

The newbuild home that had 700 faults

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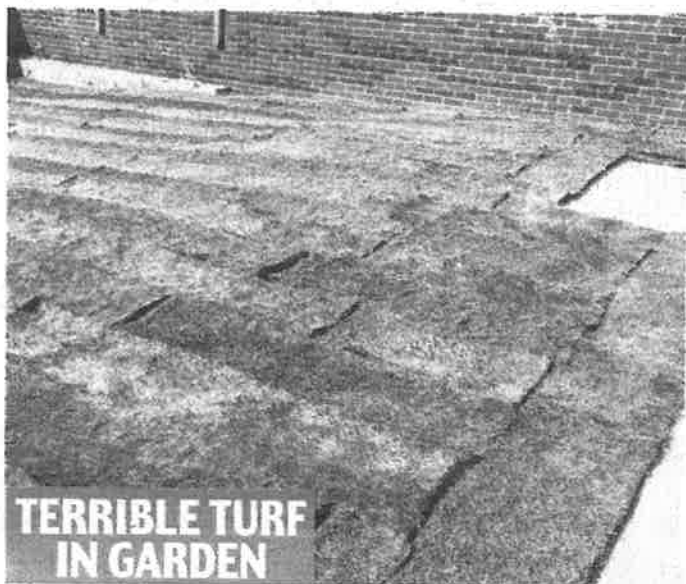
By Chris Brooke

FAMILIES looking to buy a house on the new village development were promised: 'You're sure to find something perfect for you.'

But when Phil and Nicola Bentley moved in to what they hoped would be their dream home they found more than 700 faults.

The couple, who have two children, bought the four-bedroom property off plan from housebuilder Persimmon for £280,000 and have been left 'at breaking point' by the never-ending battle to get the problems fixed.

Doors didn't fit frames, and there were holes in the plasterwork, cracking around windows, botched paintwork, gouge and scratch marks,



TERRIBLE TURF IN GARDEN



DOOR THAT DOESN'T FIT



FENCE LEFT UNFINISHED



CLOGGED DRAINS



Nightmare: The house and some of the problems found by the Bentleys (below)

poorly fitted carpets, missing sockets, damaged skirting boards, badly fitted cupboards, damaged tiles, uneven flooring, raised nails, terrible joinery, excessive sealant and a garden that was a messy patchwork of turf.

After ten months of stress and upheaval the family claim only about 10 per cent of the defects identified have been repaired. They have received numerous apologies from Persimmon Homes - which recently announced record profits of £1.1 billion - but the house that has consumed their life savings is still unfinished.

Mrs Bentley, 46, a financial director, said: 'There isn't one room in the whole house which is complete. We are living in a building site, we haven't been able to put any photos up on the walls and there is just a TV and sofa in the living room.'

'I thought we had a dream home but it's turned into a nightmare from hell. They keep apologising but apologies aren't good enough. I just want our house finished.' The couple

viewed a show home 18 months ago before deciding to buy on the Woodside development at Kippax, near Leeds. Mrs Bentley, husband Phil, 48, and children Elissia, 15, and Harrison, ten, moved in last May and quickly discovered problems.

A professional report detailed 590 specific faults and the owners said they found dozens more themselves, taking the total to well above 700.

Mr Bentley, a graphics company managing director, said they weren't allowed to inspect the property before exchange of contracts because it was 'against

Persimmon policy'. Their solicitor advised it would cost thousands to pull out at the 11th hour over the inspection issue so they went ahead.

The couple - who did not purchase under the Government's Help To Buy scheme, which has helped boost Persimmon's massive profits - have been speaking to the firm on a weekly basis but claim most of the remedial work has yet to be done.

A spokesman for Persimmon Homes West Yorkshire said: 'We acknowledge that Mr and Mrs Bent-

ley's home did not meet our intended standards and regret the inconvenience this has caused them. Regular meetings have been scheduled with the couple.'

'We let customers inspect their property prior to exchange if it is safe to do so. Mr and Mrs Bentley's property was still under construction at this stage, therefore an inspection was not possible.'

'We have pledged to work with the couple to resolve what we believe are the final items of work.'

■ Was your newbuild home riddled with faults? Email money@mail@dailymail.co.uk

