 9.30am to 5pm, Monday to Friday.

Ogilvie Customer Service Team, Telephone **01786 811811**

Please refer to the information below for details of the Emergency Helpline for out of hours assistance.

Emergency Helpline

In the first two years after the purchase of your home our emergency assistance is available 24 hours a day, the staff on call can assist with the following emergency situations:

- Boiler failure
- Water leaks, if the leak cannot be contained, is causing damage or is penetrating an electrical fitting
- WC blocked or not flushing, where there is no other WC in the property
- Faulty lock to a door or window, causing loss of security
- Loss of water or power to your property where only your property is affected, if multiple homes are affected please contact the utility company directly.

In the event of an emergency arising out with normal office hours please call the emergency helpline on **01786 811811**

New Home Warranty

Your new home warranty covers your home for the first 10 years against specific risks in relation to the structure of your home, the warranty provider's literature contained within your Property Logbook explains what is and isn't covered, if you have any questions regarding your warranty cover please contact our customer care team who will be able to assist.