

## 28 Day Seal of Approval

### Terms & Conditions

The properties sold by Annington Property Limited ("Annington") with the 28 Day Seal of Approval benefit (Seal of Approval) are not new homes.

Before a property is sold with the Seal of Approval benefit, Annington appoints suitably qualified Contractors to carry out specific tests on certain internal systems within the property, as specified below ("the Internal Systems"). Please note sewers and service pipes to the home are not included.

The Seal of Approval is a limited after sales service that relates only to the Internal Systems within a property. The buyer is deemed to accept the offer of this service, upon the terms and conditions listed below, valid for 28 days from the date of legal completion of the property.

### The Internal Systems and Tests Undertaken

Should a property have any of the following Internal Systems, Annington will appoint a suitably qualified Contractor ("the Contractor") to undertake the specific tests as detailed below:

#### **A. Water Supply (*hot and cold water & waste systems*)**

These inspections and checks are limited to the parts of each system, which are readily accessible to the Contractor at the time of their visit. The water systems are filled and a visual inspection and operability check is undertaken to each system by the Contractor to verify absence of leaks. Any defects identified during these inspections and checks are rectified.

#### **B. Electrical Installation**

A Domestic Electrical Installation Periodic Inspection Report is issued by an approved Contractor enrolled with the relevant governing body. This report provides an assessment of the condition of the electrical installation at the time of inspection. The Contractor will also undertake repairs or remedy faults to the items listed as "observations and recommendations" in schedule F of the report, which are coded 1–3. (1. 'Requires urgent attention'; 2. 'Requires improvement'; or 3. 'Requires further investigation'.) Annington's solicitors will provide the buyer's legal representative with a copy of the inspection report.

A Part P certificate has been provided by the relevant governing body to sit alongside the installation certificate. This is to certify the Contractor is approved and that the works have been installed to the current building regulations.

#### **C. Gas Installations (*if applicable*)**

A gas inspection report is prepared by a Gas Safe Registered Engineer. Annington's solicitors will provide the buyer's legal representative with a copy of the Gas Safety Record.

#### **D. Heating Systems**

##### **Electrical**

This system is covered in the test undertaken by the Contractor detailed in Section B above. (*This test excludes indirect immersion systems which are included in the Gas heating system test outlined below*).

**Gas**

The boiler is serviced and the system commissioned by a Gas Safe Registered engineer.

**Solid Fuel**

The system is filled with solid fuel, lit and a visual inspection is undertaken to verify soundness. This inspection is limited to the parts of the system readily accessible to the Contractor at the time of the visit. The boiler is serviced and system commissioned in accordance with the manufacturer's recommendations.

**Oil**

The system is part-filled with fuel and a visual inspection is undertaken to verify absence of leaks. This inspection is limited to the parts of the system readily accessible to the Contractor at the time of their visit. The boiler is serviced and system commissioned in accordance with the manufacturer's recommendations.

Annington's solicitors will provide the buyer's legal representative with relevant copies (if any) of the test certificate.

**TERMS**

1. If, up until the 28<sup>th</sup> day after legal completion of a property, the buyer reports an alleged Fault with any of the Internal Systems listed above ("the Fault") and once Annington is satisfied that it is a bona fide Fault, Annington will arrange for a Contractor to visit the property and to use all reasonable endeavours to rectify the Fault. For the avoidance of doubt, the buyer must report the Fault in the manner specified below.
2. In the first 28 days following legal completion of a property, the buyer is required to report the Fault to Annington's Customer Service department during normal office hours, Monday to Friday 0900 – 1730 either by telephone 020 7960 7508 or by email: [customerservice@annington.co.uk](mailto:customerservice@annington.co.uk)
3. Subject to the nature of the Fault reported by the buyer to the Customer Service department, Annington at its absolute discretion will decide whether the Fault requires an emergency response. Should this be the case, Annington will use all reasonable endeavours to arrange for a Contractor to visit the property within 24 hours of the Fault being logged. If the Fault is reported at a weekend, this will be 24 hours from the next working day.

If Annington, in its absolute discretion, decides that the Fault does not require an emergency response, it will use all reasonable endeavours to arrange for a Contractor to visit the property within 10 working days of the Fault being logged.

Should the owner not be at the property to afford access at the agreed time of the appointment, or, if in Annington's reasonable opinion, it transpires that there was no Fault that required a callout, Annington reserves the right to invoice the owner for costs incurred as a result.

The time periods stated above would only commence from the time that Annington's Customer Service department logs the Fault reported by the buyer.

4. When an owner reports a Fault, they are required to give their full contact details to include their name, property address, contact telephone numbers and the date of completion of the purchase of the property. The owner is required to give as much information as possible about the Fault to enable Annington to decide whether the Fault requires an emergency response. In the event that it does, the owner shall also be

required to follow any safety advice given by Annington in respect of the Fault prior to the Contractor attending the property.

5. The Seal of Approval is a limited after sales service and Annington only agrees to meet the Contractor's call out charge and associated costs to repair the Fault. Notwithstanding this, Annington may in its absolute discretion, as a gesture of goodwill, contribute towards the cost of repair work to the building fabric of the property, which has been caused by the Fault. For the avoidance of doubt any such discretionary repair work will only ever be limited to the building fabric of the property and will not include any damage to and or subsequent cost of replacing any internal decorations, floor coverings, soft furnishings, electrical goods, fixtures, fittings, household contents or personal effects.

In any event, owners are expected to have in place adequate buildings and household contents insurance cover, which should cover any loss suffered as a result of any Faults in the Internal Systems of the property.

6. Should the owner undertake or authorize any independent or third party works to the relevant Internal Systems, whether or not the owner has previously reported the Fault to the Customer Service department, Annington, in its absolute discretion, reserves the right to refuse to carry out any subsequent works to the Fault. In such circumstances, Annington also reserves the right to invoice the owner for its reasonable costs incurred as a result for arranging its appointed Contractor to attend the owner's property. Annington, in its absolute discretion, reserves the right to withdraw the Seal of Approval benefit where the owner has undertaken unauthorised repairs or other works to the Internal Systems of any property.
7. The Seal of Approval is only available on selected sites and is subject to availability. If available, the buyer must complete the purchase of the property recorded on the reservation form. The Seal of Approval is not transferable to any other property or to any other person by the buyer.
8. Annington will not be under any obligation to return to the property to rectify any Fault that has not been reported by a buyer in accordance with Clause 2 above.

**Buyers are advised to contact their legal representative for further advice regarding the above Terms & Conditions.**