

A row of brick houses under a dramatic sunset sky. The houses are made of red and light-colored bricks, with white window frames and a tiled roof. A paved path leads through the houses. The sky is filled with vibrant orange and red clouds.

BEAL HOMES

Designed by you

CUSTOMER COMMITMENT STANDARDS

Customer Commitment Standards

At Beal Homes the importance of quality is embedded within the culture of the company. All sites follow a strict quality inspection process which has improved the quality of our New Homes, this culminates in the NHBC inspections to ensure our homes are the right standard to delight our customers

We are proud to be registered with the Consumer Code for Home-builders and as such provide you with the opportunity to undertake a non-invasive pre completion inspection by a suitably qualified professional. This document may therefore be used alongside the pre completion inspection form provided to you by our customer care team when inviting you to your home demonstration.



Andy Devine, Construction Director



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Street Scene

1 Safety

No open excavations, groundworks, or similar activities should take place within the vicinity of the property without appropriate safety controls in place.

In situations where such work is unavoidable, clear signage and physical barriers must be implemented. All pedestrian routes, roads, and communal spaces will be inspected and confirmed safe for current and future use by occupants.

2 Awareness

Although the property is ready for occupancy, please be advised that surrounding areas within the development may still be subject to ongoing construction.

While all reasonable measures have been taken to secure the site, occupants are reminded to exercise caution when moving through these areas.

3 Lighting

Where permanent lighting infrastructure is not yet operational, temporary lighting will be installed to maintain a safe and accessible environment during low-light conditions.



Public footpaths must, at a minimum, be completed to base layer level and be free from any trip hazards



Public roads must, at a minimum, be completed to base layer standard and remain free of any trip hazards



Street signage must be installed. If permanent signage is unavailable, temporary signage must be displayed

Home Warranty Box

1 What's Inside

As you settle into your new home, we'll provide you with a Home Warranty Box designed to support you during the early stages of occupancy. Inside, you'll find a selection of essential documents and helpful resources intended to assist you in maintaining and enjoying your new property

EPC Certificate	Communal entry keys / fobs and management company info	Toilet seat seals
Electrical certificate	All appliances warranties	Window keys
Air tightness certificate	Boiler and cylinder instruction (inc sign off)	Any commissioning (heating, boilers etc)
Ventilation / Fan certificate	Shower and shower screen instruction(s) and warranties	Smoke / heat detector and CO monitor instructions
Sustainability certificate	Electrolux info – cleaning stainless steel	Garage – keys / warranties / instructions
Copy of appliance serial number(s)	Condensation in new homes info	Amtico flooring / granite worktop instructions and cleaner
All keys except one front door	Gas and electric box key	Any other information / important notices



Driveway & Paths

1 Surface Drainage

Driveways, pathways, decking, terraces, and balconies must be designed and built to effectively reduce the risk of water pooling or standing water.

2 Compliance

The use of cambers and falls directing water into localised gullies or channels is considered acceptable. All driveways, pathways, decks, terraces, and balconies must be constructed in accordance with NHBC guidelines.

3 Standing Water

No more than one hour after rainfall has ended, any temporary standing water must not exceed 5mm in depth or cover more than 1m². Standing water is not permitted near entrance doors under any circumstances.

4 Private Drive

Private roads, shared drives, and individual driveways must be equipped with suitable drainage systems to manage and dispose of rainwater effectively.

5 Paving Drainage

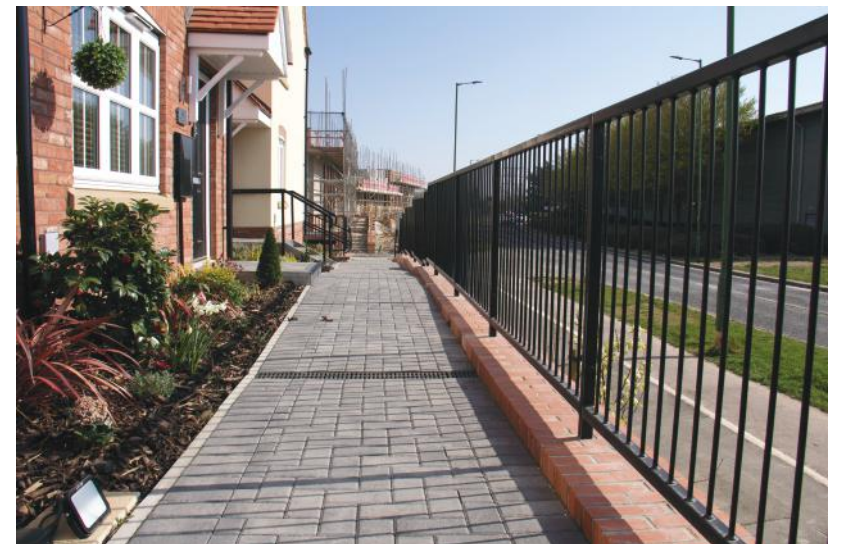
Paved surfaces must be constructed with appropriate falls, cross-falls, and drainage systems to ensure effective removal of surface water.

6 Water flow

Paved areas should be graded to slope away from the house and garage, or direct water into a nearby channel or suitable drainage system for proper collection and removal.

7 Paving Levels

When paving slabs are installed next to drainage channels or gully grates, the top surface of the slabs should be positioned about 5mm higher than the grates



Dpc & Groundwork

1 Air Bricks

Air bricks provide ventilation for the spaces beneath floors.

2 Installation

Air bricks must be undamaged and installed within the gaps between bricks.

3 Placement Guidelines

Air bricks should be installed according to the brick bonding pattern in the design and positioned to prevent interference with level access points.

4 Ground Levels

Finished ground surfaces should slope away from level access points, dropping to at least 150mm below the damp-proof course (DPC) as quickly as possible.

5 Weep Hole

Weep holes should be located on both sides of the air brick and positioned above it.



Guarding & Steps

1 Requirements

Guarding must be installed when a retaining structure exceeds 600mm in height and the distance from the top of the wall to the higher adjacent ground level is less than 300mm.

2 Guarding Standards

The guarding must be a minimum of 1100mm in height and designed so that a 100mm diameter sphere cannot pass through any part of it.

3 Handrail Requirement

A handrail must be installed when the total rise of a flight of garden steps exceeds 600mm and the tread (going) of each step is less than 600mm.

4 External Steps

Steps located outside that fall under building regulations are required to have a rise no greater than 150mm, a going (tread depth) of at least 210mm, and consistent dimensions throughout.



The approach to the entrance should be constructed as a level surface, gentle slope, ramp, or a set of steps, as appropriate to the terrain and design of the site.

All external sections of the approach route must feature a ground surface that is appropriate, stable, and suitable for safe access.

Access to the property and its facilities must be maintained at all times.

Garden & Fencing

1 Garden Preparation

Topsoil must not be covered with subsoil. Before applying topsoil, any compacted subsoil should be loosened. Additionally, all construction waste and debris must be cleared from garden areas and the surroundings of the home.

2 Soil Depth

Public Open Space (POS) areas must have a minimum of 150mm of topsoil, increasing to at least 300mm in areas designated for planting.

3 Garden Access

Access is not necessary for small, isolated garden sections—such as narrow strips located at the top or bottom of retaining walls. However, appropriate access must be provided to other usable garden areas through steps or other suitable methods.

4 Fencing

All boundary walls, fences, and gates must be properly installed. Ensure fence boards are securely fixed, the fence is level, and the gate operates correctly.



Externals

1 Drainage

Gutters and downpipes should be fully fitted, straight, and securely clipped.



2 Meter Box

Gas and electric meter boxes need to be clean, undamaged, tightly fixed, and sealed.



3 Flue Installation

The flue must be tidy, properly fitted, and sealed to a good standard.



4 Expansion Joints

Joints throughout the property, including in boundary walls, should be cleanly finished and properly filled to maintain appearance and function.



Fairfaced Masonry

1 Brickwork Standards

External walls should present a uniform appearance in texture, finish, and colour, including mortar. Noticeable inconsistencies such as colour banding or mismatched patches of brickwork should be avoided.

Bricks must be clean and free from significant damage, including **chips or marks over 15mm**. All assessments should be carried out in natural daylight from a distance of at least 8 metres. **Some variation in texture may occur** depending on the brick type used.

2 Mortar

Minor mortar blemishes on individual bricks are acceptable, provided they are generally consistent across the wall. Some variation in the texture, finish, and colour of mortar is also allowed both between bricks and across the wall as a whole.

Walls should appear adequately straight when viewed from above, with a **maximum deviation of $\pm 5\text{mm}$ along any 5-metre section**. Vertically, no more than **8mm deviation from plumb** is permitted per storey (up to 3 metres in height), with a maximum **overall deviation of 12mm for walls** taller than one storey.

3 Bed joints

The thickness of an individual bed joint must not vary by more than $\pm 1.5\text{mm}$ from the average thickness of any eight joints laid in sequence.



4 Efflorescence

As walls dry out, a white powdery substance known as efflorescence may appear on the surface. This occurs when natural salts within the wall materials are drawn out and deposited on the surface. It's a common and harmless condition that usually fades over time.

5 Expansion Joints

Where practical, movement joints should be positioned discreetly, such as in corners or behind downpipes to reduce their visual impact.

These joints should:

- Extend the full height of the external masonry wall
- Align with joints from the foundation where applicable, or allow for movement differences if not present below
- Movement joints are essential in long runs of walling to help prevent visible cracking. They should be detailed carefully to maintain structural stability.

Joint Spacings:

- Dense block and brickwork: 7.5 to 9 metres apart
- External brickwork expansion joints: Typically spaced at 12 metres, but no more than 15 metres

6 Corbelling

Only solid bricks should be used when constructing corbels. Bricks that contain frogs or holes are unsuitable for this purpose as it may cause reduced stability

7 Perpendicular joints

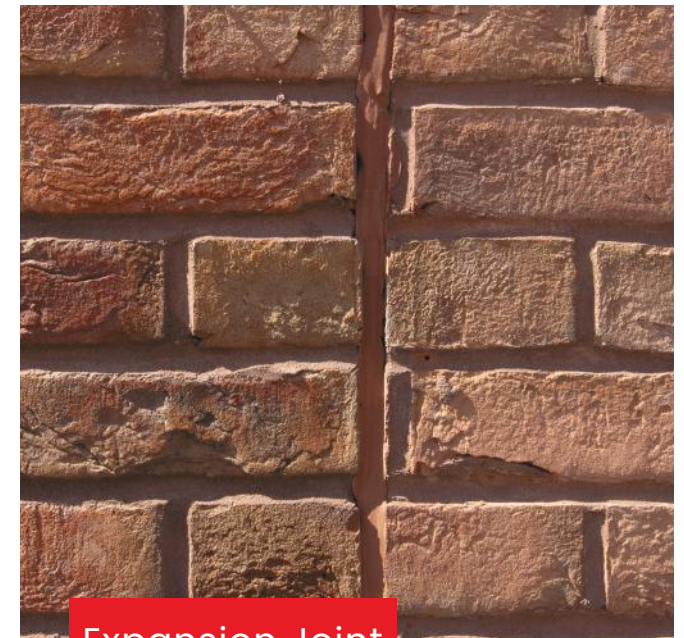
Perpendicular (perpend) joints should have an average thickness of 10mm and maintain consistency across the wall. To ensure visual alignment, no more than five successive perpend joints should be offset in the same direction.



Corbelling



Efflorescence



Expansion Joint

Render & Cavity Trays

1 Render

Render finishes must be consistent in colour, texture, and appearance across all elevations.

Any repairs or patching to the render should be discreet and not overly noticeable. Around openings such as windows and doors, tolerances should align with those applied to fair-faced masonry, and manufacturer guidelines for reinforcement must be followed.

Cavity trays should be properly installed to manage moisture and direct water out of the cavity wall system. Leadwork must be neatly fitted, weather-tight, and in line with best practice standards. Weep holes should be present and unobstructed to allow for effective drainage, ensuring long-term protection against damp and moisture ingress.



2 Weep Holes

Weep holes are installed at the end of stepped cavity trays to allow any trapped moisture to escape efficiently. These measures help maintain airflow and prevent the build-up of moisture within the wall structure.

Weep holes should be installed at key locations to ensure proper drainage and ventilation within cavity walls. Above windows and doors, they must be spaced at every second brick or 450mm centres. At base level, site-specific guidance may require spacing at every fourth brick or 900mm centres. Additionally, weep holes should always be placed at the lowest point of stepped trays to allow any moisture to exit the cavity system effectively.



3 Lead Works

Stepped flashings should follow the roofline precisely and be installed with a tidy, uniform finish. Lead work must be treated with patination oil, which helps prevent lead carbonate build-up and reduces the risk of staining nearby surfaces. The lowest cavity tray, acting as the main moisture catchment, must always include a weep hole for proper drainage. All flashing and lead detailing should be installed to a high standard, with a consistent and tidy finish maintained throughout the property.



Roof

1 Tiles

Roof tiles, ridge tiles, and roof vent tiles must be fully installed, securely fixed, and free from cracks or displacement.

2 Presentation

Roof tiles should display a consistent colour overall, without noticeable banding or large areas of mismatched or contrasting tiles.

Some variation will occur with tile cuts, in particular surrounding PV panels



Garages

1 Fit and Finish

Garage doors must operate smoothly, with locks tested to confirm a proper fit and secure closure. A visual inspection should confirm that the doors are free from excess paint, rust, and any visible dents or damage.

The garage floor should be clean, free from debris, and finished with a suitable floor paint for a neat and durable surface.

2 Lighting and cables

Light fittings, switches, and sockets must be clean, properly aligned, and tested for functionality. Any conduit should be straight and clean, and all exposed cables must be neatly clipped and level to ensure a tidy and professional finish.

3 Surface Finish

Internal garage walls must have a complete, smooth, and level finish. If the walls feature exposed block or brick, all excess mortar should be removed and the brickwork kept neat. Additionally, walls should be painted to provide a clean and uniform appearance.

4 Fire Mastic

Fire mastic must be fully applied and continuous where required. Any gas pipes should be installed level and clearly marked with appropriate labels for easy identification and safety compliance.

5 Ceiling

The garage ceiling must be fully sealed, have a smooth and even finish, and be properly painted for a clean, completed appearance.

6 Consumer Unit

The consumer unit must be installed level, securely lockable, clean, and clearly labelled with all necessary information for safety and identification.



Wall And Ceiling Finishes

1 Surface Consistency

The surfaces of walls and ceilings should be mostly consistent, though minor texture differences are acceptable around lighting and other fixtures.

2 Surface Deviation

Wall surfaces should not deviate more than $\pm 3\text{mm}$ when measured with a 2-meter straight edge.

3 Fittings

All fittings must sit flush with the surface, with no visible gaps (e.g., around switch plates).

4 Jointing Tape

Jointing tape must be completely concealed and not noticeable in the finished surface.

5 Paint

All paint splashes must be cleaned off light switches, power sockets, and fans.

6 Ceiling

For ceilings spanning more than 6 meters, a maximum level deviation of 20mm is permitted.

Ceiling finishes must not deviate more than 3mm over a 2-meter span.

7 Finishes

Corners, duct casings, access covers, and associated framing must be set out squarely, finished neatly, and include an appropriate decorative treatment.

8 Nail/Screw Popping

All surfaces must be smooth and free of nail holes, cracks, and splits. At the internal inspection stage, nails or screws should not be visible on the plasterboard surface. It is normal for these fasteners to become visible over time due to shrinkage within the home.



Window Reveals

1 Sill Slope

In areas like bathrooms, tiled sills may be deliberately installed with a slight slope away from the window to allow for proper water drainage.

2 Head and Sill

For openings up to 1.5 meters wide, the head and sill should not deviate more than 3mm from level. For openings exceeding 1.5 meters in width, a maximum deviation of 5mm is acceptable to maintain proper alignment and finish quality.

3 Reveals

When assessing reveals with a depth of up to 250mm, the allowable deviation from alignment should not exceed $\pm 5\text{mm}$. This tolerance ensures that the reveals maintain a uniform appearance and proper integration with surrounding finishes.

4 Deviation

For vertical openings, a deviation of up to 5mm out of plumb is acceptable for heights up to 1.5 meters. For openings exceeding 1.5 meters in height, a maximum out-of-plumb tolerance of 8mm is permitted. These allowances ensure that openings remain within acceptable construction standards while accommodating minor variations.

5 Length of Sills

The length of sills and window boards should remain consistently level, with a maximum permitted deviation of $\pm 3\text{mm}$. This tolerance helps maintain a clean, uniform appearance and ensures proper fitting with adjacent surfaces.



Windows

1 Sills

Sills and heads/lintels must be level and free from any damage. All windows should be fully operational, with locking mechanisms tested for proper function. Units must be undamaged, and any applicable ventilation components should be present and in good working order.

The rebate channel must be clean, free of debris, and undamaged. Mastic sealant around windows must be applied neatly and consistently, with all end caps securely fitted.

2 Scratches

Minor imperfections such as small bubbles, hairline marks, tiny particles, or blisters are acceptable, provided they are not visually obtrusive or clustered. Fine surface scratches under 20mm in length are also considered acceptable.

However, optical defects such as smears, marks, or debris located between the panes of glass are not acceptable. It is important to note that laminated glass may contain more visible blemishes due to its multi-layered manufacturing process.



Doors

1 External Door

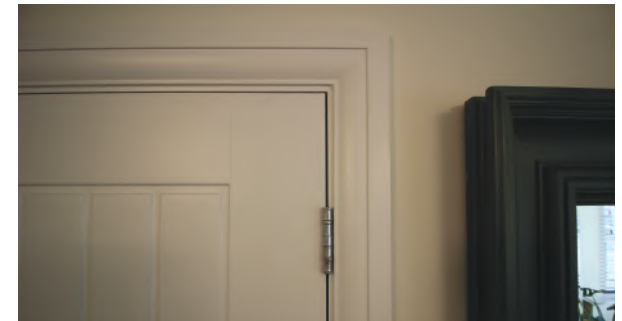
The door should operate smoothly and fit correctly within its frame, with all hardware undamaged and securely installed. A uniform, high-quality paint finish is required across the entire door surface.

The threshold must be even, free of defects, and clear of any debris. All fittings, including handles and locks, must be functional and properly aligned. Spy holes, where present, should be scratch-free and neatly positioned.

2 Internal Door

All internal doors must be properly installed with consistent, even margins around the frame. Doors and associated fittings should be plumb, level, and neatly scribed to the adjoining wall surfaces where needed.

Door stops must be firmly secured where required. All door hardware should be correctly positioned, fully functional, and free from damage. The max gap between the bottom edge of the door and the finished floor should be no less than 10mm, or 22mm where the floor is unfinished.



Floor Finishes

1 Slab Floor Finishes

For floor spans exceeding 6 meters, the overall level deviation must not exceed 25mm. For floors up to 6 meters wide, the surface should remain level within a tolerance of 3mm per meter.

Flatness must be maintained within a $\pm 5\text{mm}$ deviation when assessed with a 2-meter straight edge placed with equal offsets. Any underfloor service duct covers must be constructed to sit flush with the surrounding floor finish.

2 Tiled Floor Finishes

Movement joints must be incorporated around the perimeter of the floor and at rigid vertical surfaces when tiled areas exceed 2 meters in width. These joints should also be used to separate bays at intervals of 8 to 10 meters. Unless specified otherwise by the tile manufacturer, movement joints must be at least 3mm wide.

For floor areas up to 6 meters across, the level should not vary by more than 3mm per 1 meter span. Additionally, floor flatness should fall within a $\pm 3\text{mm}$ tolerance when measured with a 2-meter straight edge placed evenly. At tile joints, variation between adjacent tiles should not exceed 1mm for joints up to 6mm wide, or 2mm for joints wider than 6mm.

3 Timber Floor Finishes

Wood and wood-based flooring should only be laid once the heating system is operational and maintained both prior to and during installation. All directly applied finishes must follow the specified installation pattern, ensuring perimeter expansion gaps are left in accordance with the manufacturer's recommendations to allow for natural movement.

4 Ceramic Floor Tiling

Tiled finishes must be laid flat and smooth, with particular care taken at door thresholds and transition points. Where necessary, appropriate finishing elements such as skirting and cover strips should be installed in line with the manufacturer's guidance. Flexible sheet or tile flooring should be precisely cut to fit cleanly around fixtures and pipework.

All flooring patterns must be aligned squarely with the walls. Grout should be consistent in colour, free from dust and debris, and any surplus must be fully removed from tile surfaces. Floor levels should not deviate more than $\pm 3\text{mm}$ over a 2m span for areas up to 6 meters wide, and not exceed a total deviation of 25mm for spaces wider than 6 meters.



Soft Floor Finishes

1 Staircase Finishes

The rise and going of each step must remain consistent even after the staircase finish has been applied, including at both the top and bottom of the staircase.

Treads and risers must be securely fixed, with any protruding nails removed, and there should be no noticeable movement or creaking when pressure is applied.

For shared or communal staircases such as those in escape routes within apartment buildings non-slip nosings or inserts must be installed where specified.

Carpeting on stairs must be affixed using adhesive or screws only; alternative methods of attachment are not acceptable.

2 Carpet finishes

Where carpets are installed, they must be free from imperfections such as faults, bobbles, or seam lines, and should be neatly fitted into all corners and edges.



Painting & Decorating

1 Finishes

Painting and decorating must be completed to a high standard, with finishes applied evenly and free from runs, drips, or visible brush marks. The final coat should provide full coverage, ensuring that no undercoat or background surface is visible.

Where plaster and skim coats are applied to plasterboard, the surface must be sound and stable, with no evidence of crumbling or powdering. All joints should be properly finished, and cracks, nail holes, or other surface imperfections must be filled and smoothed.

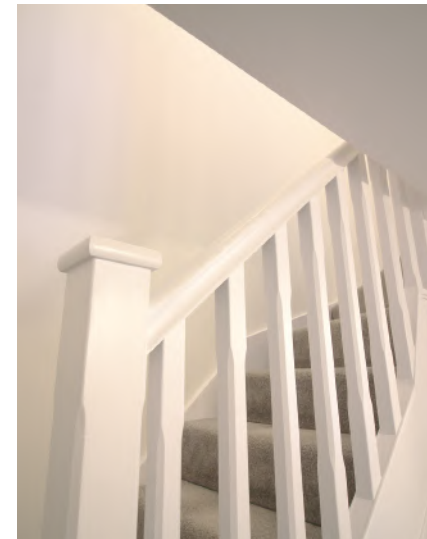
Before painting, the plaster surface should be rubbed down and dusted as needed. It must then be stabilised using either a thinned coat of paint (typically diluted by 10%) or an appropriate primer/sealant. A minimum of two coats of paint must be applied to ensure an even, durable finish.



Surfaces **MUST BE** inspected in natural light from **at least 1.5 meters** away, without using direct

2 Multiple Surfaces

Non-ferrous pipework, such as copper pipes, should either be coated with the appropriate decorative finish or cleaned thoroughly to remove any paint splashes and excess flux. All painting and decorating must be completed to a high standard, ensuring that surfaces not intended for painting such as light pendants, sockets, ironmongery, UPVC windows, and kitchen fittings are entirely free of paint marks.



Surfaces **MUST BE** inspected in natural light from **at least 1.5 meters** away, without using direct

Timber Paintwork

1 Varnish

Varnish must be applied in a minimum of three coats on all interior surfaces.

4 Resin

Resin may seep from knots in timber, potentially causing paint discolouration, even when modern primers with stain-blocking compounds are used.

2 Brush marks

Painted and varnished surfaces must have a consistent finish and be free from runs, drips, or visible brush marks.

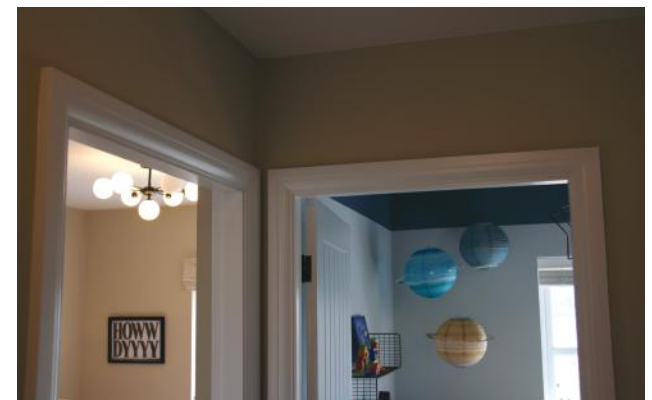
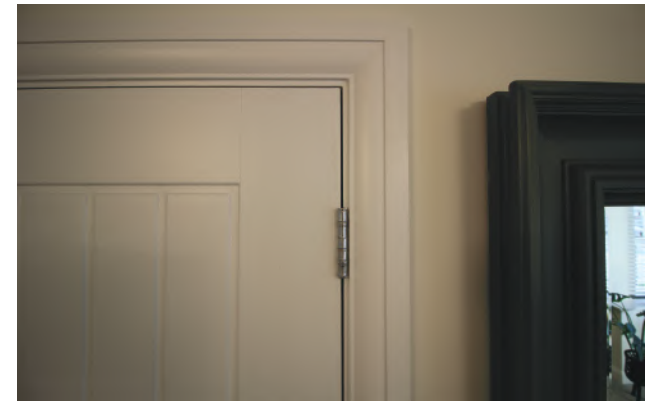
3 Timber surfaces

Timber surfaces may exhibit slight raised grain, along with natural variations in colour and texture.

5 Quality

All painted timber surfaces must be smooth to the touch and completed to a high-quality finish.

Inspections **MUST BE** carried out in natural daylight from **at least 1.5 meters** away, without using direct lighting



Timber Finishes

1 Joinery

Joinery and the materials used must present a flawless appearance once the final finish has been applied. All visible surfaces should be smooth, well-prepared, and free from imperfections such as dents, scratches, or surface damage.

2 Trim and finishes

When installing trim and components, nails must be driven below the surface of the timber and all holes properly filled to ensure a smooth finish. Trim and finishing elements should be wide enough to effectively conceal joints around built-in fittings, accounting for possible movement and shrinkage over time. All trim must be fixed in line with relevant building regulations, including maintaining appropriate separation distances near heat sources. Additionally, trims should be carefully chosen and installed to provide a clean, neat, and professionally finished appearance.



Shrinkage

1 Small Cracks

As homes are occupied and begin to be heated, timber and other building materials naturally shrink. This shrinkage can result in small cracks appearing in wall and ceiling finishes. Minor gaps or cracks may also develop at the joints and corners of skirting boards and other internal joinery due to this normal settling process.

2 Gaps

Gaps between the floor finish and skirting, as well as at corner joints, may develop over time as a result of natural shrinkage, drying out of materials, or structural deflection.

3 Flooring

Minor cracking in screeded floors can occur as a result of normal drying shrinkage. Similarly, timber floors and staircases will naturally shrink as they dry out over time. This process may lead to squeaking sounds as components shift slightly against one another. These effects are typical and should be expected as part of the natural settling of materials.



Cracks up to 2mm wide roughly the width of a 2p coin may appear as a result of thermal movement and material shrinkage. These minor cracks are not structural concerns and can typically be addressed by the homeowner during routine redecoration.

Cupboards & Wardrobes

1 Installation

Cupboards and wardrobes, including wall-mounted units, must be installed to ensure that drawers and doors operate smoothly, with locks and catches functioning correctly. All units should be securely fixed using appropriate fixings, such as plugs and screws for masonry or screws for timber, and in line with the manufacturer's instructions.

Fixing should be carried out using the pre-drilled holes and brackets supplied by the manufacturer to ensure stability and a professional finish.

2 Fit

Wardrobes should include hanging rails with intermediate supports added as necessary to prevent sagging. All cupboards, worktops, and fitted units must be level, vertically aligned, and neatly scribed to adjacent wall surfaces where required. The interior of cupboards should be finished consistently with the rest of the room, and all doors and drawers should match in appearance.

3 Surface Abrasions

Any visible surface abrasions caused during installation must be treated following the manufacturer's guidance, which may involve filling, polishing, repainting, or re-spraying as appropriate. Fitted furniture, including doors and drawers, must be aligned correctly both vertically and horizontally, with no height discrepancies at adjoining worktops. Gaps between adjacent doors and drawers should be consistent where applicable, and factory-finished components must be free from scratches or surface damage.



Inspection **MUST BE** carried out in natural daylight from a distance of **0.5 metres**.



Cylinder Boiler

1 General

Airing cupboards must be distinct from other storage areas. Where applicable, shelving should be installed within airing cupboards, providing a minimum area of 0.5m². Flooring in the cupboard must be fully fitted and neatly finished.

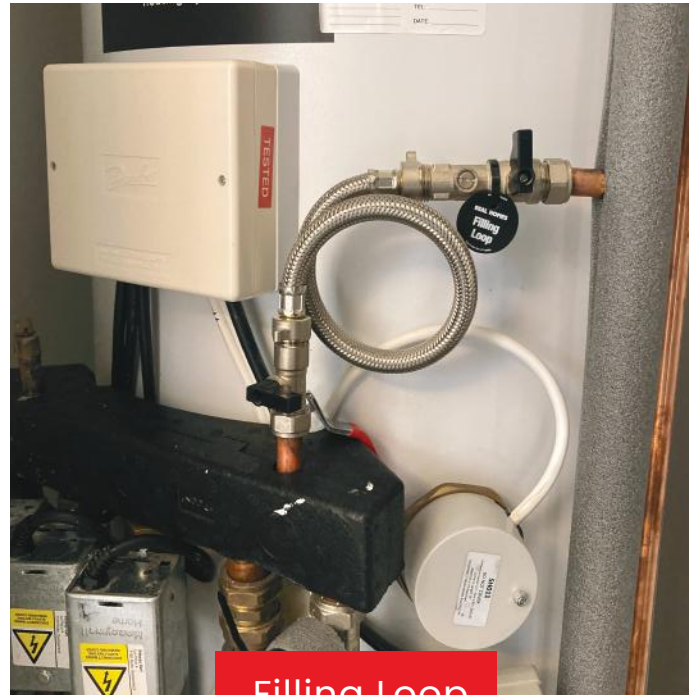
2 Re-Pressurising

The water cylinder pressure should remain between 1 and 2 bar, as shown on the pressure gauge. If the pressure drops below 1 bar, the system will need to be re-pressurised.

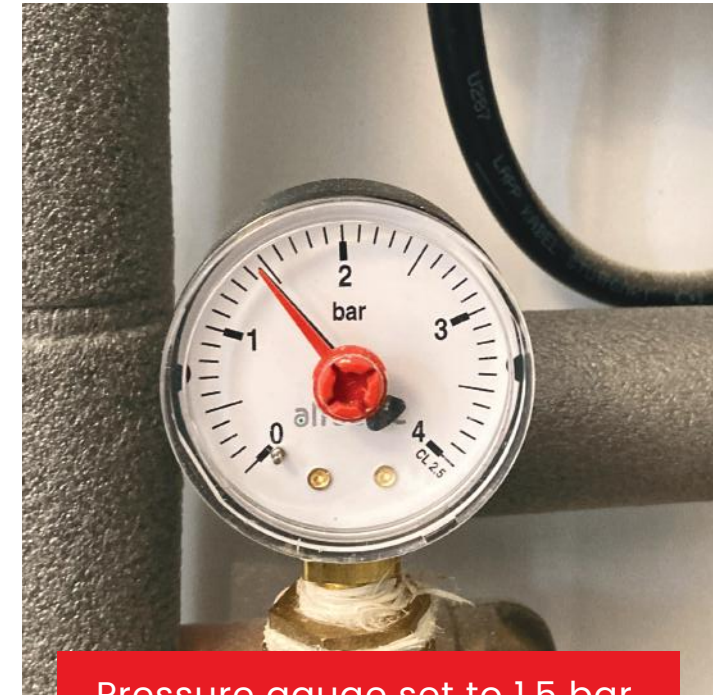
To re-pressurise:

- Locate the filling loop – a silver flexible pipe at the front of the water cylinder.
- On each side of the loop, there will be either a black tap or an isolator valve.
- Open both valves by turning them 90 degrees. You should see the pressure gauge begin to rise.
- Once the pressure reaches 1.5 bar, close both valves.

The system is now re-pressurised. Always refer to the manufacturer's instructions, as your cylinder type may vary slightly.



Filling Loop



Pressure gauge set to 1.5 bar

Combi Boiler

1 General

The boiler must be clearly and fully labelled to ensure all components are easily identifiable for future reference or maintenance. All associated pipework should be installed in a tidy and orderly manner, with appropriate insulation applied to help maintain efficiency and safety. Once installation is complete, the installer must ensure the system is properly fitted and must provide their signature to confirm that the work has been carried out to the required standards.



2 Re-Pressurising

- The pressure for a combi boiler must be between 1 and 2 bar, as shown on the pressure gauge.
- If the pressure falls below 1 bar, it is too low and needs to be re-pressurised.
- To re-pressurise, locate the blue tap underneath the boiler.
- Turn the tap 90 degrees to open it.
- The pressure gauge dial will begin to rise.
- Once the dial reaches 1.5 bar, close the tap(s) – the system is now correctly re-pressurised.



Ceramic Wall Tiling

1 Ceramic wall Tiling

- Tiles must be suitable for their specific location and intended purpose.
- When selecting tiles, consider the surface finish, size, thickness, colour, edge shape, as well as any required fittings and accessories.
- Tiling must be carefully planned and laid out to create a visually appealing finish. This includes proper alignment of tiles or clear presentation of any feature tiles.
- Tiling courses should be straight, level, and evenly spaced to form a smooth, regular surface—especially around fixtures and fittings.
- Tiling joints must be consistent in size and neatly cut.
- All tiling around sanitary fittings and fixings must comply with the design specifications and allow for expected movement.
- Decorative tiles that create a protruding edge must be factored into the overall design.
- Use the correct colour sealant to match the selected tile option.
- Ensure that all excess grout is cleaned off the tile surfaces after installation.



2 Tile Finishes

Tiling Joint and Surface Guidelines

Joint Deviation:

- For joints less than 6mm wide, the variation between tiles and adjacent surfaces must not exceed 1mm.
- For joints greater than 6mm wide, the allowable deviation is up to 2mm.

Joint Alignment:

- Joints must be straight and aligned, except where the tiles are intentionally irregular in shape as part of the design.

Minimum Wall Tile Joint Widths:

- 1.5mm for ceramic tiles
- 2mm for smooth natural stone
- 6mm for textured tiles

Minimum Floor Tile Joint Widths:

- Minimum of 3mm unless the manufacturer specifies otherwise

Maximum Joint Widths:

- Floor tile joints should generally not exceed the thickness of the tile.
- Wider joints (up to 10mm) may be needed to accommodate dimensional irregularities in some tile types.

Movement Joints:

- Must be incorporated into the design and placed at intervals not exceeding 4.5m horizontally and vertically.

Required at vertical corners in large tiled areas.

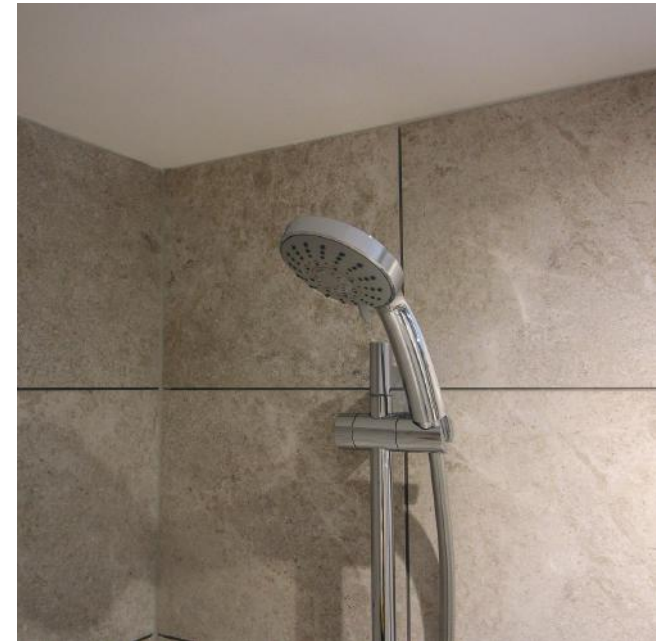
- Where tiles have no spacer lugs, movement joints should be 1–2mm wide.

Surface and Joint Finish:

- Joints must be adjusted to compensate for dimensional irregularities and maintain a consistent appearance.
- The variation in surface level must be within $\pm 3\text{mm}$, measured with a 2m straight edge placed evenly over the area.

Sealant Use:

- Always use the correct colour sealant to match the selected tile type.



Mastic & Sealing

1 Sealant

Sealant shall be tooled to eliminate blisters and surface irregularities, ensuring a compact, smooth, and neat finish.

2 External

External masonry wall sealant shall have a minimum depth of 10mm to ensure a strong and durable bond.

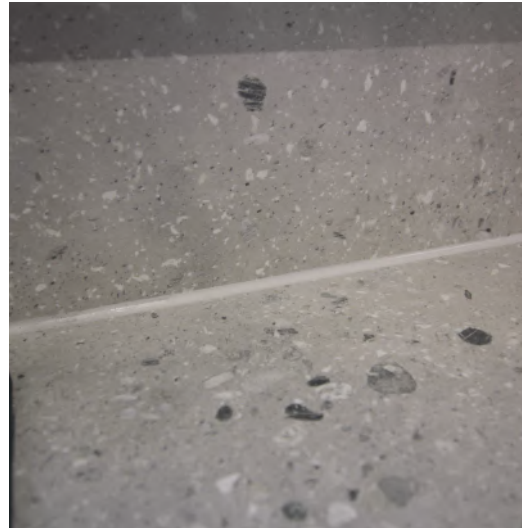
3 Free-standing Wall

Where the joint is in a free-standing wall, sealant must be applied to:

- both exposed edges, and
- the top of the joint where it continues through any coping.

4 Mastic

Mastic around all fitted windows shall be clean and tidy, with end caps properly installed to ensure a neat and finished appearance.



All work **MUST BE** inspected in daylight from a **distance of 1.5 metres.**



Drainage

1 Checking Drainage

Check that the home is draining effectively by filling the bath, running the shower, and flushing the toilet to ensure proper water flow and drainage.

2 Slow Drainage

Please note any signs of slow drainage, gurgling sounds, or water backing up into showers after completing this test.



Bathroom Fitting

1 Fittings

Basin taps and the pedestal must be clean, level or plumb, and securely fixed, with all pipework concealed. Entry points for pipes, wastes, and fittings must be properly sealed and finished neatly. The shower screen must be clean, securely fixed to the wall, and have silicone sealant applied correctly to ensure a tidy and watertight finish.



The area **MUST BE** inspected in natural daylight from a **distance of 1.5 metres**.

Kitchen Fittings

1 Fittings and Fixtures

The kitchen must be clean, tidy, and completed in accordance with the manufacturer's drawings and specifications.

Under-unit lighting must be fully operational, with all cables neatly concealed. Any wiring above kitchen units should also be hidden from view to maintain a tidy appearance.

All pipework and waste fittings must be sealed and neatly installed. The under-sink shelf should be in place as shown in the manufacturer's design, and standard manufacturer labelling must be attached beneath the sink.

The boiler flue entry point must be sealed and fully finished, with all associated pipework concealed within the boiler housing.

Worktops must be level, clean, scratch-free, and undamaged. All joints should be sealed neatly and finished to a high standard.

Any upstands or wall tiling must be complete, securely fixed, sealed, and finished to a high standard.

The sink must be clean, undamaged, and free from scratches. Both hot and cold taps must be checked, and water should be run to the overflow to ensure correct operation and drainage.

Cabinet doors and drawers must be securely fitted, clean, and undamaged, with consistent and equal margins throughout the kitchen.

Plinths must be fitted cleanly, free from scratches, and neatly aligned into all corners.

All white goods must have commissioning certificates and must have successfully completed a full cycle run to verify proper function.

All appliance components must be present, such as oven shelves in the oven, and trays and shelves in the fridge.



Inspection **MUST BE** carried out in natural daylight from a **minimum distance of 0.5 metres**, without the use of direct lighting on the surface.



Electrical Finishes

1 Smoke Alarm

The alarm must be clean and free from any dust or grim.



2 Appliances

Ensure that instructions for all systems and appliances are included in the Warranty Box.

3 Fittings

Where two or more adjacent sockets, switches, or service outlets are installed, they must be aligned in a straight horizontal line.



