

Pre-completion check

Plot 14, Oakfield Meadow, Thornbury, Bristol BS35 2QW

Developer

Fairhaven Homes

Prepared by (buyer)

Priya & Sam Coleman

Checked on

14 September 2026

Report generated

15 Sept 2026, 09:12

Report reference

EY-0BW94C

Content fingerprint

2CC92BE0

14 items to put right, including 2 marked as emergencies and 3 flagged as safety-related.

2

Emergency

6

Defects

6

Snags

13

Photographs

9 items ask the developer to investigate the cause. The buyer has not diagnosed these.

PLEASE LOOK AT THESE FIRST

EMERGENCY

Ref 4 Does not lock or secure properly · Hallway

EMERGENCY

Ref 8 Scorch marks, burning smell, buzzing or unusually warm · Bedroom 2

SAFETY

Ref 11 Did not sound when tested · Heating, hot water and safety

I would be grateful if you could confirm in writing that you have received this report, and tell me when each item will be put right.

About this report

This report was written by the buyer of the home, using HOME by EYASTRA, a guided visual check. It records what the buyer could see and try during their visit. It is not a survey and it is not a snagging inspection by a qualified professional, and it does not replace the developer's own inspections. Where the cause of a problem is not clear, the report asks for it to be investigated and does not suggest a cause.

CONDITIONS ON THE DAY

Light	Good daylight
Weather	Dry
Heating	On
Electricity	On
Water	On
Cleanliness	Some dust or residue
Accompanied by	Site manager (Dan)

WHAT THIS CHECK COULD NOT ESTABLISH

- The home had not been fully cleaned or finished, so some marks may have been building dust or residue.
- Measured tolerances, such as skirting gaps, handrail clearances, fire-door gap sizes, the height of the damp-proof course, or the size of chips and cracks.
- Testing every socket with a socket tester (the guided check uses a lamp or charger that is known to work).
- Inspection of loft timbers, roof felt and cabling, or a close inspection of roof coverings.
- Lifting drain covers, or flushing and inspecting drains and chambers.
- Checking gutters and downpipes for leaks in dry weather.
- Any part of the home that is not safely accessible, and, in apartments, communal plant rooms, risers, lift rooms and roof spaces.
- Structural, ground, damp or moisture surveying, and any diagnosis of causes. Where a cause is unclear the report asks the developer to investigate rather than stating one.

WHAT THE PRIORITIES MEAN

EMERGENCY

An immediate threat to safety, security, health or wellbeing, such as a lock that will not secure an external door or a water leak that cannot be contained.

DEFECT

Something that affects how the home works or is used, or could lead to further damage.

SNAG

A minor or cosmetic matter that does not affect how the home works.

Priorities are the buyer's own suggestion, using the words commonly used in the industry. The developer's customer-care team may classify an item differently, and is asked to explain if it does.

Who is asked to act

The items are grouped here by the kind of work involved, so they can be passed to the right people. "To be assessed" means the buyer could not tell which trade is responsible.

To be assessed (developer to assign)	1 item	Ref 14
Plumbing	2 items	Ref 1, 10
Electrical	1 item	Ref 8
Fire and security systems	1 item	Ref 11
Doors, windows and glazing	2 items	Ref 4, 7
Carpentry and joinery	1 item	Ref 13
Kitchen fitting	2 items	Ref 2, 3
Plastering and decorating	1 item	Ref 5
Tiling and sealant	1 item	Ref 9
Flooring	1 item	Ref 6
Roofing and rainwater goods	1 item	Ref 12

Items to put right

Each item says what was seen, what is being asked for, and who should do it. Photographs are shown with the time they were taken.

Hallway

2 items

Ref 4

Does not lock or secure properly

WHAT WAS SEEN

The front door does not lock or secure properly using its key or handle.

REQUESTED ACTION · DOORS, WINDOWS AND GLAZING

Repair or adjust the locking mechanism and confirm the front door secures properly.

Status: Open · Recorded 22 Sept 2026, 17:46

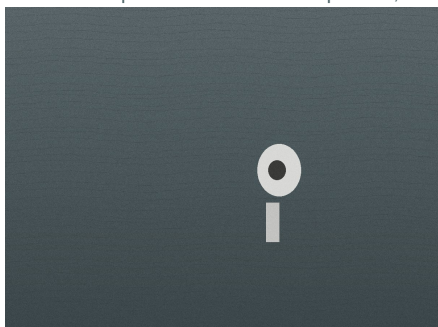


Photo 1 · 14 Sept 2026, 11:20

SAFETY

EMERGENCY

Ref 5

Crack

Walls or ceiling

WHAT WAS SEEN

A wall or ceiling shows a crack. Its cause cannot be judged from a visual check.

REQUESTED ACTION · PLASTERING AND DECORATING

Inspect the crack, advise on its likely cause and repair it, making good the decoration.

Buyer's note: Hairline crack about 30 cm long, photographed with a coin for scale. Runs from the door frame corner towards the ceiling.

Status: Open · Recorded 22 Sept 2026, 17:46

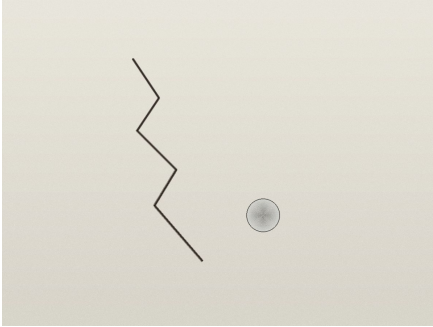


Photo 1 · 14 Sept 2026, 11:24

CAUSE NOT DIAGNOSED

SNAG

Living room

2 items

Ref 6

Uneven, ridged or rippled

WHAT WAS SEEN

The floor is visibly uneven, ridged or rippled in places.

REQUESTED ACTION · FLOORING

Investigate the cause and correct the area so the finish is even.

Status: Open · Recorded 22 Sept 2026, 17:46

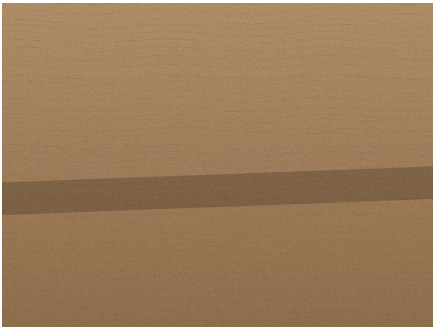


Photo 1 · 14 Sept 2026, 11:35

CAUSE NOT DIAGNOSED

DEFECT

Ref 14

The radiator fitted is not the model shown in the show home brochure

WHAT WAS SEEN

The radiator fitted is not the model shown in the show home brochure.

REQUESTED ACTION · TO BE ASSESSED (DEVELOPER TO ASSIGN)

Investigate the cause of the problem with the item, advise what is needed and put it right.

Status: Open · Recorded 22 Sept 2026, 17:46

CAUSE NOT DIAGNOSED

SNAG

Kitchen

3 items

Ref 1

Leaks or drips

Tap

WHAT WAS SEEN

Water leaks or drips at the tap.

REQUESTED ACTION · PLUMBING

Find where the water is coming from, repair it and confirm the area stays dry.

Buyer's note: Under the sink, left-hand pipe. Small pool on the cabinet floor after running the tap for a minute.

Status: Open · Recorded 22 Sept 2026, 17:46

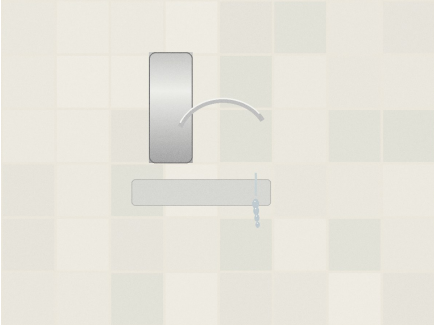


Photo 1 · 14 Sept 2026, 11:05

Ref 2

Sticks, rubs or does not close

WHAT WAS SEEN

A fitted unit sticks, rubs or does not close fully.

REQUESTED ACTION · KITCHEN FITTING

Adjust so it moves freely and closes fully.

Status: Open · Recorded 22 Sept 2026, 17:46

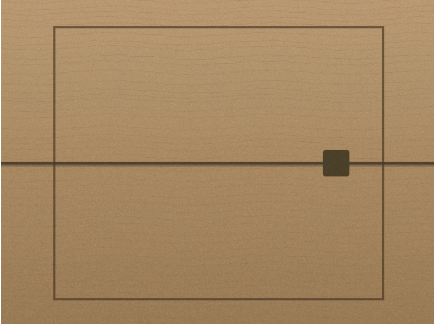


Photo 1 · 14 Sept 2026, 11:08

CAUSE NOT DIAGNOSED

DEFECT

SNAG

Ref 3

SNAG

Joint open, uneven or not flush

Worktop

WHAT WAS SEEN

A joint in the worktop is open, uneven or not flush.

REQUESTED ACTION · KITCHEN FITTING

Adjust or remake the joint so it is flush and tight.

Status: Open · Recorded 22 Sept 2026, 17:46



Photo 1 · 14 Sept 2026, 11:11

Landing

1 item

Ref 13

SNAG

Loose or coming away

Skirting or door frames

WHAT WAS SEEN

A skirting board or door frame is loose or has come away from the wall.

REQUESTED ACTION · CARPENTRY AND JOINERY

Refix the skirting board or door frame securely and make good the finish.

Status: Open · Recorded 22 Sept 2026, 17:46



Photo 1 · 14 Sept 2026, 12:40

Main bedroom

1 item

Ref 7

CAUSE NOT DIAGNOSED

DEFECT

Mist or condensation between the panes

WHAT WAS SEEN

Mist or condensation is visible between the panes of glass in the window.

REQUESTED ACTION · DOORS, WINDOWS AND GLAZING

Assess the sealed glazing unit and replace it if it has failed.

Status: Open · Recorded 22 Sept 2026, 17:46

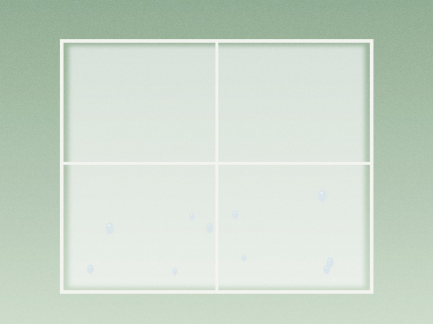


Photo 1 · 14 Sept 2026, 11:44

Bedroom 2

1 item

Ref 8

CAUSE NOT DIAGNOSED

SAFETY

EMERGENCY

Scorch marks, burning smell, buzzing or unusually warm

Socket or switch

WHAT WAS SEEN

A socket or switch showed signs of overheating, such as scorch marks, a burning smell, buzzing or unusual warmth.

REQUESTED ACTION · ELECTRICAL

Do not use it. Have a qualified electrician inspect it urgently, put right any fault and confirm it is safe.

Buyer's note: Faceplate was warm to the touch and slightly discoloured around the left socket.

Status: Open · Recorded 22 Sept 2026, 17:46

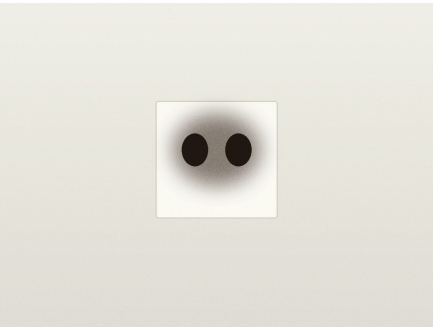


Photo 1 · 14 Sept 2026, 11:52

Bathroom

2 items

Ref 9

SNAG

Sealant discoloured or mouldy

Sealant

WHAT WAS SEEN

The sealant around the bath, shower or basin is discoloured or has mould-like marks.

REQUESTED ACTION · TILING AND SEALANT

Replace the sealant. If the problem returns, investigate ventilation and moisture.

Status: Open · Recorded 22 Sept 2026, 17:46



Photo 1 · 14 Sept 2026, 12:05

Ref 10

CAUSE NOT DIAGNOSED

DEFECT

Leaks or drips

Shower

WHAT WAS SEEN

Water leaks or drips at the shower.

REQUESTED ACTION · PLUMBING

Find where the water is coming from, repair it and confirm the area stays dry.

Status: Open · Recorded 22 Sept 2026, 17:46

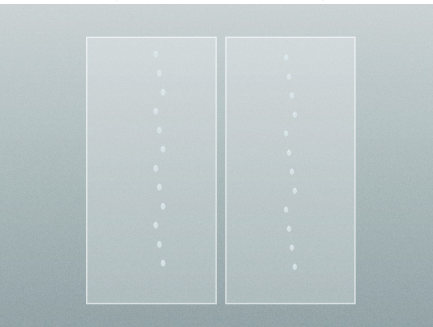


Photo 1 · 14 Sept 2026, 12:09

Heating, hot water and safety

1 item

Ref 11

CAUSE NOT DIAGNOSED

SAFETY

DEFECT

Did not sound when tested

WHAT WAS SEEN

The item did not sound when its test button was pressed.

REQUESTED ACTION · FIRE AND SECURITY SYSTEMS

Have a qualified person check the alarm, put right the fault and demonstrate normal test operation.

Status: Open · Recorded 22 Sept 2026, 17:46

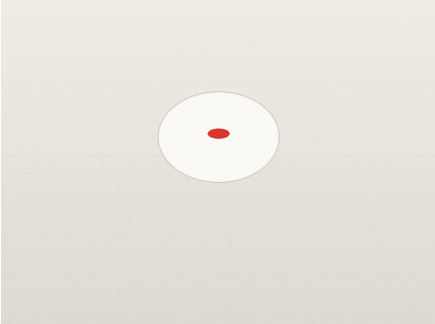


Photo 1 · 14 Sept 2026, 12:20

Outside: around the home

1 item

Ref 12

CAUSE NOT DIAGNOSED

DEFECT

Ridge or hip looks loose or damaged

WHAT WAS SEEN

The ridge or hip tiles on the roof look loose or damaged when viewed from the ground.

REQUESTED ACTION · ROOFING AND RAINWATER GOODS

Have the ridge or hip inspected and repaired.

Status: Open · Recorded 22 Sept 2026, 17:46

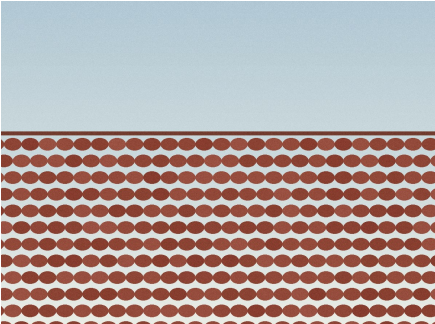


Photo 1 · 14 Sept 2026, 12:35

What was checked

The route was built from the buyer's description of the home. This shows how each part was answered, so the reader can see what was not looked at as well as what was.

	Checks	Fine	Issue	N/A	Not done
Get things running	2	2	0	0	0
Outside: arriving	4	4	0	0	0
Hallway	7	5	2	0	0
Living room	7	5	1	0	1
Kitchen	11	6	3	1	1
Downstairs WC	7	5	0	1	1
Stairs	4	3	0	0	1
Landing	6	3	1	1	1
Main bedroom	6	4	1	0	1
Bedroom 2	6	3	1	1	1
Bedroom 3	6	5	0	1	0
En-suite	8	6	0	1	1
Bathroom	8	5	2	0	1
Loft	3	3	0	0	0
Heating, hot water and safety	3	2	1	0	0
Outside: around the home	10	7	1	1	1
Total	98	68	13	7	10

NOT CHECKED

- Living room: Radiator
- Kitchen: Walls, ceiling and skirting
- Downstairs WC: Windows
- Stairs: Sockets, switches and lights
- Landing: Doors
- Main bedroom: Floor
- Bedroom 2: Walls, ceiling and skirting
- En-suite: Sockets, switches and lights
- Bathroom: Windows
- Outside: around the home: Gutters and downpipes

TOPICS LOOKED AT

For reference, the buyer's check touched 29 of 35 topics that appear in the NHQB pre-completion inspection checklists for this type of home. HOME by EYASTRA is independent. It is not produced, endorsed or approved by NHQB, the National House Building Council or any developer. Where this report refers to topics in the NHQB pre-completion inspection checklists, it does so only to show which topics the buyer's visual check looked at. It does not reproduce those checklists.

Looked at	Walls and ceilings	Looked at	Room-by-room finish check
Looked at	Floors	Looked at	Site safety, scaffolding, roads and tidiness
Looked at	Loft space	Looked at	Brickwork, render, cladding, damp-proof cours...
Looked at	Windows and glazing	Looked at	Chimneys
Looked at	Skirtings, stairs and handrails	Looked at	Roof, fascias, soffits and flashings (from the gr...
Looked at	Doors, including fire doors	Not looked at	Gutters, downpipes and water butts
Looked at	Fitted joinery: cupboards, wardrobes, drawers,...	Not looked at	Balconies
Looked at	Tiling and sealant in wet areas	Not looked at	Porches and conservatories
Looked at	Baths, showers, basins, taps, WCs and towel r...	Looked at	Garages and parking
Looked at	Lighting	Looked at	Paths, driveways, edgings, lawns and steps
Looked at	Sockets, switches and visible wiring	Looked at	Drains and inspection chambers
Looked at	Consumer unit	Looked at	External vents and flues
Looked at	Ventilation	Looked at	External windows and doors
Looked at	Heating, boiler and radiators	Looked at	Outside taps, lights, meter boxes and pipes
Looked at	Hot and cold water tanks	Not looked at	Sheds, bin stores and bike stores
Looked at	Smoke, heat and carbon monoxide alarms	Looked at	Fences, walls and gates
Not looked at	Security alarm, doorbell and entry phone	Not looked at	Heat pumps and solar panels
Looked at	Appliances		