

Habitare Homes Limited: Defects Policy

Version:	2.0
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Policy Owner:	Board
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Approved by:	Board

1 | Introduction

- 1.1 Habitare Homes Limited (“Habitare”) aim to deliver all new build homes to a consistent high quality. This policy sets out how to report defects and how Habitare will deal with them if there are issues with a new home.
- 1.2 Defects refer to something that is broken, not working or not to the correct standard that is either present when you move in or during the Defect Liability Period / builders warranty period. This may be a faulty part or poor workmanship which is to be repaired by the developer under the terms of their warranty.
- 1.3 The defect period typically lasts for 12 months. This commences from the date the property was handed over to Habitare, this may be different from your move in date.
- 1.4 Where defects arise, we will resolve these within a reasonable timeframe and with the least amount of disruption to you as possible.
- 1.5 This policy will be jointly implemented with our managing agents. Where a managing agent is engaged to manage properties on behalf of Habitare:
- 1.6 The managing agent will apply all aspects of the Defects Policy on our behalf, and ensure their staff are trained on the policy.
- 1.7 The managing agents will inform Habitare on all significant activities undertaken in fulfilment of the policy where required

2 | Scope

- 2.1 This policy applies to all staff whether employed directly by Habitare, a partner/contractor, and any other individual who is responsible for visiting properties owned on behalf of Habitare or its managing agents.

3 | Purpose

- 3.1 The purpose of this policy is to ensure that Habitare staff and staff and contractors employed by our managing agents/ are aware of our duties to comply with resolving defects
- 3.2 Where a managing agent is engaged to manage properties on behalf of Habitare. The managing agent will apply all aspects of the Defects Policy on our behalf, and ensure their staff are trained on the policy.
- 3.3 Develop a culture that encourages people/residents and managing agents to resolve defects.
- 3.4 Encourage staff to respond promptly and proportionately to any defects.
- 3.5 Develop a contract management plan for those providing management services on Habitare's behalf to ensure defects are resolved within a reasonable time frame.

4 | Our Responsibility

- 4.1 All defects must be raised with the managing agent. The managing agent will assess the defects raised and where applicable raise these with the developer. The details of how to raise a defect will be included in the Home User Guide.
- 4.2 The developer will arrange a convenient appointment with you and complete the defects within the agreed timescale. The developer will inform the managing agent once the defects have been resolved.
- 4.3 Before the end of the defects period, an inspection of the home will be carried out by the Habitare's clerk of works, a representative from the developer and where applicable a representative from the managing agent. The managing agent will notify the residents of the proposed dates for the inspection.
- 4.4 Following the home visit, Habitare's clerk of works will advise you on any defects that are present and prepare a report which is sent to the developer, Habitare and the managing agent. The developer is responsible for reviewing the list of items and rectifying any defects raised and will for book an appointment with you to complete the work.
- 4.5 Once all defects have been rectified, an End of Defects Certificate will be issued to the developer and Habitare to confirm the end of the defects liability period.
- 4.6 After the End of Defects certificate has been issued:
 - Shared owners are responsible for all repairs at their property. Any general maintenance requirements remain their responsibility including during this defect period.
 - Tenants in rented homes should report any repairs which will be managed through the managing agent's responsive repairs process.

5 | Policy Monitoring and Performance

- 5.1 The Board of Directors of Habitare has overall responsibility for this policy.
- 5.2 This policy will be reviewed every annually or when there is a change in circumstances or the introduction of new legislation.
- 5.3 Habitare will monitor the effectiveness of its building safety compliance using a number of key performance indicators:
- Quarterly, Average defects per property
 - Annually, How satisfied or dissatisfied are you with the repairs service from your landlord?
 - Annually, How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it?

Version Control

Date	Amendment	Version
December 2023	New Policy Implemented	V1.0
September 2025	Policy updated into new format, KPIs added.	V2.0