

AFTERCARE / HOMES

New home care

Set up a care record for your new home and keep the handover information in one place.

Guidance checked 22 October 2026

This is a general care guide for this service. Use the instructions for the products actually installed and the information supplied for your job. Manufacturer links are reference resources, not a statement that those brands were used on your project.

Looking after the work

- At handover, identify the installed cladding, roofing, joinery, flooring and wet-area systems. Ask for their individual care instructions and servicing intervals.
- Use the ventilation and heating systems as demonstrated. Keep vents unobstructed and arrange filter care according to the equipment manual.
- Walk around accessible areas after heavy weather. From a safe position, note leaks, changes to finishes and drainage that behaves differently.
- Record finish colours, spare materials and appliance details before they are needed. Arrange any specialist servicing listed in your handover pack.

When to contact us

- New water staining, persistent dampness or a window that no longer closes normally.
- A sudden change to a floor, wall or door, or movement around an exterior connection.

YOUR PROJECT / FOLLOW-UP

Keep the details together.

Records for this service

- Approved plans and relevant council completion documents
- Records of work, product warranties and manuals where applicable
- Paint colours, installed-product schedule and service contacts

Project Support

For a care question or something that needs attention, use Project Support at www.trickybuilds.com/project-support or email trickybuildsltd@gmail.com. Include your name, job address, approximate completion date, a description and clear photos taken safely. We respond within 1 working day; the assessment, visit and resolution timing depends on the work required.

Open Project Support

For an immediate threat to people, leave the danger area and call 111. For urgent building assistance, call 021 041 3920 to check availability. The online form is not an emergency service.

Rights and responsibilities

This guide does not create an additional warranty or limit your statutory rights. Project-specific warranties, agreed scope and applicable consumer protections continue to apply.

[Read MBIE's homeowner protection information](#)

Product-specific instructions

Write down the product names, finish colours, supplier contacts and maintenance intervals supplied for your job. The reference brands in this guide may not be the brands installed. Ask us if you need help identifying a product.

Item / product	Care instruction or next action

CARE RECORD / REFERENCE

A simple maintenance log.

Keep a dated record of observations, cleaning, servicing and repairs. Share relevant records when asking for help. Only carry out work you can do safely and competently; use the appropriate qualified trade for specialist work.

Date	Observation / work completed	Next check / by whom

Reference resources

[MBIE: protecting your investment](#)

[Nulook: product and care guides](#)

[COLORSTEEL: maintenance recommendations](#)

Online guide: trickybuilds.com/aftercare/new-builds

Use the current instructions for your installed products. This booklet is general care guidance, not an inspection of your property or a repair specification.