If you would like to report a customer care issue regarding your home, please email us at [aftersales@matthew-homes.com](mailto:aftersales@matthew-homes.com) or alternatively you can call our After Sales Team on 01707 655550.

When emailing us please provide the following information so we can respond as quickly as possible

* Name
* Contact Number
* Development Name
* Postal Address and Plot Number
* Nature of Issue (please supply pictures if appropriate)

If you have recently moved into your home and have not yet agreed your 7 Day Satisfaction List with the site team, please contact your Site Manager in the first instance. If you have not yet signed off your 7 Day Satisfaction List, any new non-emergency items will not be attended to until this existing list is completed.

Once you have reported an issue, a member of our After Sales team will be in touch to discuss the appropriate next steps. We aim to acknowledge all issues within five working days and provide a resolution within 30 days.

**EMERGENCY ISSUES**

If you have an emergency issue regarding your home, please contact our After Sales Team on 01707 655550. Outside of office hours (9.00am – 5.30pm Monday to Friday) please refer to your home user guide for the Emergency Contact Numbers who will be able to help.

Continued/…..

**What is an emergency issue?**

Emergency issues are deemed as one of the following items which require immediate attention in order to ensure the homeowners’ safety or prevent further damage to the property:-

* An uncontainable plumbing leak
* Complete loss of heating or hot water
* Loss of power to the property (this does not cover power outages or power cuts within the local vicinity)
* Gas leak

*If you smell gas within your home, do not call Matthew Homes – immediately contact the National Gas Emergency Service on 0800 111 999*

