

New build experience – revised action monitoring	Update
<p>We will email you with your meter readings within 24 hours of moving into your new home or hand you a written note and follow that up by email. At handover, we will also show you where to find your meters.</p>	<p>As standard, it is our aim to provide this information for all new build handovers.</p>
<p>We always call the council to check that they have updated their records with new homes information.</p>	<p>This process is in place.</p>
<p>At pre-tenancy interview and viewings, we will advise the name of your utility provider so you can start talking to them about registering.</p>	<p>We will provide this information at the point of viewing the property.</p>
<p>We work to ensure that broadband is ready for you when you move in. Where possible, we will provide an emergency connection - we did this last year when a broadband provider failed to deliver.</p>	<p>This process is in place.</p>
<p>We will share the customer feedback on Broadband with our developer partners.</p>	<p>We provide feedback when we meet with our development partners.</p>
<p>As a result of this feedback, we will add more information to our home user guide about broadband and make it clearer earlier in the lettings and handover process if there is one or more choice of providers, and if you can transfer your existing deals.</p>	<p>This will be included in the next update of the Home User Guide - expected update April 2025. Update October 2025: Customers are advised at viewings/as early as possible the broadband provider and any restrictions. The Home User Guide gives details on the broadband provider and any restrictions.</p>
<p>At pre-tenancy interview and viewings, we will let you know who the broadband provider is and if you can transfer your existing provider, so you can start talking to them about registering for their service(s).</p>	<p>We now provide this information at the point of viewing the property.</p>

<p>If the new lawn is not laid before customers move in, we will check with you the most convenient time to lay the turf.</p>	<p>This process is in place.</p>
<p>We will review how we carry out and record checks on newly laid lawns.</p>	<p>We are requesting that landscapers take pictures of the garden after the turf has been laid.</p>
<p>We will review and add to the advice we give on looking after a new lawn and update our home user guide and moving-in information.</p>	<p>We have updated the advice on our web site. The new advice will be included in the next update of the Home User Guide - expected update April 2025. Update October 2025: This advice is now included in the Home User Guide.</p>