VATRA
DEVELOPMENTS
Planned. Crafted. Delivered.

12 MONTHS' AFTERCARE

What happens after we hand over your finished home

SAMPLE. One imaginary project runs through all five VATRA samples (itemised price, payment schedule and application, variation order, weekly update and aftercare), so the figures agree with each other. The figures are illustrative, are not a quotation and must not be used to budget a real project. Your own documents carry your project, your name and our bank details.

Every VATRA project comes with 12 months' aftercare from handover for serious defects such as leaks, in addition to your legal rights. Smaller defects in our work, such as a door that sticks, are put right too. It follows a set process: we reply within one working day, deal with safety and keeping water out first, agree a date to put things right, and look over the work with you near month 12. Putting right faulty work is already your legal right; this is how we do it.

Project	**Example project: single-storey rear extension, 4 m × 5 m (about 20 m²)**
Handover date	**Monday 21 June 2027**
Aftercare ends	**Wednesday 21 June 2028**
Retention released	**£1,201.38, after the month-12 look-over, once anything found has been put right**

HOW TO REPORT A PROBLEM

Email info@vatradevelopments.co.uk or call 020 7183 3487 with a short description and photos. We reply within one working day (Monday to Friday) and agree a date with you; anything that affects safety or keeps water out is dealt with first.

TYPE	EXAMPLE	WHAT HAPPENS
Emergency	An active leak from a roof, window or plumbing; loss of heating in winter; an electrical fault	Call straight away; we make it safe as soon as we can.
Urgent	A defect that stops you using a room	Reply within one working day; date agreed with you.
Minor	A defect in our work such as a door that sticks	Reply within one working day; a convenient date or the month-12 look-over.

WHAT WE COME BACK FOR

- Roof, window and door leaks caused by our work
- Plumbing and drainage leaks from our installation
- Structural cracking beyond normal settlement
- Electrical faults in work we installed
- Doors, windows and fittings we fitted that stop working properly

WHAT ISN'T INCLUDED

- Minor shrinkage or drying-out cracks and settlement in new plaster or timber
- Normal wear and tear, including paint touch-ups and other cosmetic wear
- Items supplied by you or others (covered by any manufacturer's warranty; our fitting of them is covered)
- Damage, misuse or alterations by others, and lack of maintenance

This is the 12-month defects period (the rectification period in your contract). Manufacturers' warranties continue after it ends.