

After-sales Care Policy

As the buyer of a Kilkenny & Gomm home, you can rest assured that our support continues once your purchase has been completed.

Each of our homes is protected by a 10-year insurance-backed Structural Warranty, provided by one of a range of established warranty providers, and a two-year Repair and Fixtures Guarantee which we provide as developers. You will also receive a comprehensive Homeowner's Pack, which includes all the information you need about your new home.

Whilst we maintain very high standards in all areas of our work, minor issues ("snagging") can arise naturally within the first 12 months of the life of a new build home. We ask all buyers to keep a record of these snags over the first 12 months and aim to address these at your 12 month review as part of our Repair and Fixtures Guarantee.

Issues such as minor cracking and slight movement can occur as new buildings settle, and we advise leaving these issues for 12 months, by which stage your home will have fully settled.

Our team of skilled tradespeople can return by appointment to address any snagging and maintenance matters at the 12 month anniversary of buying your property, allowing you to relax and enjoy living in your new home with total peace of mind.

If anything more pressing arises please let us know, and if required we can arrange for the correct trades to address them as a matter of priority.

The Homeowner's Pack supplied with your home includes details of all appliances that you will need to register with the manufacturer to secure warranty cover. This is your responsibility as the home owner; Kilkenny and Gomm Developments do not register these items for you.

Please be aware that Kilkenny and Gomm Developments only cover works that follow the standard process below.

If you have any questions regarding this service please contact our office: 01865 401333 or email us at e-mail@kilkennygomm.com.

Enjoy your new home!

The Kilkenny & Gomm Team

