



Customer care

Our team are entirely focused on making sure you are satisfied with your new Hollins home.

Our team have taken great care over the last few months to ensure that your new Hollins home has been built to the highest standards.

During your recent Home Demonstration, we will have explained the various features of your new home and how to look after your new home correctly to minimise any teething problems.

You will have been asked to check various items in your new home (e.g. bathroom suites, glazing, kitchen doors and work surfaces, etc. and confirm your acceptance. Please keep a copy of your 'Quality Assurance Checklist'

Should you encounter any teething problems that are our responsibility, excluding fair wear tear and items affected by the normal drying out process, we're here to help resolve them.

Any items identified must be logged via our Clixifx customer care system – you will have received an email when you completed on your new home. If you have not received a link please contact customercare@hollinshomes.co.uk.

Your Site Manager will be informed of your reported defects and will arrange access with you to rectify.

Our Head Office telephone number is: **0161 302 1619**

EMERGENCY CONTACT NUMBERS

In the event of an emergency, please call Head Office on 0161 302 1619. We are available during office hours, Monday to Friday 9.00am - 5.00pm except bank holidays. If emergencies occur outside of office hours, please call an emergency tradesperson in the first instance to avoid further damage. We will provide further assistance the next working day.

Emergencies are classed as:

Plumbing: Major leaks / failure of hot water systems / loss of primary heating

Electrical: Complete failure of the electrics (please check consumer unit before calling)

Drainage: Blocked drains, either inside or outside the property
Before calling, please ensure that the problem is not caused by a general electrical or gas failure in your area.

FOR UP TO DATE EMERGENCY CONTACT INFORMATION PLEASE VISIT:

www.hollinshomes.co.uk/customer-care-emergencies