

Fletcher Living[®]
this is living

Homeowner's Guide

ONE | **CENTRAL**
GLOUCESTER
GREEN

Congratulations and welcome to your new Fletcher Living home!

Fletcher Living has prepared this Homeowner's Guide to assist you with the regular care and maintenance of your new home. We encourage you to read this guide and familiarise yourself with its contents.

Your new home has been built in compliance with the standards set by the various building codes, regulations, and inspections applicable in your area, and every effort has been made to assure quality construction.

This guide provides information on the various materials and products used in construction.

- A general introduction to the key components of your new home
- Information needed to care for and maintain your home
- The effects of mildew, condensation, and humidity on your home are explained, as well as setting expectations for normal wear and tear

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1. Key Home Operation Information

1.1 Development plan



1.2 Key Contacts

During business hours, please contact our Customer Care Manager (rather than your sales consultant) on canterburycustomer@fcl.co.nz regarding any issues that arise in the first 12 months of home ownership.

If there is an urgent matter affecting your ability to occupy your home (e.g. an ‘essential service’) and it’s outside of normal business hours, please contact the applicable contractor listed in the table over page.

If you are a tenant of the home, please contact your landlord/property manager in the first instance.

Please contact the Body Corporate for issues affecting common area or exterior envelope of the building(s).

CONTACT TYPE	NAME	INDIVIDUAL OR COMPANY CONTACT DETAILS
Body Corporate Manager	Pitcaithly Body Corporate Services Limited	03 982 2818 info@pbcs.co.nz
Fletcher Living <i>Non-urgent warranty items</i>	Fletcher Living	canterburycustomer@fcl.co.nz

CONTACT TYPE	NAME	INDIVIDUAL OR COMPANY CONTACT DETAILS
Body Corporate manager	Pitcaithly Body Corporate Services Limited	03 982 2818 info@pbcs.co.nz
Electrical appliances	Fisher & Paykel	0800 372 273 www.fisherpaykel.co.nz
Mechanical ventilation and heat pumps (all buildings)	FAS Energy	03 341 7676 (Select Services department) www.fasenergy.co.nz
Plumbing - Please contact the installing plumber for your building below in the first instance. Please leave a message if directed and wait 15 minutes for a response.		
Plumbing and drainage (Buildings 1, 2, 3, and 4)	Kilray Plumbing & Gas	0800 545 729 info@kilrayplumbing.co.nz
Plumbing and drainage (Buildings 5, 6, 7 & 8)	Aquapro plumbing	0508 278 2776 office@aquaprogroup.co.nz
Plumbing and drainage (Buildings 9 and 10)	Layne Watson	0800 150 155 layne@layne@lwpl.co.nz
If you are unable to reach the installing plumber, or you have left a message and waited 15 minutes, and it is an emergency, please contact any plumber of your choosing, or: Peter Diver Plumbing & Drainage Phone: 0800 4 DIVER		
Electrical - Please contact the installing electrician for your building (below) in the first instance. Please leave a message if directed, and wait 15 minutes for a response.		
Electrician (Buildings 1, 2 and 3)	Entire Electrical	03 344 0132 office@entireelectrical.co.nz
Electrician (Buildings 4, 5, 6, and 7)	Topa Electrical	03 348 3366 info@topa.co.nz
Electrician (Buildings 8 and 9)	Laser Electrical	(03) 338 3999 riccarton@laserelectrical.co.nz
Electrician (Building 10)	Aotea Electric Canterbury	03 365 9712 service.chch@aoteaelectric.co.nz
If you are unable to reach the installing electrician, or you have left a message and waited 15 minutes, and it is an emergency, please contact any electrician of your choosing, or: Aotea Electric Canterbury Phone: 03 365 9712		
Locksmith Buildings 1 to 8, Schalge Artus digital locks	Christchurch Lock & Key	NZ Free Phone: 0800 539 539
Main apartment entry door locks Building 9	Laser Electrical	Phone: 03 338 3999 riccarton@laserelectrical.co.nz
Individual apartment front door locks Building 9	K&K Architectural Hardware	Phone: 03 343 0559 Email: jonathan.rait@knkhardware.co.nz
Intercom system Building 9	Laser Electrical	(03) 338 3999 riccarton@laserelectrical.co.nz
Fire alarm Building 9	Evolve Fire Protection	03 337 1994 admin@evolvefire.co.nz www.evolvefire.co.nz
Fire alarm and sprinkler system Building 10	Evolve Fire Protection	03 337 1994 admin@evolvefire.co.nz www.evolvefire.co.nz

Fletcher Living will only be liable for charges if the issue is deemed a defect, otherwise the homeowner or resident may be responsible for any call out costs. Contact details accurate as at May 2025.

1. Key Home Operation Information

1.3 Homestar

Fletcher Living are proud to deliver a home that has achieved a 6 Homestar Design and Built rating.

Homestar is a comprehensive, national environmental rating tool that evaluates the environmental attributes for New Zealand's homes. Homestar recognises and certifies warm, healthy, sustainable and efficient dwellings.

Building materials, fixtures and appliances have been carefully selected to achieve this Homestar rating.

For more information on Homestar, please visit New Zealand Green Building Council at nzgbc.org.nz.

1.4 Design Strategy

The following design features of your home are intended to optimise house performance. Familiarising yourself with these features can ensure your home performs efficiently and sustainably:

- Window size and orientation have been considered to optimise sunlight into your home
- Higher insulation levels provide better thermal and acoustic conditions
- Adequate ventilation is provided, restrictor stays are fitted to windows (where required) allowing them to remain open, and maintain security
- A high-wall heat pump, or ducted heat pump allows the internal air temperature to be heated and cooled
- The rubbish bin is split into two sections; general and recycling to encourage you to dispose of your waste in a more environmentally friendly manner
- Water fixtures and appliances have been selected to reduce water consumption
- LED light fittings and efficient appliances reduce energy consumption

1.5 Local Transport

Christchurch Bus Interchange

- Location: Corner of Lichfield Street and Colombo Street
- For timetable information please refer to www.metroinfo.co.nz/timetables

Cycleways

- Cycleways are accessible from the shared path in Rauora Park, refer to the following website: <https://ccc.govt.nz/transport/getting-around/cycling/cycling-maps>

2. Body Corporate

2.1 What is a Body Corporate?

A Body Corporate is an entity made up of all the homeowners in a unit title development. As a homeowner in Gloucester Green, you are automatically a member of the Body Corporate.

The Body Corporate Manager for Gloucester Green is Pitcaithly Body Corporate Services (PBCS) Limited.

Answers to some common questions about Body Corporate Services can be found here:

[FAQ \(pbc.co.nz\)](https://pbc.co.nz)

Members of the Body Corporate meet annually to elect a chairperson and a committee to manage issues on behalf of the Body Corporate between general meetings.

Body Corporates have 'perpetual succession' which means they have their own identity and continue even though their membership may change. When an owner sells their home, they are no longer a member of the Body Corporate – the new owner assumes that membership instead.

2.2 What does the Body Corporate control?

The Body Corporate is responsible for a range of management, financial, and administrative functions relating to the common property and to the development as a whole.

These functions mainly relate to the things all homeowners have a shared interest in; such as common areas of land, funds collected to make payments for shared services, and exterior building maintenance.

The Unit Titles Act 2010 sets out some key powers and duties of the Body Corporate, including;

- Establishing and maintaining a long-term maintenance plan
- Keeping a register of all home owners
- Calling general meetings and keeping accurate financial statements
- Establishing the development levies contributions from owners to fund the Body Corporate's operation
- Providing documents to home owners such as financial statements, meeting minutes and insurance details, and establishing and enforcing the Body Corporate operational rules

2.3 Common/Private Property

Common areas are collectively owned by homeowners and maintained by the Body Corporate.

Common property is all areas outside of your dwelling and includes areas such as:

- Rubbish store(s)
- Bike store(s)
- External landscaping;
- Areas of vehicle access and circulation within the development;
- Circulation areas within buildings (stairwells, lobbies, corridors etc.)

Owners are responsible for the maintenance of private property which is typically the area inside your dwelling plus patio/balcony areas.

For more information please refer Unit Titles Act 2010 available from www.legislation.govt.nz/

2.4 Pets

Pets are allowed within the development, but with living in close quarters, the Body Corporate are required to approve pets to ensure that they're appropriate for medium density living and will not become a nuisance to other residents. Please contact PBCS for further information regarding pets.

3. Access and Building Security

3.1 Exterior Doors

Terraced Homes

Homes within buildings 1 – 8 (inclusive) have been fitted with a Schlage Artus digital door lock, which will require some programming to set a personalised entry code. Until a personalised code is programmed, the factory default code will remain, and this will be communicated at settlement by a Fletcher Living representative.

To assist you with setting a personalised door entry code, please refer to the literature provided by the manufacturer found in the home owners box at settlement.

The Schlage Artus digital locks come with two keys and three fobs, which will be issued at settlement.

Apartments

Homes within buildings 9 and 10 have a main door to the building and individual front doors to each home within the building.

- The main door to the building is operated by using either a hard key or pin code;
- The individual front doors to each home are operated by a hard key;

Upon settlement, you will be issued with a minimum of two keys for the external doors.

Please note, Fletcher Living do not hold any spare keys, in the event of loss, or being locked out please refer to the locksmith contact details on page 4.

3.2 Bike Stores

For access to the bike stores you will be provided with an access code.

Please keep this code confidential and do not unnecessarily disclose the bike store code to others in order to maintain security.

3.3 Mail

A secure mailbox and key/s have been provided for each home. This may be located adjacent to your front door or within common areas for apartment dwellings.

4. Fire Protection

4.1 Fire Procedure

There is a Fire Procedure Document located in your home owner's box. Please ensure all occupants are familiar with this and it is displayed within your home.

The Body Corporate manager will organise trial evacuations periodically where applicable.

More Information

For more information on fire safety visit: www.fireandemergency.nz/at-home/

4.2 Smoke Alarms

The smoke alarms are connected to the mains power in each home, so there is no requirement to change batteries.

The installed smoke alarms are very sensitive to dust and need regular cleaning to prevent the alarms malfunctioning. We recommended the cleaning of the alarms once every three months, this can be done by carefully vacuuming the unit to remove any dust from in and around it.

Please note that vaping indoors can trigger these alarms and the home owner/tenant may be responsible for costs if alarms are triggered.

5. Electricity, Communication, and T.V

5.1 Power Connection

In the event of a power failure to your home, check the switchboard ('fuse box') in the first instance to ensure all switches are on. Please contact your power supplier directly if you have any concerns regarding your supply. Please note that some power failures can trip beyond the fuse box in your home, back to a main switchboard located in common area. Access will need to be given to this switchboard by the Body Corporate.

In the event of a power failure in common areas, please contact the Body Corporate.

5.2 Light Switches and Power Point Cover Plates

These can be cleaned using a lightly dampened cloth. Do not remove any power/light fitting or apply water directly to any fitting. Ensure the main power supply is turned off prior to cleaning electrical areas.

5.3 Light Fittings

The lights in your home are LED (Light Emitting Diodes).

LED fittings are a sealed unit which do not contain a replaceable lamp, therefore no maintenance is required until end-of-life (typically 10,000 hours) when the complete fitting should be replaced by an electrician.

Exterior light fittings and sensors should be checked for a build-up of cobwebs, dust and dirt. If present, wipe clean with a cloth.

5.4 Electric Vehicle Charging

Where your home comes with a car park, there is provision for E.V. charging to be installed at a later date. There are conduits linking your switchboard and car park or garage that will enable charging cables to be installed.

Please refer to the Body Corporate rules regarding installation of vehicle chargers.

5.5 Telephone and Internet Connection

Your home has Fibre to the Premise (FTTP) enabling you access to ultra-fast broadband. Fibre is run to your Hub Communication Box within your home.

Please contact your own Internet Service Provider (ISP) who will arrange the connection for you.

5.6 Digital T.V and SKY T.V

The complex has one dish and one aerial providing a Satellite and Freeview signal to all homes in the development. Signals will run directly to the Hub Communication Box in your home, which is then distributed to the T.V outlets throughout your home.

You will need to arrange your own Sky subscription to receive their satellite services. Installation will be completed within the Hub Communication Box in your home.

The Body Corporate manager holds keys for the development communication cabinets, should they be required to be accessed.

6. Waste

6.1 Household Waste

A two-bin waste system has been included in your kitchen. This system allows you to separate rubbish into the following categories:

- General waste
- Recycling

Please ensure the correct placement of your waste, and that your recycling items are clean. You may also choose to keep a small benchtop bin for organics.

6.2 Cooking Oils/Fats

Please refrain from disposing of cooking oils or fats down the kitchen sink. There have been previous instances where waste cooking fats/oils have hardened in the drains and caused a blockage. Given this is not a defect or warranty issue, the plumber's call out fee has then been passed on to the homeowner.

6.3 Rubbish Collection

Recyclables and general waste

Large waste bins are provided in the rubbish store. The bins are provided for domestic waste created in your home and have been split into:

- Recyclables
- General waste
- Organics
- Cardboard

Please take care to separate waste in your home and dispose of it in the appropriate bins within the rubbish store. Due care should be taken when transferring your rubbish from your home to the rubbish store. Please leave the rubbish store clean and tidy and ensure the door is closed when leaving. Please do not bring commercial waste to this area.

The Body Corporate manager will arrange for the bins to be emptied regularly, and the bin rooms cleaned. Please contact the Body Corporate manager if the bins are all full or overflowing, or the bin room itself requires cleaning.

7. Exterior Elements

Cleaning and maintenance of the exterior of the buildings (areas that cannot be safely reached by the homeowner) will be performed by the Body Corporate on a regular basis. When cleaning any part of the reachable exterior yourself, please consider the guidelines below;

7.1 Timber Decking

Garapa Hardwood

Garapa is a natural, durable and hardwearing timber. It naturally weathers over time and contains natural oils that do not require re-application of protective coatings.

While Garapa is naturally resistant to mould, fungi, and insect attacks due to its rich tannins and essential oils, oiling the decking helps to maintain its colour and protect it from sun exposure.

Inspection

It is important the gaps between the timber planks are maintained to allow free drainage off each plank. Care should also be taken not to allow objects that could damage the membrane to pass through the drainage gap in the planks.

To avoid build-up of slippery mildew, periodic inspection and cleaning is recommended. This includes removing leaf litter, moving pot plants or other large objects that may hold moisture to the top of the decking surface.

Recommended Cleaning and Maintenance Programme

Cleaning and washing of decking should be performed with water and a stiff brush at least once a year to clear gaps and remove surface mould which can be a slip hazard in wet weather.

If you wish to apply a stain to your deck, please note that only colours approved by the Body Corporate can be applied.

7.2 Concrete

Cleaning and washing of concrete patios should be performed with water and a stiff brush at least once a year to remove surface mould etc. which can be a slip hazard in wet weather.

7.3 Powder Coated Balustrades and Metalwork

To extend the life of powder coated articles and to comply with warranty requirements, a simple regular maintenance program should be implemented as dust, dirt, grime can accumulate over time.

Generally, cleaning should take place every six months.

There are three recommended steps to cleaning your powder coating:

1. Carefully remove any loose surface deposits with a wet sponge
2. Use a soft non-abrasive brush and a mild household detergent (do not use solvents) in warm water to remove dust, salt, and other deposits
3. Rinse off with clean fresh water. Water blasting is not recommended

7.4 Fencing

Fencing within Gloucester Green is a mix of materials:

- Building One: Plastered concrete block with horizontal aluminium slat and vertical aluminium battens above;
- Buildings Two and Four: Aluminium slat and aluminium battens (front) with fibre cement side panels
- Buildings Three and Five:
 - Northern elevation: Vertical aluminium battening;
 - Southern elevation: Horizontal hardwood timber battening;
- Buildings Six and Seven: Vertical aluminium battens with plastered concrete block side panels;
- Building Eight: Plastered concrete block with vertical hardwood timber battening above
- Building Nine: Ground floor balconies - vertical aluminium battens balustrade

Care and maintenance requirements are similar to those for balustrades and decking within sections 7.3 and 7.1 respectively.

7.5 Exterior Cladding

Exterior cleaning is generally carried out by the Body Corporate.

Should it be necessary to arrange cleaning of a specific area, please refer to the manufacturers care and maintenance guides.

Your home may incorporate several cladding systems, please refer to the enclosed specifications for details.

7.6 Aluminium Exterior Joinery

To maintain the aesthetic appeal of your powder coated aluminium windows, each window and door unit requires regular washing all over - not just the parts that are sheltered from the rain. It is recommended washing down your windows every three months should be sufficient. It is very important to ensure all detergent bubbles are rinsed off properly as part of the care process.

If you choose to wash the windows by hand, simply use a diluted solution of mild liquid dishwash mixed the same way you would use to wash your dishes. Be sure to rinse off the window and dry the glass to avoid any marks developing. Also be sure to regularly clean the bottom condensation channels of windows to ensure that moisture can drain freely to the exterior.

Sliding Doors

Ensure the tracks of sliding doors are free of dust and debris to aid smooth opening and closing.

Never use any kind of solvent cleaner as it could damage the powder coating or cause it to deteriorate and age rapidly.

More Information

For more specific instruction around care, cleaning, and maintenance visit the manufacturers website [here](#).

7.7 Glass

Deposits such as dirt, dust, and salt on glass can encourage localised corrosion. This is more apparent on windows that are recessed from the façade as the surface is sheltered from normal rain washing.

Recommended glass washing should be performed every three months (as per warranty requirements), to prevent further build-up of dirt and deposits which can cause staining to the glass and deterioration of the powder coated joinery.

Please Do

- Wash windows with glass cleaners, mild detergents with water and soft cloth
- Remove any excess water following rinsing with a sponge or a cloth

Please Don't

- Use caustic or alkaline cleaners on glass
- Wash the windows in direct sunlight
- Use metal scrapers, steel wool, or other metallic objects on glass or aluminium
- Use spirit-based cleaners unless under specific instruction as this may affect the glazing rubbers of some systems

7.8 Doors, Locks, and Hardware

Please refer to the specifications for detailed door type information.

Fire Rated Entry Doors

The front door of your home may be fire rated (there will be signage denoting if this is the case). Please do not tamper or attempt to adjust fire doors or related closers and signage.

Please refer to the Body Corporate manager should repairs be required.

Locks and Hardware

Lubricate door lock barrels with graphite or other waterproof lubricant every 12 months.

Avoid using oil or spray lubricant, as it will gum up and cause the hinge or hinges to stop working properly.

Your main entry door may be fitted with an electronic or coded lock, please refer to the home owner's box for manufacturer's instructions.

Changing or altering locks from what was installed as well as installing lockboxes need to be approved by the Body Corporate (Under Rule 3.10 – External Appearance)

General advice regarding timber doors

Some movement can be expected over time as timber swells and shrinks, especially as the moisture and environmental conditions they are exposed to changes e.g. from winter to summer.

This is not a defect provided that the door does not catch within the frame.

7.9 Landscaping

The Body Corporate will be responsible for maintaining common area landscaping (i.e. areas of landscaping outside of each privately owned home).

There is irrigation reticulated throughout the development, including private garden beds, which is controlled by a central timer. Please also be mindful of buried irrigation lines when gardening. Damage to the irrigation system will have a site-wide impact and repair costs will be borne by the home owner or occupant.

It is your responsibility to maintain any planting within your unit title boundaries (private property), including additional watering (as required).

Fruit trees of various species have been planted around the development. Feel free to pick fruit from trees planted on common areas when ripe.

8. Interior Elements

8.1 Walls and Ceiling

General

The interior walls and ceiling of your home are finished with paint on plasterboard to a Level 4 finish.

Please note: No sheet lining material or substrate has a surface that is perfectly flat or totally free from minor imperfections. In critical lighting conditions, surface imperfections may still be apparent in a Level 4 or 5 surface finish.

Over time, buildings are subject to the weather, shaking from traffic, minor earthquakes and ground settlement. This can result in development of non-structural cracks at joints and junctions in sheet materials, particularly internal walls and ceiling linings.

Please note, popping of fixings, where the outlines of fixings are visible under the finish but do not break the surface of the finish, and are not visible from a normal viewing position are not considered to be defects.

Paint colours for your home can be found within the appendices.

Recommended Cleaning and Maintenance Programme

Here are a few simple tips for cleaning:

- Do not use rough abrasives, stiff scrubbing brushes or harsh caustic preparations. These will 'gloss' or polish the surface resulting in obvious highlights, which can only be rectified by repainting
- Apply a compatible cleaning compound (consult your local paint dealer for advice) with a soft cloth, or a soft bristle brush where the marking is particularly stubborn
- Clean off the stain in a gentle, circular motion. Then remove all residues with a clean, soft cloth rinsed with fresh, clean water
- Wash down the whole wall or ceiling to eliminate any chance of patchiness. If persistent marks remain, you may wish to consider repainting

Paint touch-ups

When re-painting, refer to the specification sheet provided in your home owner box for your home for the brand and colour used. It may be useful to consult your local paint supplier as they can offer specialist advice. It must be noted when touching up paintwork, there will be slight colour variations due to fading, and a full re-paint of the entire area may be required.

Paint specifications for your home can be found within the appendices of the Homeowner's Guide.

More information

www.dulux.co.nz

8.2 Interior Doors

The interior doors installed in your home are flush panel 35mm hollow-core doors (poly-core to garages of Buildings 1, 2, 4, and 8) and may be subject to the natural characteristics of wood, such as shrinkage and warping. Due to humidity changes, interior doors may require minor adjustments.

8.3 Flooring

Your home incorporates several flooring types, please refer to the specifications found in the home owner's box for details.

Cleaning and other information can be obtained from the relevant manufacturer's website.

8.4 Kitchen Countertops and Cabinetry

Kitchen specifications for your home can be found within the appendices.

Cleaning and other information can be obtained from the relevant manufacturer's website.

9. Heating and Cooling

Please refer to the specifications for details of the heating system(s) installed in your home.

9.1 Heat Pumps

Your home is fitted with a high-wall or ducted heat pump unit, this can provide efficient heating or cooling as required. The unit will require some basic maintenance to continue operating efficiently, in particular filters must be kept clean. Please refer to the manufacturer's instructions for full operating and maintenance information.

The remote control for your heat pump is included in the home owner's box. This can be wall mounted if desired.

FAS Energy will provide one free service to your heat pump within the first 12 months of your settlement date.

FAS Energy in conjunction with the Body Corporate will be in contact with you to arrange this first service visit.

It is important that you engage an authorised maintenance company to undertake ongoing, regular maintenance on your ventilation system in order to maintain warranties and optimum operating efficiencies of your system past year one.

9.2 Electric Wall Heaters

Electrical wall heaters are provided in bathrooms and bedrooms and can be used to regulate temperature and control moisture.

Please take care to avoid placing furniture and other items on or close to the heaters which can get hot during use.

Refer to the enclosed manufacturer instructions for further information.

10. Condensation and Mildew

Your home is well insulated, but depending on the season and the climate, condensation and mildew can still occur.

Condensation can be widespread, but it is generally more persistent in colder climates and in rooms that aren't adequately heated. It occurs mainly on windows, walls and ceilings, and on any cold surfaces such as glass and mirrors. Condensation can leave water stains and, if persistent, can promote mildew growth and damage linings, carpets, curtains, and clothing.

What causes condensation?

All air contains water vapour, the higher the air temperature, the more it can hold. If there is too much moisture in the area, it may condense on cold surfaces.

Moisture is produced by breathing, cooking, bathing, showering, and washing and drying clothes. It is this moisture which will condense on cold surfaces and allow mildew growth.

What causes mildew?

Mildew is a primitive form of plant (fungal growth) which grows from spores that exist everywhere. It will grow in any home where humidity remains high. If there is no moisture available, mildew cannot grow.

The importance of ventilation

Achieving good ventilation by can keep condensation and mildew to a minimum. Please open windows where practical and use any mechanical systems provided, further information on this follows in section 11 on page 18.

11. Mechanical Ventilation

Mechanical systems specifications for your home can be found within the appendices.

11.1 Heat Recovery Ventilation Systems

All one and two-bedroom homes are provided with mechanical heat recovery ventilation systems.

The system extracts warm and moist air from areas such as kitchens and bathrooms and brings in fresh air from outside.

These units are necessary to meet building code requirements and run automatically. They are very efficient and consume minimal electricity.

The unit recovers and re-uses heat in the air extracted from your home to temper (warm) the cooler incoming fresh air. Please note that fresh air will enter your home warmer than the temperature outside (in the winter) but cooler than the ambient indoor temperature.

Operation

A more complete description of this mechanical ventilation system, and how to operate it can be found in the user guide located in the home owner box.

If a fault occurs, contact the installer, FAS Energy for remedial action as detailed on page 4 of this guide.

Recommended Cleaning and Maintenance Programme

A cleaning and maintenance program should only be undertaken and performed by a mechanical contractor.

Service

FAS Energy will provide one free service to your ventilation system within the first 12 months of the settlement date. FAS Energy in conjunction with the Body Corporate will be in contact to arrange this first service visit.

It is important that you engage an authorised maintenance company to undertake ongoing, regular maintenance on your ventilation system in order to maintain warranties and optimum operating efficiencies of your system past year one.

Note: Three bedroom homes have a dedicated extract system for kitchen, bathroom and laundry (they also have a ducted air conditioning system for heating and cooling).

11.2 Integrated Rangehood (Kitchen Rangehood/Extract Fan)

A rangehood has been installed in your home with either a touch or push-button control panel.

Operation

Refer to your appliance guide for information regarding the operation of your rangehood. Ensure you use the extraction fan when cooking to reduce the effects of condensation.

Recommended Cleaning and Maintenance Programme

The rangehood should be cleaned regularly as per the manufacturer's maintenance guide.

11.3 Bathroom/Laundry Extract

Bathrooms and laundries are provided with extract systems. These are either stand-alone (three-bedroom homes) or part of the heat recovery system in all one and two-bedroom homes.

12. Water, Plumbing, and Fixtures

12.1 Water Shutoff Valve

Terraced Homes:

The water shut off valve (toby) is typically located outside of each unit in an in-ground enclosure.

Building 1: Located in the west-facing, ground floor garden of the ground floor unit

Building 2: Located in the north-facing, ground floor garden of the ground floor unit

Building 3: Located in the north-facing, ground floor garden of the ground floor unit

Building 4: Located in the north-facing, ground floor garden of the ground floor unit

Building 5: Located in the north-facing, ground floor garden of the ground floor unit

Building 6: Located adjacent to the back door (south side of unit)

Building 7: Located adjacent to the back door (south side of unit)

Building 8: Located in the southern landscaping unit adjacent to the outdoor heat pump unit

Apartments:

Building 9 and 10: Each apartment has a water shut off valve located in their hot water cylinder cupboard. This is a large blue 'butterfly' valve. Water to the apartment can be isolated by turning the butterfly valve 90 degrees, so it's parallel with the floor and ceiling.

Please make yourself familiar with the location of your water shut off valve. If you experience any issues, please contact the Body Corporate in the first instance.

12.2 Hot Water Cylinder

The hot water in your home is supplied from an electric hot water cylinder. Water is heated by an element that is controlled by a thermostat, to maintain constant water temperature.

The thermostat for the hot water cylinder has been set to 65°C to assist with the prevention of Legionella bacteria.

A temperature and pressure relief valve (TPR) is provided to prevent the water heater from over-pressurizing.

There is a power switch within the hot water cylinder cupboard on the wall which allows you to turn the hot water cylinder on and off.

More information

Cleaning and other information can be obtained from the relevant manufacturer's website.

12.3 Plumbing Fixtures

Details of plumbing fixtures used in your home can be found within the attached specifications.

Cleaning and other information can be obtained from the relevant manufacturer's website.

13. Remedials and Warranty

13.1 Defects and Maintenance

30 working days after you have settled your new property, our Customer Care Manager will make contact to programme in a defect/maintenance inspection with you or your New Home Consultant.

This inspection is to review any defects you may have discovered since you moved into your property and to review any maintenance items that may have arisen as the property starts being lived in – such as adjusting door locks.

When undertaking the inspection, we use the MBIE Guide to Tolerances, Materials and Workmanship in New Residential Construction – as a baseline to reference to.

Please note that over time, buildings are subject to the weather, shaking from traffic, minor earthquakes and ground settlement. These effects can result in gradual deterioration of materials, particularly exterior cladding, decking, fencing and pergolas etc. and often develop non-structural cracks at joints and junctions in sheet material - particularly internal wall and ceiling linings.

Provided that the above-mentioned defects remain within the tolerances found in the relevant parts of the MBIE Guidelines, they are not considered a defect/maintenance or warranty item.

All newly built Fletcher Living homes offer a one year defect period, and a 10 year structural warranty, as per the Building Act 2004.

Should you experience or notice any defects in your new home please contact our Customer Care Manager using the details listed on page 4.

More Information

The MBIE Guidelines document is available to download for your reference at: www.building.govt.nz/projects-and-consents/sign-off-and-maintenance/completing-your-project/how-to-identify-defects/tolerances-materials-workmanship-new-residential-construction/

13.2 Plans and Construction

Should you require copies of plans for your home, please contact the Body Corporate who hold copies of the consented plans for the development.

13.3 Regular Maintenance and Upkeep Vs. Defect and Warranty

As a first home buyer, or a first-time home owner in a Body Corporate development, there is often some confusion and misconceptions around normal homeowner maintenance and upkeep, Body Corporate maintenance and Fletcher Living defect and warranty items.

Simply put,

- The interior of the home is the homeowners responsibility to maintain. Within the first 12 months of home ownership, there is an overlap between homeowner and Fletcher Living defect period, depending on the issue:
- The outside of the home (except for your private patio/courtyard) is the responsibility of the Body Corporate to maintain.

We have summarised the responsibilities in the following table:

INTERIOR ELEMENTS OF THE HOME	HOME OWNER	FLETCHER LIVING	BODY CORPORATE
Interior elements of the home			
Replacement light bulbs (Outside of 12-month defect and warranty period)	✓		
Paint touch-ups due to wear and tear and settlement cracking	✓		
Air conditioner filter maintenance (Outside of 12-month maintenance period)	✓		

INTERIOR ELEMENTS OF THE HOME	HOME OWNER	FLETCHER LIVING	BODY CORPORATE
Leaking taps (outside of 12-month defect and warranty period)	✓		
Unblocking/cleaning of internal drains	✓		
Internal appliance issues (outside of warranty period)	✓		
Internal warranty issues		✓	
Exterior elements of the home			
Privately owned courtyard or patio landscape maintenance	✓		
Roof maintenance (incl. periodic gutter clearing)			✓
Periodic repainting of the exterior walls and roof			✓
Periodic window cleaning (ground floor)	✓		
Periodic window cleaning (above ground floor)			✓
Periodic exterior walls wash down			✓
External warranty issues		✓	
Unauthorised car parking	✓		
Complex wide and common areas (both internal and external)			
Common area repairs and maintenance (both interior common areas and exterior common areas)			✓
Common area cleaning (both interior common areas and exterior common areas)			✓
Common area landscape maintenance (incl. irrigation)			✓
Site-wide rubbish collection			✓

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