
FACTSHEET

UNDERSTANDING SHRINKAGE CRACKS & NAIL POPS

Welcome to your new home

Congratulations on moving into your new build property! We hope you're settling in well. As with any new home, you may notice some small cosmetic changes in the first few months. The most common are shrinkage cracks and nail pops.

What Are shrinkage cracks & nail pops?

Shrinkage cracks are fine lines that can appear on walls, ceilings and where materials like wood and plaster meet, i.e. around door frames. Nail pops are circular cracks that can also appear on walls and ceilings but where screws / nails have been used underneath the plaster. As your home begins to dry out and settle these can both appear and are completely normal and expected in all newly built properties.

Why do they occur?

- As the plaster, concrete, and wood dry, they contract slightly.
- Changes in temperature and humidity can accelerate this process.

What do shrinkage cracks & nail pops look like?



Is it a defect?

In line with industry standards, shrinkage cracks less than the width of a £1 coin (approximately 2-3mm) are not classed as defects and are not accepted.



Valid Defect Criteria:

- Cracks wider than a £1 coin
- Movement causing damage
- Excessive nail pops in one room (8 or more).

**Not valid defects**

- Hairline cracks less than £1 coin width
- Minor paint cracking
- Small gaps due to material drying.

What you can do

Here's how you can handle small cracks and nail pops yourself:

- Wait 6–12 months for your home to fully dry out
- Fill small cracks using filler
- Allow it to dry, sand it smooth
- Repaint for a fresh finish.

When to contact us

Please get in touch if:

- Cracks are wide enough to fit a £1 coin into, and you are concerned about them
- You notice persistent cracking in the same place
- You notice an excessive amount of nail pops in one room (8 or more)
- There's damage affecting doors, windows, or structural elements.

Need help or advice?

We're always here to support you. For guidance on maintaining your new home or reporting genuine defects, contact:

Aftercare Team

 **0800 111 4013**