

## Cracks – When do you need to report them to us

Most cracks will be surface disturbances of plaster caused by your home expanding and contracting (this can be called hairline cracks, shrinkage or settlement). New builds are particularly prone to this while the building settles and materials dry out. They can be easily filled and decorated over.

However they can sometimes be a visible symptom of something more serious.

In the event of any of the following circumstances you need to advise us so that we can arrange for our surveyor to have a look:

- cracks that persist in reappearing or getting noticeably wider
- More than one appearing in the same room
- they are more than 5mm wide
- Cracks that appear inside and out in the same place
- In window and door frames and the window or door is sticking as well
- on the outside of a building wall
- on an outside wall that steps in line with the brickwork